

Monitor Makeups Scheduled in the Parent Portal

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When you **Allow Parents to Schedule Makeups** in the Parent Portal, there are a couple of ways to monitor the makeups that are scheduled by your customers through their portals.

Parent Portal Log Report

To access the Parent Portal Log report go to **Families (menu) > Family Reports** and select **Parent Portal Log** (on the *Recommended* tab).

Use the *Filter Option Makeups* to report on all makeups scheduled in the Parent Portal during a specified date range.

Parent Portal Log

[← RETURN](#) [✓ SUBMIT](#)

Search Criteria [🔍 Favorites](#) [📌 Save Favorites](#) [✕ Refresh](#)

Location:

Filter Option:

Filter Text:

Activity Date From: Through Date:

[✓ Submit](#)

- Logins
- Login Failures
- Enrollments
- Absences
- Makeups**
- Billing Info Changes
- User Defined Field Changes
- Password Resets



Parent Portal Log

[← RETURN](#)

[Print](#) [Export](#) [Refresh](#) [Show/Hide Columns](#) [Restore Columns](#)

Date/Time (Local)	Family/Acct	Contact	Portal User ID	Logins	Contact Email	Message
6/1/2021 4:18:00 PM	Smith	Tory Smith	sandibunnytest@gmail.com	1	tsmith@email.com	Alli Smith is scheduled to makeup an absence from Tumbling L3 - Wed 7:30pm on 06/16/2021. Makeup Class is Tumbling L3 - Wed 6pm on 06/16/2021.
5/31/2021 1:42:00 PM	Ager	Holly Ager	hollyager41@gmail.com	249	hollyager41@gmail.com	Dave Ager is scheduled to makeup an absence from Cheer Ready - Fri 6pm on 06/18/2021. Makeup Class is Cheer Essentials on 06/24/2021.
5/31/2021 1:41:00 PM	Ager	Holly Ager	hollyager41@gmail.com	249	hollyager41@gmail.com	Barbie Ager is scheduled to makeup an absence from Ballet L1 - Mon 5pm on 06/14/2021. Makeup Class is Ballet L1 - Tues 5pm on 06/22/2021.
5/31/2021 1:36:00 PM	Ager	Holly Ager	hollyager41@gmail.com	249	hollyager41@gmail.com	Canceled Dave Ager's Makeup Class 'Cheer Essentials' that was scheduled for 06/03/2021
5/31/2021 12:26:00 PM	Ager	Holly Ager	hollyager41@gmail.com	249	hollyager41@gmail.com	Barbie Ager is scheduled to makeup an absence from Ballet L1 - Mon 5pm on 05/31/2021. Makeup Class is Ballet L1 - Mon 5pm on 06/07/2021.



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!


Makeup Notifications

When a makeup is scheduled in the Parent Portal, Jackrabbit **immediately** sends an email notification to:

- The instructor of the makeup class. Only the first instructor (Instructor 1) will receive the email if there are multiple instructors.
- The primary contacts in the family record of the student enrolled in the makeup class.
- The email address for the Portal Login ID that scheduled the makeup.

Additionally, you can choose to send email notifications to a specified email address. Go to the **Gear** icon > **Settings** > **General** > **Organization Defaults** (left menu) and scroll down to the **Parent Portal Absence & Makeup Settings**.

Go to the **Makeup notifications** setting and select **Yes** to receive notification emails when makeups are scheduled in the parent portal.

Makeup notifications 

RECEIVE NOTIFICATION EMAILS WHEN MAKEUPS ARE SCHEDULED?

YES NO



Consider creating a dedicated email address for makeup notifications and assign that email address to a staff member or supervisory role.
