

# Parent Portal Absence & Makeup Settings - Organization Defaults

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When you use the Parent Portal, you can [allow parents to schedule absences through their portals](#). This option is available regardless of whether you [track absences or track attendance](#) in Jackrabbit.

If you track absences, you'll have the option of offering makeups for missed classes. If you do offer makeups, you can also [allow parents to schedule makeups in the Parent Portal](#).

There are several settings throughout Jackrabbit that control a parent's ability to schedule absences and makeups in the Parent Portal; [review the various settings](#).

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In this article we'll specifically cover the **Parent Portal Absence & Makeup Settings**, located in *Organization Defaults (left menu)*, under the *Gear (icon) > Settings > General*.

Expand each section to learn about the related settings.

## Parent Portal Absence Settings

[Expand/Collapse All](#)

These settings control how absences display in the Parent Portal on the *Absences (or Attendance)* tab in the student record and on the *Absences & Makeups* page (from the hamburger menu). They define whether or not you will allow parents to record absences in their portals and control when they can be scheduled.

### Absences display rules

#### What Absences Would You Like Your Parents to See?

Select which absences you want to display in the Parent Portal:

- **All absences** - all recorded absences will display.
- **I'd like to limit the past absences** - limit the **past** absences that display to:

WHAT ABSENCES WOULD YOU LIKE YOUR PARENTS TO SEE?

All absences

I'd like to limit the past absences

Only absences eligible for makeups

Only display absences from the last...

6 Months

Display only the last...

1 Absences

- **Only absences eligible for makeups** - Only absences that were marked as eligible for a makeup will display.
- **Only display absences from the last...** - Display only absences that occurred during a specified number of days, weeks, or months.
- **Display only the last...** - Limit the number of past absences that will display.

These three rules can be used in conjunction with each other.

An absence is displayed for each class a student missed; if several classes were missed on one day, each class counts as an absence.

**Allow parents to record absences?**

ALLOW PARENTS TO RECORD ABSENCES VIA THE PARENT PORTAL

YES  NO

**Allow Parents to Record Absences via the Parent Portal**

Control whether or not parents can schedule absences for their students through their portals.

When you allow parents to record absences in the Parent Portal, access to an Absences & Makeups page is added to the hamburger menu in their portals. This page summarizes all absences for all students in the family and a button opens a modal for the parent to schedule absences.

SCHEDULING WINDOW FOR ABSENCES

Can schedule absences today or anytime in the future.

Must be scheduled in advance by at least...

3 Days

**Scheduling Window for Absences**

If you are allowing your parents to record absences in their portals, do you require advance notice?

- **Can schedule absences today or anytime in the future.**
  - No advance notice for absences is required, a parent can schedule an absence on the same day or any day in the future.
- **Must be scheduled in advance by at least...**
  - Set the number of days, weeks, or months of advance notice that you require.

**Parent Portal Makeup Settings**

If you offer makeups (when tracking absences), these settings define whether or not your parents can schedule makeups in their portals, outline the rules for which classes will be available for makeup,

determine when makeups can be scheduled, and specify if parents can cancel makeups they've scheduled.



*These settings are dependent on the selections made in your **Makeup Settings**; if they are set to "Never Allow Makeups", the settings covered below are hidden.*

