

Schedule Makeups in the Parent Portal

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When you track absences in Jackrabbit (as opposed to [tracking attendance](#)) and offer makeups, you can allow parents to schedule makeup classes through their Parent Portals.

There are several settings that control absences in the Parent Portal. [Review these settings.](#)

Share this great video we have included in our [email templates](#) (#137 & #138) to help you introduce your families to this amazing feature!

[Watch the video](#)

Share this link: <https://sproutvideo.com/playlists/bd9ddfb9121c30>

Schedule a Makeup for a Past Absence

Parents can schedule makeups from the **Absences & Makeups** page in the Parent Portal following these steps:

1. From the *Menu (icon)* , select **Absences & Makeups**.
2. In the *Past* section, locate the absence to be made up and click **Schedule Makeup**.

A window opens with the absence information, the student's name, and the available makeup classes (max of 100 classes displayed).

3. Click to **Select** the desired makeup class.
4. Click **Submit**.

Note: The system performs a final check to be sure the class is still available. If the class is no longer available a message "*This class is no longer available for a makeup*" pops up and the **Select** button is disabled. A different class will need to be selected.

If a Makeup success message has been created in the [Parent Portal Absence & Makeup Settings](#), it will display to confirm the submission of the makeup.

5. Click **OK** to return and close out the window.

Schedule a Makeup for an Upcoming Absence

When [scheduling an absence in the portal](#), parents can schedule a makeup at the same time, if permitted according to the *Makeup scheduling rules* defined in the [Parent Portal makeup settings](#).

When an absence has been submitted in the Parent Portal, the parent is returned to the **Absences & Makeups** page, and the scheduled absence appears in the *Upcoming* section.

1. Click **View Schedule Impacts** to see the classes that will be missed due to the absence.

A window opens with the absence information and the student's name.

2. Click **Schedule Makeup**.

A window opens with the absence information, the student's name, and the available makeup classes (max of 100 classes displayed).

3. Click to **Select** the desired makeup class.
4. Click **Submit**.

Note: The system performs a final check to be sure the class is still available. If the class is no longer available a message "*This class is no longer available for a makeup*" pops up and the **Select** button is disabled. A different class will need to be selected.

If a Makeup success message has been created in the [Parent Portal Absence & Makeup Settings](#), it will display to confirm the submission of the makeup.

5. Click **OK** to return and close the window.
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