

# Instructions

The lessons in this Learning Series, Front Desk Staff, are designed to get you familiar with using Jackrabbit for daily operations.



*Be sure to check if your organization has specific family/account information that you should enter for all new families.*

When you have worked through all of the articles outlined in a lesson plan, you may take the quiz where you can test your understanding of the concepts in the lesson.

You will be asked to enter an email address for quiz results to be sent. This may be your supervisor's email address. When you have completed a quiz, select Submit.

Contact [education@jackrabbittech.com](mailto:education@jackrabbittech.com) if your supervisor does not receive an email with your quiz results.

A copy of your responses will be emailed to the address you provided.

Page 2 of 2

Next, select View Score to view your results and receive feedback.

Your response has been recorded.

The email address entered on the quiz will receive an email that includes the quiz responses and a View Score button to view the answers/score.





Click the View Score button/link in the email. Feedback on their responses is included for both correct and incorrect answers. Incorrect answer feedback typically includes a link to the article covering the topic of the question that was missed.

Tue 5/14/2019 3:35 PM  
 GF Google Forms  
 Lesson #1 - The Basics  
 To: tbath@jackrabbittech.com  
 If there are problems with how this message is displayed, click here to view it in a web browser.

**Google Forms** Click on View Score to view the quiz score and feedback for questions

Thanks for filling out Lesson #1 - The Basics  
 Here's what we got from you:  
[VIEW SCORE](#)

**Lesson #1 - The Basics**  
 Test your understanding of the basics of Jackrabbit.  
 \*\*\*\*\* Enter the email address below that will receive quiz results. \*\*\*\*\*

Email address \*

Date: \*

The Executive Dashboard is your starting point but you may not be able to see all portions of it because it contains sensitive financial information. \*

True  
 False

Quizzes	Number of Questions	Total Possible Points	Points Needed for an "A"	Points Needed for a "B"	Points Needed for a "C"
Add Families	9	9	8	7	6
Update Existing Families	10	10	9	8	7
Update Existing Families - Optional	9	9	8	7	6
Enroll/Register Students	9	9	8	7	6
Enroll/Register Students - Optional	13	13	11	10	9
Work with Students/Families - Absences	7	7	6	5	4
Work with Students/Families - Attendance	5	5	4	4	3
Emailing Families/Students	6	6	5	4	4
Emailing Families/Students - Optional	5	5	4	4	3
Post Fees to an Individual Family	5	5	4	4	3
Post Fees to an Individual Family - Optional	7	7	6	5	4
Collect Payment from an Individual Family	11	11	9	8	7
Enroll/Register Families/Students in Events	6	8	7	6	5
Parent Portal - The Basics	8	8	7	6	5

Front Desk Certification	30 Number of Questions	30 Total Possible Points	27 Points Needed for an "A"	24 Points Needed for a "B"	21 Points Needed for a "C"
Quizzes					



The Help Center has a full range of help articles beyond what is included in this Training System and also includes additional training options. Select the ? icon on the menu bar in the Jackrabbit database to access the Help Center.



It is possible you may not have access in your Jackrabbit database to all areas mentioned in this Training System as access depends upon your user permissions.

If you have questions regarding using the Jackrabbit Training System, contact [Education@JackrabbitTech.com](mailto:Education@JackrabbitTech.com).

See [Supervisor Instructions](#) for information to give staff. Includes a [Lesson Checklist](#) you can download or print.

[Click here to provide feedback](#) on the Jackrabbit Training System.

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[Click here to begin Lesson #1 - Add Families](#)

[Terms of Use](#)

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