Email Notification Settings

Last Modified on 11/03/2020 12:31 am EST

Many actions in Jackrabbit create email notifications that will be sent to your staff, for example online registrations and Parent Portal payments. From the *Gear (icon) > Settings > General > Notifications (left menu)*, the **Notifications** page provides a centralized location to designate or edit the email addresses that these notifications are sent to.

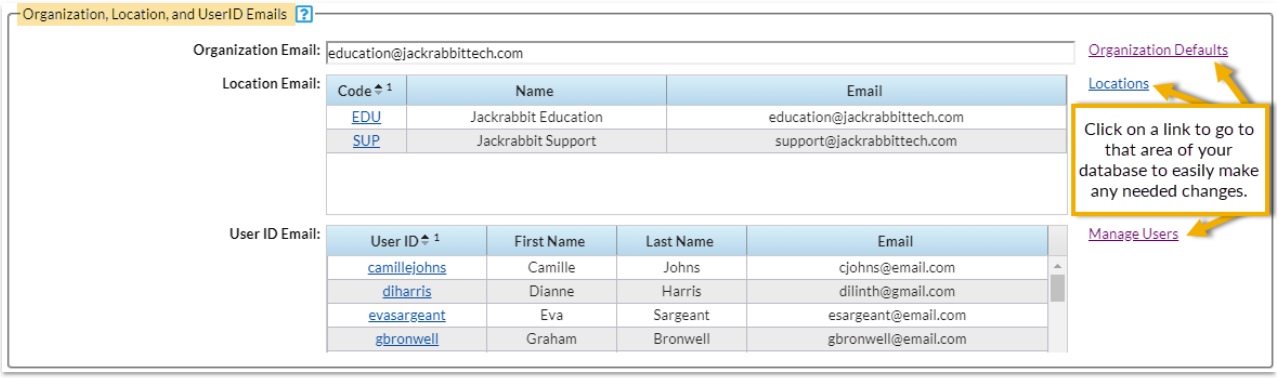
The page is divided into three sections, each containing links that allow you to quickly navigate to other areas of your database where related settings are maintained. ***Note:*** *Some of the settings found on the Notifications page can also found on the related settings pages. Any changes made to fields on this main Notifications page will also be changed on those related settings pages and vice versa.*



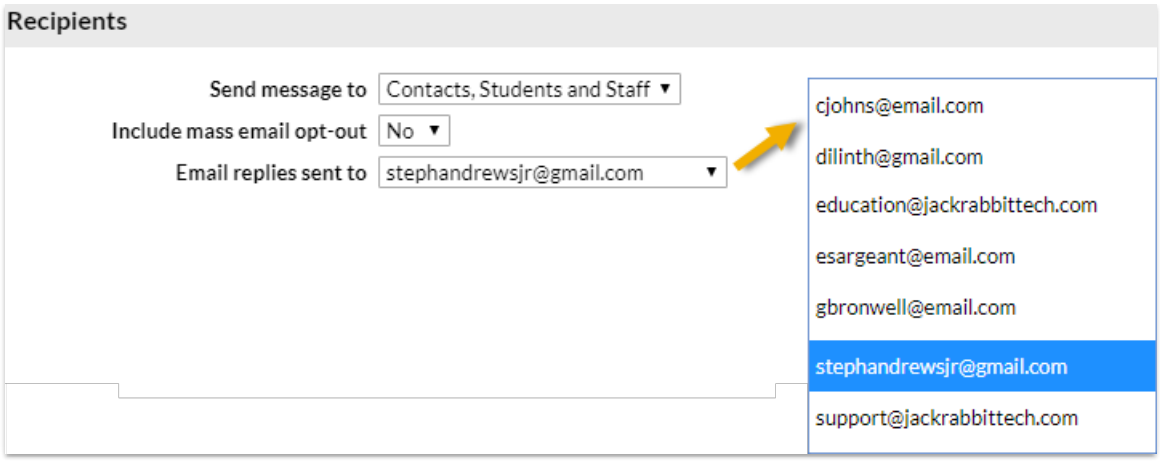
To specify multiple email addresses in any one email field, list them separated by a semicolon. Example: email1@jackrabbithelp.com; email2@jackrabbithelp.com.

