

View Enrollment Comments Added in the Parent Portal

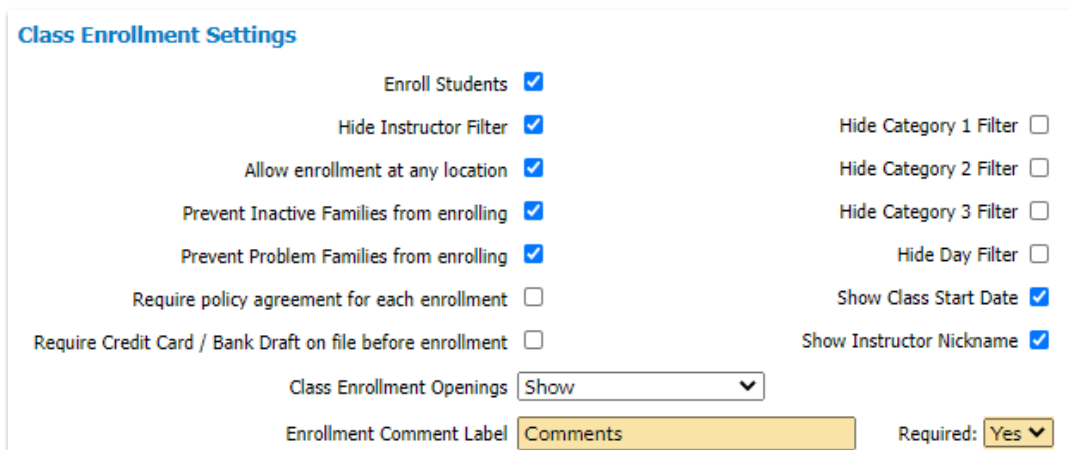
Last Modified on 08/24/2021 1:27 pm EDT

When a student is enrolled into a class via the Parent Portal, the information from the enrollment including any comments shows in Jackrabbit and can be viewed in multiple locations:

- The email notification sent to your Organization for Portal enrollments will include this information.
- From the *Family* record > *Misc* tab > *View Registrations* > click *View* next to the Portal enrollment to see the details.
- The Parent Portal Log report and Process Class Registrations report display enrollment details.

To locate the comment setting go to the *Gear (icon)* > *Settings* > *Parent Portal* > *Settings (tab)*. Scroll down to the **Class Enrollment Settings** section to find the *Enrollment Comment Label* field and *Required* setting.

The *Enrollment Comment Label* can be made mandatory (required) and renamed, for example, to ask a question and require parents to answer it.



The screenshot shows the 'Class Enrollment Settings' form. It contains various checkboxes and dropdown menus. The 'Enrollment Comment Label' is set to 'Comments' and is marked as 'Required: Yes'.

Setting	Value
Enroll Students	<input checked="" type="checkbox"/>
Hide Instructor Filter	<input checked="" type="checkbox"/>
Allow enrollment at any location	<input checked="" type="checkbox"/>
Prevent Inactive Families from enrolling	<input checked="" type="checkbox"/>
Prevent Problem Families from enrolling	<input checked="" type="checkbox"/>
Require policy agreement for each enrollment	<input type="checkbox"/>
Require Credit Card / Bank Draft on file before enrollment	<input type="checkbox"/>
Class Enrollment Openings	Show
Enrollment Comment Label	Comments
Required:	Yes
Hide Category 1 Filter	<input type="checkbox"/>
Hide Category 2 Filter	<input type="checkbox"/>
Hide Category 3 Filter	<input type="checkbox"/>
Hide Day Filter	<input type="checkbox"/>
Show Class Start Date	<input checked="" type="checkbox"/>
Show Instructor Nickname	<input checked="" type="checkbox"/>

Comment Added in the Parent Portal

Comments can be added at the time of enrollment in the Parent Portal. This is a good place for a parent to add additional student information for the teacher or your organization.

Add Class to Cart

✓ ADD ✗ CANCEL

Ballet L1 - Tues 6pm
45.00

ENROLL

Select Students

Barbie

Dani

Dave

Comments added here can be seen in the email Enrollment Notification, in the Family Record > Misc (tab) > View Registrations, and in the Portal Log report.

Additional Info

Comment

Adding a comment here will be visible in a few different places in Jackrabbit. This is a good place to add additional information for the teacher.

View Comments - Individual Family

Enrollment Notification

An Enrollment Notification is emailed to your organization when a parent enrolls a student in the Parent Portal. Comments, when added, are visible at the bottom of the email notification.

