Email in Jackrabbit - Overview

Email is an excellent way to keep in touch and quickly share important information with your students, parents, contacts, and staff. You can use Jackrabbit to email individuals or send group emails. There is no limit to the number of emails you can send.

Once you have decided to send an email, it's important to define your audience and what you want to communicate to them.

Think about these questions before you get ready to send out an email:

> **WHO is my intended audience?** - Is this email for my entire business, including staff, students, and parents, or just a select family or one student?
> **Learn more about sending an email to a group** or **sending an individual email**.
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> **WHAT do I want to communicate?** - Are you sending out a monthly newsletter or class details with additional information? Do you have attachments to include in your email?
> **Learn more about Email Attachments and Images**.
>
> **WHEN should I send an email?** - Is the information in the email time-sensitive? Do you want to create an email to send at a later date?
> **Learn how to Schedule an Email - Send it Later.**
>
> **WHY aren't people getting my emails?** - Did the intended recipients receive your email when you wanted them to? Can I find a list of the emails I sent or find a copy of the email?
> **Learn more about Email Reports and how to use them.**

We strongly recommend you compose your email using the Jackrabbit email editor. If you copy/paste from another application (Microsoft Word or other word processing program), there may be hidden code that will affect the look of the email. Another option would be to copy/paste in plain text (Ctrl+Shift+F) from another program and edit the email content in Jackrabbit.

Let's Send an Email in Jackrabbit!

There are a ton of options for sending emails in Jackrabbit! This section was designed to help you understand these options and provide you with information and step-by-step instructions to create, send, and use our email reports.

Create an Email	We have a comprehensive list of email templates available for your use. Some have full-color graphics and standard wording, you can customize them for your organization or create your own. Refer to **Customize / Edit a Jackrabbit Email Template**

	Email Guidelines	It's critical to adhere to a few simple guidelines when you are creating and sending out emails: • See **Email Guidelines** for a list of No Spam guidelines to follow. • Allow customers to **Opt-out of Mass Emails**.
	Email Reports	Although we can't tell you who opens and reads the emails you send, these reports have been created to help you manage your emails: • **View Sent Emails** • **Email Bounce Report** • **Scheduled Emails Report** • **Email Listing Report**
	Troubleshoot Email	After you create an email and hit Send, there is no guarantee your email will be sent and received as intended. Here are some additional articles to help you troubleshoot email issues you may be having: • **Troubleshoot Problems with Email** • **Increase Your Email Delivery Rate** • **Add Jackrabbit to Safe Senders List**