


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.
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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

All family contacts are deleted when the family is deleted.

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

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

View 1 - 4 of 4

Print

Refresh

First Name	Last Name		Activ	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)	0	
Olivia	Wallace	Enroll	Y	Female	7/11/2008	11 yrs, 7 mths			Tumbling L2 - Mon 6pm(Stephanie A.)(67.50)	0	



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.