Drop Requests in the Parent Portal

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Managing drop requests manually through phone calls and emails can be time-consuming and disruptive for your staff. Parent Portal Drop Requests allow parents to request to drop a class directly from their Parent Portal - saving time and keeping everything organized in one place!

This feature is off by default and must be enabled per class. Once it's turned on, parents can submit a drop request from the Parent Portal with a proposed last date of attendance and a reason for the drop. You will receive an email when a request is submitted and can review, approve, or deny it in the Student or Class record.

To enable drop requests for a specific Class, go to the Summary tab of the Class record and set the *Allow Portal Drop Requests* setting to **Yes**. You can also mass update this setting from the Classes > Edit All Classes page.

Drop Requests are available as an early access feature in Jackrabbit Labs. This feature is still in development and may change as we refine it. Try it out and share your feedback to help shape the final experience.

Expand the section below to read through frequently asked questions about drop requests in the Parent Portal.

Frequently Asked Questions

Q. *I turned on the Portal drop request in Jackrabbit Labs, but where does the parent see that in the Parent Portal?*

A. After enabling Parent Portal Drop Requests in Jackrabbit Labs, you also need to turn on the setting for each class. On the Summary tab of the Class record, set *Allow Portal Drop Requests* setting to **Yes**. You can also mass update this setting from the Edit All Classes page.

Once enabled, parents will go to their Dashboard and scroll down to their students' Classes. On the class card, they will click the **More Options** icon in the top-right corner, then select **Request Drop**.