

# Email Families



Last Modified on 01/27/2021 9:33 am EST

Jackrabbit offers you multiple ways to email your families. Select the option that works best for your needs.

- ★ Email from the [All Families grid page](#).
  - ★ Email from the [Families \(menu\) > Email/Text Families](#).
  - ★ Email a single family from a [Family record](#).
- 

Expand each section below for details on emailing families.

## Email Families from Families (menu) > All Families

1. Go to **Families (menu) > All Families**.
  - All your families will display in the grid.
  - Use the **Filter** (icon) , if applicable, to narrow down the family list.
  - Leave the checkboxes in the 1st column of the grid clear to select all families or check the boxes for the families to be included in the email.
2. Click the **Send a message** (icon)  and select **Email**.
3. Define your audience in the pop-up window.
4. Click **NEXT: ADD'L SETTINGS**.
  - Click the toggle to *include* people who have opted out of mass emails.
  - Select additional recipients to receive the email when applicable\*.
  - Choose who to send replies to\*.

*\*Drop-down email addresses are located under the User ID (Gear icon > Settings > General > User IDs > Manage Users).*
5. Click **NEXT: COMPOSER** to create the email.
6. Compose the email. Select an **Email Template** if applicable.
  - We recommend you compose your email in the Jackrabbit email editor. If you copy/paste from another application (ie. Microsoft Word) there may be hidden code that will affect the way your email appears to your intended recipient.
7. Choose a **Type** (Email - HTML or Email - Plain Text Email) and enter a **Subject Line**.
8. Enter the message body or edit the template body if needed.
9. Click **Attach File**, **Insert Image**, or **Choose from Dropbox** to attach files and add images if needed. See [Email Attachments and Images - An Overview](#) for more details.
10. Click **Preview List**.
11. Uncheck any families you want to omit. You can clear the **Check All** header checkbox to remove every email address and then select only specific families.
12. Click **Send Now** to send the email right away or select **Send Later** to schedule the email to be sent

at a later time. Refer to [Schedule an Email to Send Later](#) for more information.

## Preview

[← RETURN](#) [SEND NOW](#) [SEND LATER](#) [?](#)

### Results

Deliver To: Primary Contacts, Billing Contacts, Students  
Email Replies Sent To: cbova@jackrabbitech.com  
Subject: Inclement Weather Announcement  
Message: [Show Message](#)  
Message Length: 10

Click to see the body of the email.

### Matched Recipients

View 1 - 5 of 5 [Print](#) [Export](#) [Refresh](#)

| Type    | Acct/Family Name <sup>1</sup> | Balance | Name               | Email                  | Check All                           |
|---------|-------------------------------|---------|--------------------|------------------------|-------------------------------------|
| Contact | Ager                          | 233.75  | Holly Ager         | hollyager41@gmail.com  | <input checked="" type="checkbox"/> |
| Contact | Bowden                        | 0.00    | Karsen Bowden      | kbowden@email.com      | <input checked="" type="checkbox"/> |
| Contact | Brown                         | 50.00   | Janice Brown       | jbrownsemail@email.com | <input checked="" type="checkbox"/> |
| Contact | Campbell                      | 0.00    | Katherine Campbell | kcampbell@email.com    | <input checked="" type="checkbox"/> |
| Contact | Dierksen                      | 0.00    | Marlene Dierksen   | jlintonjr@outlook.com  | <input checked="" type="checkbox"/> |

Clear the Check All box to clear all of the selections. Then you can pick and choose who should receive the email.

## Email Families from Families (menu) > Email/Text Families

1. Go to the **Families (menu) > Email/Text Families** to open the **Email/Text Class** page.
2. Select a **Template** if desired and the email **Type** (plain text or HTML).
3. Enter an email **Subject Line** and **Message**.
  - We recommend you compose your email message in the Jackrabbit email editor. If you copy/paste from another application (ie. Microsoft Word) there may be hidden code that will affect the way your email appears to your intended recipient.
4. Click **Attach File**, **Insert Image**, or **Choose from Dropbox** to attach files and add images if needed. See the Help Article [Email Attachments and Images - An Overview](#) for more details.
5. Use the *Search Criteria* to determine who you want to email.
6. Select who to *Send Message To* in the **Recipients** section. You can send to *Contacts*, *Students* and *Staff*, *Contacts and Students*, *Contacts and Staff*, *Contacts Only*, *Students Only*, or *Staff Only*.
  - If you would like to *Include Opt-Out Emails* change the drop-down to *Yes*.
7. Select a reply email address from *Email Replies Sent To* which includes the email addresses of all User IDs and Locations in your database. **Note: The main email address in Organization Defaults is also sent a copy of the email.**
8. Click **Preview List**.
9. Clear the check box for any families you want to omit. You can clear the **Check All** header check box to remove every email address and then select only specific families.
10. Click **Send Now** to send the email right away or select **Send Later** to schedule the email to be sent at a later time. Refer to [Schedule an Email to Send Later](#) for more information.

