Introduce Your Parent Portal / Instructional Video

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

To ensure that your parents are able to log into their Portals, confirm the following:

- The **Activate Portal** checkbox is selected (*Tools* > *Parent Portal* > *Settings*)
- **Allow to login to Parent Portal** is selected on the parent's Contact record (*Family* record > *Contacts* tab)
- A **valid email address** is present for the parent on their Contact record (*Family* record > *Contacts* tab)

Introduce Your New Parent Portal

Let your customers know about the fantastic convenience you are offering! Direct them to the Parent Portal login link on your website (see **Link to Your Parent Portal**). You can do this via an email blast, hand out flyers, or any way that you communicate with your customers.

To make it easy for you to tell your families about the Parent Portal Jackrabbit provides two email templates that you can customize and send to families either as a group or individually as you process your new registrations.

They are located under *Tools* > *Edit Email Templates*: *Parent Portal 1* or *Parent Portal 2*. (Our **Email Templates** section goes over how to edit templates).



Add a link to the video below in the introductory email to your customers.

Portal Instructional Video

Jackrabbit provides a free generic Portal instruction video called *Using Our Online Portal*. This video (2:58) showcases how to log in and highlights the main benefits of using the Parent Portal.

You can add a link to the video on your Parent Portal login page. To automatically include this video on your Parent Portal login page go to *Tools* > *Parent Portal* > *Settings* and select **Show link to Portal video on Login Page.** Be sure to **Save Changes**.

You can even place this video on your website to help and encourage your customers to use their Portals. The YouTube share code is **https://youtu.be/1A1RGTHMk3U** .



The Using Our Online Portal video is updated occasionally; your website must be updated with the new video URL to show the updated video. When reviewing your website, please check the video URL link you are using to ensure it matches the above share code.