

# Grant staff access to Jackrabbit with a User ID

Share

Last Modified on 12/22/2025 3:03 pm EST

## Issue/Question

---

How do I give my staff access to our Jackrabbit system to do things like editing classes or scheduling appointments?

## Resolution

---

Grant staff members access to your Jackrabbit system by adding them as users in your Users & Permissions settings. If a staff member needs to access both Jackrabbit and the Staff Portal, you can match their User ID to their Staff Portal Login.

1. Go to the **Gear** icon > **Settings** > **Users & Permissions**.
2. Click **Add User**.
3. Enter a **User ID**. Each Jackrabbit User ID must be unique; you will be alerted if it's unavailable.
4. Enter a **New Password** and then **Re-enter Password** to confirm.
5. Add a **First Name**, **Last Name**, and **Email** for the user.
6. Identify the **Role(s)** this user will perform.
7. If the staff member will also use the Staff Portal and has an existing Staff record in Jackrabbit, use the **Match to a staff person** drop-down to match the new User ID to their Staff Portal Login. This will allow them to share one login/password to log into both your Jackrabbit system and the Staff Portal.
8. Click **Save**.
9. The new User ID appears in the Manage Users grid. Select the User ID link to update their User Permissions and control access to specific areas of the system.

Once you have created a User ID and set their User Permissions, [clone the User ID](#) to quickly create a new User ID with the same permissions.

---