## Preview

[← RETURN](#) [SEND NOW](#) [SEND LATER](#) [?](#)

### Results

Deliver To: Primary Contacts, Billing Contacts, Students  
Email Replies Sent To: cbova@jackrabbitech.com  
Subject: Inclement Weather Announcement  
Message: [Show Message](#)  
Message Length: 10

Click to see the body of the email.

Clear the Check All box to clear all of the selections. Then you can pick and choose who should receive the email.

### Matched Recipients

| View 1 - 5 of 5  |                               |         |                    |                        |                                     |
|--|-------------------------------|---------|--------------------|------------------------|-------------------------------------|
| <a href="#">Print</a> <a href="#">Export</a> <a href="#">Refresh</a> |                               |         |                    |                        |                                     |
| Type   | Acct/Family Name <sup>1</sup> | Balance | Name               | Email                  | Check All                           |
| Contact  | Ager                          | 233.75  | Holly Ager         | hollyager41@gmail.com  | <input checked="" type="checkbox"/> |
| Contact  | Bowden                        | 0.00    | Karsen Bowden      | kbowden@email.com      | <input checked="" type="checkbox"/> |
| Contact  | Brown                         | 50.00   | Janice Brown       | jbrownsemail@email.com | <input checked="" type="checkbox"/> |
| Contact  | Campbell                      | 0.00    | Katherine Campbell | kcampbell@email.com    | <input checked="" type="checkbox"/> |
| Contact  | Dierksen                      | 0.00    | Marlene Dierksen   | jlintonjr@outlook.com  | <input checked="" type="checkbox"/> |

## Email a Single Family from a Family Record

1. Locate a family in the **Families** (menu) > **All Families** grid (or use the global search at the top of the page to open the family record).
2. Click the **Family** name to open the *Family* record.
3. Click the **Email** button to open the **Email Families** page.
4. Select the following in the **Select Recipients** section:
  - Choose recipients (defaults to family contacts checked)
  - Send additional emails...
  - Send Replies to...
5. Select a **Template** if desired and the email **Type** (plain text or HTML).
6. Enter an email **Subject Line** and compose the **Message**.
  - We recommend you compose your email message in the Jackrabbit email editor. If you copy/paste from another application (ie. Microsoft Word) there may be hidden code that will affect the way your email appears to your intended recipient.
7. Click **Attach File**, **Insert Image**, or **Choose from Dropbox** to attach files and add images if needed. See the Help Article [Email Attachments and Images - An Overview](#) for more details.
8. Click **Preview & Send**.
9. Clear the check box for any family members you want to omit. You can clear the **Check All** header check box to remove every email address and then select only specific families.
10. Click **Send Now** to send the email right away or select **Send Later** to schedule the email to be sent at a later time. Refer to [Schedule an Email to Send Later](#) for more information.

## Preview

← RETURN

SEND NOW

SEND LATER



### Results

Email Replies Sent To: cbova@jackrabbitech.com

Subject: Reminder! Summer Program Schedules

Message: [Show Message](#)

Message Length: 8

Click to see the body of the email.

### Matched Recipients

View 1 - 2 of 2

Print

Export

Refresh

| Type    | Acct/Family Name <sup>1</sup> | Balance | Name        | Email                 | Check All                           |
|---------|-------------------------------|---------|-------------|-----------------------|-------------------------------------|
| Contact | Ager                          | 0.00    | Victor Ager | agingvictor@gmail.com | <input checked="" type="checkbox"/> |
| Contact | Ager                          | 0.00    | Holly Ager  | hollyager41@gmail.com | <input checked="" type="checkbox"/> |

Clear the Check All box to clear all selections. Then you can pick and choose which emails to send!



Emails sent to families will be retained in the family email history for 180 days (Misc tab > View Sent Emails).