

Integration Assistance

Last Modified on 11/03/2020 12:30 am EST

Have an issue or problem using any of the four modules on your website? Our Integration Specialists can help.*

Reach our Specialists directly at: OnlineReg@JackrabbitTech.com. Your email needs to include the following information:

- Your name
- Your Organization name
- Your phone number including area code
- Your website name (url address) and which webpage the code or link is on.
- Module you are working with (Registration Form, Class Listings tables, Parent Portal, or Event Calendar)
- Description of the issue you are experiencing - include specific details

This automatically generates and assigns a ticket to our specialists and you will receive a direct response (usually within 4 business hours). A phone call may be scheduled as well, if your issue can not be answered adequately via email, click the button below:



Schedule a
Website Integration Call

** Our Integration Specialists troubleshoot HTML-based websites for free. We can view your source code and troubleshoot errors with your code. We do not recommend the use of Flash websites. We cannot support or troubleshoot a site built entirely on Flash since the source coding and content are not available for inspection. Specialists can not log into your web editor nor edit your pages for free.*



response.

*If your issue deals with **e-Commerce**, or any **non-integration** issue, please use the **Jackrabbit Help** button within your database to submit your inquiry. Using the **Support** button logs your request and routes it to the Support Representative on duty for the fastest*
