

Delete a Family


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Watch a (1:29) video tutorial on how to Delete a Family

Once you have decided to delete a family from Jackrabbit, it must be done in the following order:

- Drop students from all classes.
- Delete all students.
- Delete the family.

Drop and Delete Students from All Classes

1. Locate the family you want to delete:
 - Go to **Families** (menu) > **All Families** > select the row menu  for the family > click *View/Edit* to open the family record.
 - Use the global search at the top of each page to locate the family.
2. Click on the student's first name to open their *Student Record > Summary (tab)*.
3. Click the **Drop** link in the last column.
4. Complete the **Drop from Class** information. Select the *Drop Date* and a *Drop Reason*. Add *Notes* if applicable.
5. Click **Drop**. The student will be removed from the class on the selected drop date.
6. Click **Delete** after all classes are dropped. The *Student Record* will be deleted.

Repeat the process until all students in the family have been dropped from their classes and their records deleted.

Delete the Family

If a family has no students and no enrollment, it may be deleted by clicking the **Delete** button in the *Family Record*. You also have an option to archive a family. If you choose to archive a family, the family will be moved to the Lead File and the family can be restored at a later date. Families in the Lead File

do not count towards your Jackrabbit subscription fee.

When you choose to permanently delete a family you are presented with two options:

- *Delete Family and Save Transactions* - keeps the financial information and it will appear on reports with but no Family/Acct name associated with it.
- *Delete Family and Transactions* - all family information is deleted from the system and can't be restored.

Family: Wallace

← RETURN **SAVE CHANGES** **DELETE**

Click to delete the family account when all the students are removed.

Make Sale/Post Fees Payment Refund Statement Add Student Add Contact Archive Family Family Name Email Push Notification Email Schedules Merge Family

Summary **Contacts** Classes Events Transactions Billing Info Misc Notes (0) Files (0)

Primary Contacts

View 1 - 1 of 1 Print Refresh

Contacts	Type	Home Phone	Work Phone	Cell Phone	Email	Bill	Login	Portal UserID	Last Login
Livy Wallace	Mother	(704) 555-1241		(704) 555-1241	wallacelivy@gmail.com	Yes	Yes	wallacelivy@gmail.com	3/6/2020 5:40:00 PM

Students

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First Name	Last Name	Enroll	Active	Gender	Birth Date	Age	Grade	Fixed Fee	Enrolled Classes	F. Enroll	Wait
Livy	Wallace	Enroll	Y	Female	1/18/1985	35 yrs, 1 mths			Adult Ninja Parkour(John L.)(100)	Q	
Olivia	Wallace	Enroll	Y	Female	7/11/2008	11 yrs, 7 mths			Tumbling L2 - Mon 6pm(Stephanie A.)(67.50)	Q	

All family contacts are deleted when the family is deleted.

All students must be dropped and deleted **BEFORE** the family account can be deleted.



Once deleted, family information is not recoverable. As a Best Practice, consider archiving a family to the **Lead File** instead. Families moved to the Lead File retain basic information and can be restored. Families in the Lead File are not considered when determining your Jackrabbit subscription fee.