<b>Allow parents to schedule makeups?</b>	
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <small>ALLOW PARENTS TO SCHEDULE MAKEUPS VIA THE PARENT PORTAL</small>  <input checked="" type="radio"/> YES <input type="radio"/> NO         </div>	<p><b>Allow Parents to Schedule Makeups via the Parent Portal</b></p> <p>Control whether or not parents can schedule absences for their students through their portals.</p>
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <small>ONLY ALLOW MAKEUPS IN CLASSES WITH AT LEAST ONE STUDENT ENROLLED</small>  <input checked="" type="radio"/> YES <input type="radio"/> NO         </div>	<p><b>Only Allow Makeups in Classes with at Least One Student Enrolled</b></p> <p>Set this to yes to avoid a makeup class being booked in a private lesson that has an opening.</p>
<b>Makeup class similarity rules</b>	
<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; border-right: 1px solid #ccc; padding-right: 5px; margin-right: 5px;"> <small>SAME LOCATION?</small>  <input type="radio"/> YES <input checked="" type="radio"/> NO         </div> <div style="width: 50%; padding-left: 5px;"> <small>SAME INSTRUCTOR?</small>  <input type="radio"/> YES <input checked="" type="radio"/> NO         </div> <div style="width: 50%; border-right: 1px solid #ccc; padding-right: 5px; margin-right: 5px;"> <small>SAME SESSION?</small>  <input type="radio"/> YES <input checked="" type="radio"/> NO         </div> <div style="width: 50%; padding-left: 5px;"> <small>SAME GENDER?</small>  <input type="radio"/> YES <input checked="" type="radio"/> NO         </div> <div style="width: 50%; border-right: 1px solid #ccc; padding-right: 5px; margin-right: 5px;"> <small>SAME AGE RANGE?</small>  <input checked="" type="radio"/> YES <input type="radio"/> NO         </div> <div style="width: 50%; padding-left: 5px;"> <small>SAME CATEGORY 1?</small>  <input checked="" type="radio"/> YES <input type="radio"/> NO         </div> <div style="width: 50%; border-right: 1px solid #ccc; padding-right: 5px; margin-right: 5px;"> <small>SAME CATEGORY 2?</small>  <input type="radio"/> YES <input checked="" type="radio"/> NO         </div> <div style="width: 50%; padding-left: 5px;"> <small>SAME CATEGORY 3?</small>  <input type="radio"/> YES <input checked="" type="radio"/> NO         </div> </div>	<p>These rules control which classes will display when a parent is scheduling a makeup in their portal. When these are all set to No, all classes with adjusted openings will display.</p> <p>Each setting asks the question <i>"Does the makeup class have to have the same xxx as the class that my student was absent from?"</i></p> <p><b>Example:</b></p> <p>If a student was absent from a class with a Category 1 = "Dance", and the similarity rule <i>Same Category 1?</i> = <b>Yes</b>, the only classes that will display for the parent to choose a makeup class from will be those classes with a Category 1 = "Dance".</p>
<b>Makeup scheduling rules</b>	
	<p><b>Makeup Date Lead Time</b></p> <p>Use this scheduling rule to prevent parents from scheduling makeups at the last minute.</p> <ul style="list-style-type: none"> <li><b>No lead time needed. Day of makeup scheduling is fine.</b></li> </ul>

<p>MAKEUP DATE LEAD TIME</p> <p><input type="radio"/> No lead time needed. Day of makeup scheduling is fine.</p> <p><input checked="" type="radio"/> I need at least this much lead time for makeups</p> <p>2 Days</p>	<ul style="list-style-type: none"> <li>○ Parents can schedule a makeup class held on the current date or later.</li> <li>● <b>I need at least this much lead time for makeups</b> <ul style="list-style-type: none"> <li>○ Makeups can only be scheduled in classes held on or after the set number of hours, days, or weeks from the current date.</li> </ul> </li> </ul> <p><b>Example:</b> Today is September 1st, and the lead time is set to 2 days</p> <ul style="list-style-type: none"> <li>■ Parents can schedule makeups in classes held on or after September 3rd.</li> <li>■ Makeups cannot be scheduled in classes held on September 1st or 2nd.</li> </ul>
<p>SCHEDULING WINDOW FOR MAKEUPS</p> <p><input type="radio"/> Can schedule makeups anytime in the future.</p> <p><input checked="" type="radio"/> Must be scheduled within this window</p> <p>4 Weeks</p>	<p><b>Scheduling Window for Makeups</b></p> <p>Do you require that makeups are scheduled within a specified time frame? The scheduling window refers to how far the date of the makeup class is from the current date.</p> <ul style="list-style-type: none"> <li>● <b>Can schedule makeups anytime in the future.</b> <ul style="list-style-type: none"> <li>○ Parents can schedule a makeup class held any time after the current date.</li> </ul> </li> <li>● <b>Must be scheduled within this window</b> <ul style="list-style-type: none"> <li>○ Makeups can only be scheduled into classes that are held within the set number of days or weeks from the current date.</li> </ul> </li> </ul> <p><b>Example:</b> Today is September 1st, and the scheduling window is set to 4 weeks</p> <ul style="list-style-type: none"> <li>■ Parents can schedule makeups in classes held between September 1st and September 29th (4 wks).</li> <li>■ Makeups cannot be scheduled in classes held on September 30th or later.</li> </ul>
	<p><b>Scheduling Window for Future Absences</b></p> <p>Use this scheduling rule to prevent parents from scheduling a makeup for an absence that is too far in the future. The scheduling window refers to how far the date of the absence is from the current date.</p> <ul style="list-style-type: none"> <li>● <b>Can schedule makeups anytime in the future.</b> <ul style="list-style-type: none"> <li>○ Parents can schedule a makeup for any future</li> </ul> </li> </ul>

