Options for Viewing the Activity in your Parent Portal

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

Whether you are monitoring enrollments coming in through the Portal or are trying to help one of your parents who is having trouble using their Portal, having the right tools is essential.

Jackrabbit has provided several options to help you monitor Portal activity.

Parent Portal Log

Detailed activity reporting is provided in the **Parent Portal Log** (found in the *Reports* menu).

Several filter options allow you to search for specific actions:

- Logins
- Login Failures
- Enrollments
- Password Resets
- Billing Info Changes
- User Defined Field Changes

Family Record

Another option for viewing Portal activity is on an individual level, from the *Family* record.

Contact Page

A summary of a parent's portal activity (last login and number of logins) is displayed in the *Portal Information* section of the *Contact* record.

Portal Information

Reset Portal Password

Login ID hollyager41@gmail.com

☑ Allow to login to Parent Portal

Last Login 4/9/2018 10:44:00 PM

Logins 63

Misc Tab

On the *Misc* tab of the *Family* record you can click **View Registrations** to see a list of recent activity.

The details of class enrollments, event registrations, and agreements to your legalese that are done through the Parent Portal (and through Online Web Registration) are able to be viewed by clicking the **View** link.