

Parent Portal web address (URL) has changed

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Last Modified on 01/20/2026 2:47 pm EST

Issue/Question

A couple of our parents noticed yesterday that their parent portal login page had changed and were concerned. Is this legit?

Resolution

Yes, this is legitimate.

As part of an ongoing platform maintenance and improvement effort to boost Jackrabbit's performance and scalability, our Development team migrated the Parent Portal login page to a new platform.

- **Old URL** - <https://app.jackrabbitclass.com/jr3.0/ParentPortal/Login?orgID=XXXXXX>
- **New URL** - <https://app.jackrabbitclass.com/jr4.0/ParentPortal/Login?orgID=XXXXXX>

Anyone accessing the old page will be automatically redirected to the new URL.
