

Parent Portal Communication - An Overview

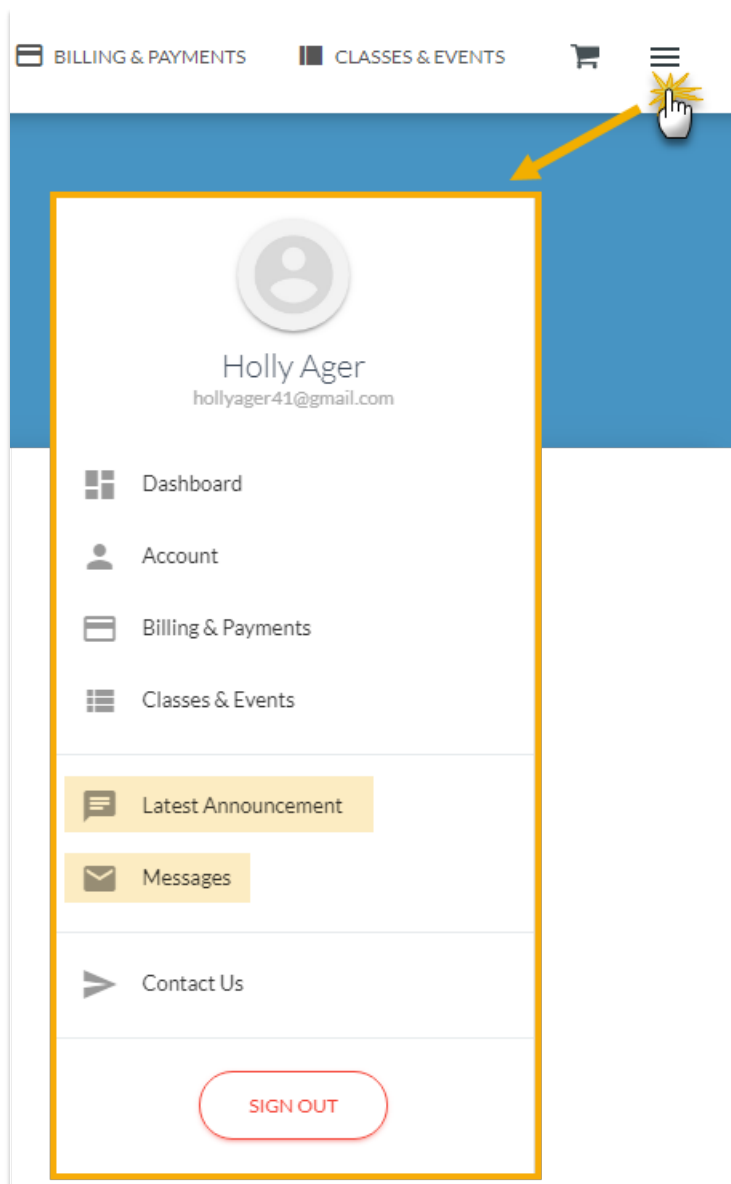
Last Modified on 11/03/2020 12:30 am EST

Emails are not always the best or most reliable way to communicate with your parents. Emails can get blocked, spammed, lost, or deleted.

Jackrabbit offers a more reliable way to reach your parents - via their Parent Portal! Even if you emailed the parent and they claim they did not get the email, they can still access that email via their Portal.

Through the Portal you can:

- Send a private message to a specific family. The message will appear on their Portal Dashboard. See [Send a Private Message to a Specific Family's Parent Portal](#)
 - Send a public message out to all Portal users. The message appears on the Latest Announcement page (from the sidebar menu). See [Send a Public Message to all Parent Portal News Tabs](#)
 - Allow your parents to view their email and text history, view their agreements to your policies and see their registration confirmations. These are accessible on the My Messages page (from the sidebar menu).
-



My Messages

On the *My Messages* page, parents can view the past 180 days worth of sent emails, sent registrations, and sent text messages (if your organization uses texting). Click each sent email, registration, or text to view the content.



My Messages



Sort by date or
alphabetical by subject
or type

DATE: **NEWEST FIRST**

7 Messages

Filter by date range
or message type



DATE	SUBJECT	TYPE
04/06/2018 12:07 PM	Agreement	Registration
02/19/2018 07:13 PM	Class is cancelled today.	Text
08/04/2017 07:39 AM	Event Registration	Registration

Through the Portal your parents can use the **Contact Us** page (from sidebar menu) to send you an email. The email will be sent to the address you designated as the "Reply to" and "Send Alert to" Email Address (*Tools > Parent Portal > Settings > Communication*).

Contact Us



EMAIL US

Subject

Drop Dani from Pointe

Your Message

Hi There - Dani would like to drop the Pointe class. She is finding it too much with her already busy schedule. Thank you!

SEND



Emails sent from the *Contact Us* page in the Parent Portal can be viewed in the [Sent Emails Report](#).