# Contact Jackrabbit Support

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.
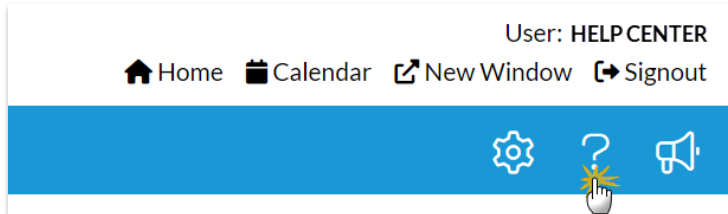


## Support Contact Options

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| ✉️ **Submit a Ticket** | **Submit a Ticket -** Support tickets allow the Support Team to log into your database, research, or re-route your issue to a specialist. Correspondence is through email.<br><br>**Jackrabbit Support is open Monday through Friday 8 am to 8 pm ET.** |
| 💬 **Chat with Support** | **Live Chat -** Live Chat is for SIMPLE questions on basic topics.<br><br>**Live Chat is open Monday through Friday from 10 am to 6 pm ET.** |
| 📞 **Request a Call** | **Request a Call -** Request a Call is for general questions about Posting Tuition fees, ePayments, Quickbooks, Database Review/Checkup Calls, and other concerns you may have.<br><br>**Request a Call is open Monday through Friday from 9 am to 7 pm ET.** |

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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**.