Family opted out of emails by mistake

Issue/Question

I have a family that opted out of emails by mistake. How can I fix that? Or does the family have to do it on their portal?

Resolution

If a contact or student in a family accidentally clicked the unsubscribe link in an email, Staff must opt them back in from their Contact or Student record in Jackrabbit; this can't be done by the parent.

To fix a family who has opted out by mistake:

1. Go to the **Family** record > **Summary** tab.
2. Use the links to open the **Contact** or **Student** record of the person who mistakenly opted out.
3. Uncheck the **Mass Email Opt-Out** checkbox.
4. **Save Changes**.