Jackrabbit Help Center - Ager - Enrollment Notification

Barbie Ager enrolled in class: Ballet L1 - Tues 6pm (Spring 2020)

- First Class: 04/07/20
- Class End Date: 05/31/20
- Days: Tue
- Time: 6:00pm-6:30pm (Duration: :30)
- Loc: EDU
- Room: Studio B
- Instructor: Ms. Dianne
- Membership Type: ClubMemb

Comment is viewable in the email Enrollment Notification sent to your organization at the time of enrollment in the Parent Portal.

Comment: Adding a comment here will be visible in a few different places in Jackrabbit. This is a good place to add additional information for the teacher.

View Registrations

In the *Family* record, go to *Misc* tab > *View Registrations* button > *View* to see the details from an online enrollment in the Parent Portal, including any comments added.

Barbie Ager enrolled in class: Ballet L1 - Tues 6pm (Spring 2020)

- First Class: 04/07/20
- Class End Date: 05/31/20
- Days: Tue
- Time: 6:00pm-6:30pm (Duration: :30)
- Loc: EDU
- Room: Studio B
- Instructor: Ms. Dianne
- Membership Type: ClubMemb

Comment: Adding a comment here will be visible in a few different places in Jackrabbit. This is a good place to add additional information for the teacher.

View Comments - Multiple Families

Parent Portal Log Report

To view enrollment information, including comments (when entered), for multiple families at once, the *Parent/Customer Portal Log* from the *Reports* menu allows you to view portal enrollments during a specified date range using the criteria *Filter Option = Enrollments*.

Parent Portal Log

Search for Portal Activity using search criteria below.

Location:

Filter Option: Enrollments

Filter Text:

Activity Date From: Through Date:

Parent Portal Log - Report View

Parent Portal Log

Date/Time (Local)	Loc	Family/Acct	Contact	Portal User ID	Message
4/6/2020 11:16:00 AM	EDU	Ager	Victor Ager	agingvictor@gmail.com	Barbie Ager enrolled in class: Ballet L1 - Tues 6pm (Spring 2020) <ul style="list-style-type: none"> • First Class: 04/07/20 • Class End Date: 05/31/20 • Days: Tue • Time: 6:00pm-6:30pm (Duration: :30) • Loc: EDU • Room: Studio B • Instructor: Ms. Dianne • Membership Type: ClubMemb
<div style="border: 1px solid orange; padding: 5px; display: inline-block; margin-top: 10px;"> Comment: Adding a comment here will be visible in a few different places in Jackrabbit. This is a good place to add additional information for the teacher. </div>					

Registration info from the Parent Portal can be seen in this report, the email Enrollment Notification, and the Family Record > Misc (tab) > View Registrations.

Process Class Registrations Report

To view Parent Portal enrollments for multiple families, go to *Process Class Registration* under the *Reports* menu to view enrollments during a specified date range using the criteria *Filter Option = Enrollments* and *Registration Source = Portal*.

Process Class Registrations

← RETURN ✓ SUBMIT

Search Criteria 🔍 Favorites 📌 Save Favorites ✕ Refresh ?

Search all Family registrations, Class enrollments, and Waitlist additions made via the Portal, Online Web Registration, and within Jackrabbit. This does not include Event enrollments. The date range for this report is limited to the previous 60 days.

Family Location

Class Location

Session

Date from* through

Type* Enrollments
 Trial Enrollments
 Registrations
 Waitlists

Registration Status
In Progress
Complete

Registration Source
Portal
Web Registration

Created by

✓ SUBMIT

Process Class Registrations - Report View

Click the **More** button to see the family information. Registration comments are not shown in this report.

Process Class Registrations

[← RETURN](#)
[✉ EMAIL](#)

Click **More** to view the Family Information.

View 1 - 16 of 16 [Print](#) [Export](#) [Refresh](#) [Show/Hide Columns](#) [Restore Columns](#)

	Registration Status	Type	Student	Class	Enroll Date	Primary Contact	Fee(s) Posted	Registration Source		
	▼	Search	Search	Search	Search	Search	Search	Search		
	New	Enrollment	Barbie Ager	Ballet L1 - Mon 5pm	4/6/2020	Holly Ager	45.00	PPortal	More	<input type="checkbox"/>
	New	Enrollment	Livy Wallace	Hip Hop L2 - Thurs 7pm	3/12/2020	Livy Wallace		PPortal	More	<input type="checkbox"/>
	New	Enrollment	Georgia Wallace	Tumbling L2 - Mon 6pm	3/11/2020	Livy Wallace	31.75	PPortal	More	<input type="checkbox"/>
	New	Enrollment	Livy Wallace	Tumbling L3 - Wed 7pm	3/11/2020	Livy Wallace	62.25	PPortal	More	<input type="checkbox"/>