SCHEDULING WINDOW FOR FUTURE ABSENCES

Can schedule makeups for any future absences

Must be scheduled for absences occurring within this window

1 Months in the future

absences.

- **Must be scheduled for absences occurring within this window**

- Makeups can only be scheduled for absences that are within the set number of days, weeks, or months from the current date.

**Example:**

Today is September 1st, and the scheduling window is set to 1 month

- Parents can schedule makeups for absences that occur on or before October 1st.
- Makeups cannot be scheduled for absences that occur on October 2nd or later.

CAN INACTIVE STUDENTS SCHEDULE MAKEUPS?

YES  NO

**Can Inactive Students Schedule Makeups?**

Control whether or not makeups can be scheduled in the Parent Portal for students who are not currently enrolled in classes, i.e., are inactive.

**Makeup notifications**

**Makeup notifications**

RECEIVE NOTIFICATION EMAILS WHEN MAKEUPS ARE SCHEDULED?

YES  NO

education@jackrabbitech.com

**Receive notification emails when makeups are scheduled?**

Whenever a makeup is scheduled in the Parent Portal, Jackrabbit will immediately (and always) send an email notification to the class instructor, the primary family contact, and to the address related to the Portal Login ID that scheduled the makeup.

Set this field to **Yes** to send an **additional** email notification to the email address listed, which advises that a makeup has been scheduled.

**Schedule makeup message**

**Message Below Available Class Makeup List**

This setting allows you to customize the message that appears at the bottom of the available makeup classes window.

### Schedule makeup message

MESSAGE

Don't see a makeup that works for you? Please call...

Makeup for:

Nov 22, 2021 **Barbie**

Ballet L1 - Mon 5pm

Tue Nov 30, 2021 @ 7:00pm

Ballet L2 - Tues 7pm  
Jackrabbit Education w/ Ms. Dianne

SELECT

Don't see a makeup that works for you?  
Please call your location to schedule  
your makeup.

SUBMIT

CLOSE

### Makeup success message

**Provide a custom message to parents after a makeup is scheduled?**

Set this to **Yes** to customize a confirmation that will display to advise the parent they were successful in scheduling their makeup class.

PROVIDE A CUSTOM MESSAGE TO PARENTS AFTER A MAKEUP IS SCHEDULED?

YES  NO

TITLE

Makeup Reminders

MESSAGE

Your makeup has been successfully scheduled! Please make a note of your makeup class date and time. We require 3 days notice if you need to cancel the makeup.



### Makeup Reminders

Your makeup has been successfully scheduled! Please make a note of your makeup class date and time. We require 3 days notice if you need to cancel the makeup.

OK

### Cancellation rules

**Can Makeups be Canceled?**

Control whether or not makeups can be canceled in the Parent Portal.

CAN MAKEUPS BE CANCELED?

YES  NO

**Cancellation Window**

If you are allowing your parents to cancel makeups in their portals, do you require cancellations to be done with advance notice?

CANCELLATION WINDOW

Can cancel makeups anytime in the future.

Must be canceled before makeup is within this window

2



Days



- **Can cancel makeups anytime in the future.**

- No advance notice for cancellations is required, a parent can cancel a makeup on the same day, or any day in the future.

- **Must be canceled before makeup is within this window**

- Set the minimum number of days or weeks in advance that makeups must be canceled.
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