

Contact Jackrabbit Support

Last Modified on 08/28/2024 10:42 am EDT

The Jackrabbit Support Team is here to help!

When you are logged into Jackrabbit, click the question mark button on the top right on any page. This opens a help page and you will be able to select the contact option that works best for you.

Support Contact Options

| | |
|--|--|
| | <p>Submit a Ticket - Support tickets allow the Support Team to log into your Jackrabbit, research, or re-route your issue to a specialist. Correspondence is through email.</p> <p>Jackrabbit Support is open Monday through Friday 8 am to 8 pm ET.</p> |
| | <p>Live Chat - Live Chat is for SIMPLE questions on basic topics.</p> <p>Live Chat is open Monday through Friday from 11 am to 5 pm ET.</p> |
| | <p>Request a Call - Request a Call is for general questions about Posting Tuition fees, ePayments, Quickbooks, System Review/Checkup Calls, and other concerns you may have.</p> <p>Request a Call is open Monday through Friday from 9 am to 7 pm ET.</p> |

If you can't log in to Jackrabbit to access the help page for support, send an email to the Support team at support@jackrabbittech.com.