Organization, Location, and User ID Emails

These email addresses are options displayed for the**Reply To** email address in the following tasks/actions: *Email Families*, *Email Leads*, *Email Student Schedules*, *Email Class*, *Email Staff* and *Statements-Email*. ***Note:*** *The* Reply To *email address will default to the User ID email address (the User currently logged in and performing the task).*



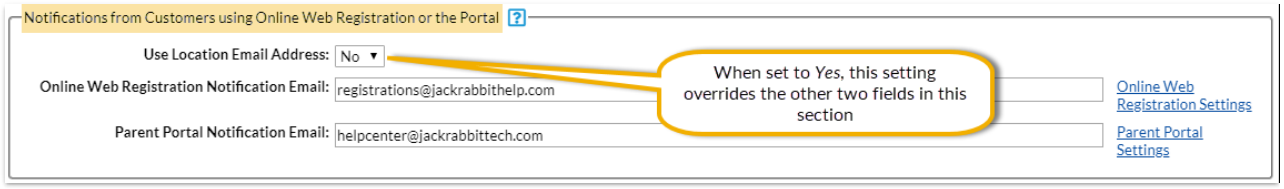
Example (*Email Families*)



Notifications from Customers using Online Registration or the Portal

Email alerts are sent to the email addresses assigned in this section when new families register online or existing families use their Parent Portals to register students, make payments, update contact and student information, etc.

When there are multiple Locations in your database, you can choose **either** to use the Location email address (*Gear icon* > *Settings* > *General* > *Locations*) **OR** use the email address entered in the *Online Registration Notification Email* field and the *Parent Portal Notification Email* field. When Use Location Email Address = *Yes*, it will override the email addresses listed in the *Online Registration Notification Email* and *Parent Portal Notification Email* fields.



Notifications for ePayments, Texting, Events, and Staff Portal Emails

If you will be utilizing **ePayments in Jackrabbit**, assign an **ePayment Receipt Reply To Email**. This email address will receive notifications for credit card and bank draft payments. It will also be the Reply To email address where you will receive any replies to your ePayment receipt emails.

If you will be utilizing **Texting in Jackrabbit**, designate a **Texting Notification Email**. This email address will receive any replies to texts that you have sent from your database. (When a recipient of a text sends a text reply it is converted to email.)

Review the **Event Type Notification Emails** which are assigned on the *Event Type* > *Summary* tab. Use the **Event Type** link to make any necessary changes.

The **Staff Portal reply to email** displays a listing of active Staff and displays their individual notification setting. This indicates whether replies to **emails sent from the Staff Portal** will be sent to the Organization email or the Staff person's email. Use the link to a Staff record to edit the *Email replies sent to* setting on the *Portal Settings* tab.

Notifications for ePayments, Texting, Events, and Staff Portal Emails

ePayment Receipt Reply To Email: office@jackrabbithelp.com; education@jackrabbittech.com; bookkeeper@jackrabbittech.com — Credit Card/Bank Account Settings

Texting Notification Email: office@jackrabbithelp.com — Text Messages

Event Type Notification Email: — Event Types

Location	Event Type ▲ 1	Notification Email
EDU	Closure	
EDU	Dance Fever Birthday	solson@jackrabbittech.com
EDU	Namaste Birthday Party	dilinth@gmail.com
EDU	Parent's Night Out	solson@jackrabbittech.com
EDU	Test	

Staff Portal reply to email: — Active Staff

First Name	Last Name	Notification Setting	Reply To Email
Stephanie	Andrews	Organization Email	education@jackrabbittech.com
Dianne	Harris	Staff Person Email	dilinth@gmail.com
John	Linton	Organization Email	education@jackrabbittech.com