

User ID Activity Tracking

Last Modified on 09/27/2023 11:43 am EDT

Jackrabbit offers visibility into the activities of each User ID. You have the option to review a single User ID or run a report to see all User activity with the Search Activity report.



- ★ Optimize collaboration with the ability to see which User ID has performed a task.
- ★ Provide an audit trail for transactions entered, deleted, or edited.
- ★ Track and review User actions when there is an issue.

For each action a User takes in Jackrabbit, an 'event' is created and logged. These events are reported in the activity logs.

Examples of User actions and the corresponding event name:

Action	Event Name
Edit a transaction	JT_EditTrans
Delete a transaction	JT_DeleteTransaction
Create a payment transaction	JT_PmtTrans



Save this as a frequently used report! Click the **Heart** icon  next to a report name, the heart will change to red  and the report will be listed under the *Reports menu* > **My Reports** for quick and easy access!

View a Specific User's Activity

You can view a User's recent activity from within their User ID profile, found under the **Gear** (icon) > **Settings** > **Users & Permissions** > select a **User** > **User Activity**, you are able to quickly access a log of their recent activity.

User: CBARNHARDT

← RETURN SAVE CHANGES

USER DETAILS

USER PERMISSIONS

USER ACCESS-LOCATIONS

USER ACCESS-CATEGORY1

USER ACTIVITY

User Activity

Note: This is only a recent activity view. Use the Search User Activity Report for activity older than the past day. Event times are adjusted for your GMT/time zone.

View 1 - 3 of 3 Print Refresh

	Date	Event	Description
1	9/27/2023 11:39:45 AM	JT_UserActivity_GetByDate	viewing activity for user 'CBARNHARDT' by cbarnhardt
2	9/27/2023 11:39:20 AM	JT_Loginv2	User 'cbarnhardt' logged in.
3	9/27/2023 11:39:20 AM	JT_UserLogin_v4	Login successful. Browser=Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Safari/537.36 IP=70.35.176.126 Server=app.



This is only a recent activity view, not all activity is logged and activity is only kept for a limited time. Older user activity may be preserved in offline database backups. Send a support request if you need an older activity.

Search Criteria - All User Activity

View the activity of all Users at once using **Search User Activity**.

Get to this report from the **Reports** menu > **Find Reports** > enter **Search User Activity** in the Keyword Search field > **Search User Activity**. Use Search Criteria to search for a specific date range, User ID, Event, or Description.

Search Activity

[← RETURN](#)

Search Criteria
Run Activity Report using search criteria below.

Date from through

User ID

Event [?](#) Search Events by keywords (ex. "Drop")

Description

Report Results

The results will display information including which User made the edit, what time the edit was done, a description of the changes made, and links to information about the Family, Student, Class, and Transaction.

There are many columns of information available in the report results. Customize your report with the **Show/Hide Columns** button; select only the information important to you.

User Activity Report

← RETURN

Use this button to **Show/Hide Columns** in the report.

View 1 - 50 of 65 Print Export Refresh 4 columns hidden Show/Hide Columns

User ID	DateTime	Event	Description	Family	Student	Class	Trans
HelpCe	8/1/2023 5:51:25 PM	JT_Family_Delete	Family, Contacts for 'Lester' permanently deleted.	27305117			
HelpCe	8/1/2023 5:51:25 PM	JT_Family_Delete	Archived 0 credit card record(s).	27305117			
HelpCe	8/1/2023 5:51:25 PM	JT_Family_Delete	Archived 1 Family record(s).	27305117			
HelpCe	8/1/2023 5:51:25 PM	JT_Family_Delete	Deleted 0 Contact record(s).				
Zapier	8/1/2023 5:50:58 PM	Zap Add Contact	Contact "Mike Lester" given access to Parent Portal via Zap action	27312404			
Zapier	8/1/2023 5:50:58 PM	Zap Add Contact	Contact "Mike Lester" added via Zap action	27312404			
HelpCe	8/1/2023 5:50:03 PM	JT_UserLogin_v4	Login successful. Browser=Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 IP=73.83.144.123 Server=app.				
Zapier	8/1/2023 5:49:25 PM	Zap Add Family	"Lester" family added via Zap action	27312404			

Click on a link to see the **Details**. For this example, it's a Family link.

Family	Student	Class	Trans
12574863		10226861	296235569

Details

i Family Name: Ager
 Family Status: Active
 Student Name:
 Class Name (Session): Hip Hop L2 - Thurs 7pm (Winter 2023)
 Trans Type: Tuition Fee

Tips for Searching Activity

- Use a keyword to search with the Event criteria, for example, "edit" or "delete"
- To find out what the event name associated with an action is, a little testing can get you the answer. While logged into Jackrabbit, perform the action you are looking to search on and then head over to Reports menu > Find Reports > enter Search User Activity in the Keyword Search field > Search User Activity and search for the current activity of your User ID. Make note of the event name given to the action you performed.