

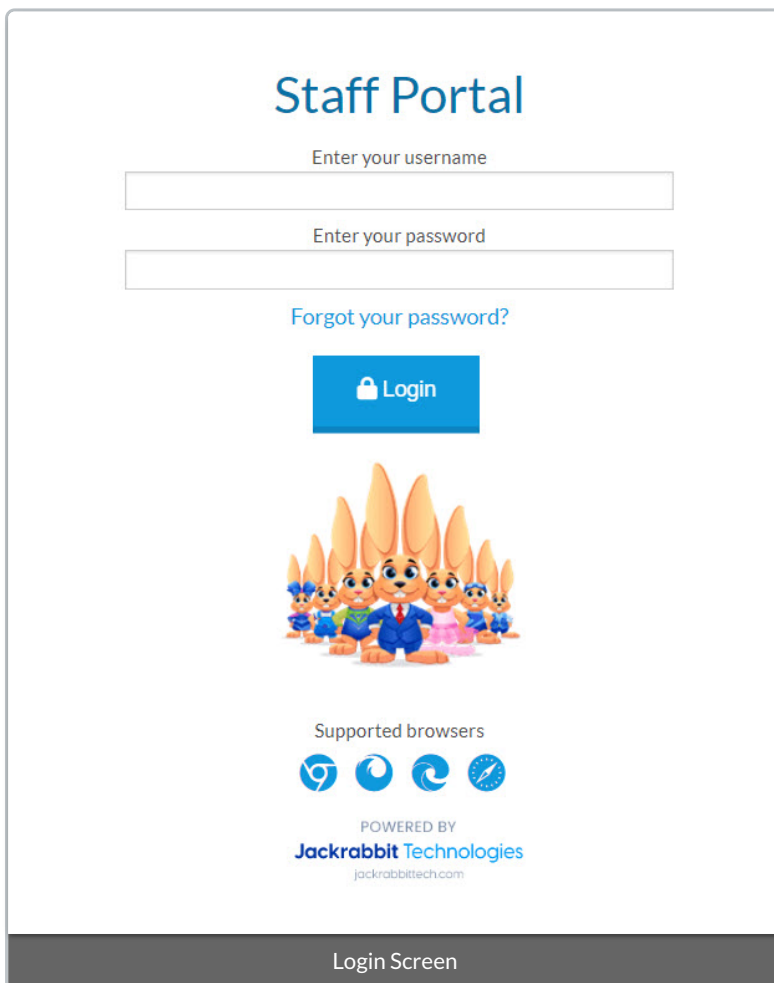
Lesson #1 - Staff Portal - The Basics

Staff Portal - Getting Started

Your supervisor will instruct you on how to access the Staff Portal.

You may not have access to all areas or the ability to perform certain functions mentioned in this Training System as this is dependent upon your organization's procedures and your permissions.

If you forget your Staff Portal password, click "Forgot Your Password" from the Staff Portal Login screen to generate an email with a link to reset your password. The email will be sent to the email address associated with your Staff Record in the Jackrabbit database. Contact your supervisor if you do not receive an email (after checking if it was marked as spam).



The screenshot shows the Staff Portal login interface. At the top, the text "Staff Portal" is displayed in a large blue font. Below this, there are two input fields: the first is labeled "Enter your username" and the second is labeled "Enter your password". Underneath the password field is a blue link that says "Forgot your password?". A prominent blue button with a white lock icon and the text "Login" is centered below the links. In the middle of the screen, there is a colorful illustration of a family of cartoon rabbits. At the bottom of the main content area, the text "Supported browsers" is followed by four circular icons representing different web browsers. Below the browser icons, it says "POWERED BY Jackrabbit Technologies" with the website address "jackrabbitech.com" underneath. A dark grey footer bar at the very bottom of the screenshot contains the text "Login Screen".

Example when logged in from a Portal launched from within your database

Staff Portal News My Schedule My Time Card Manage Classes Clock-In Actions

Hi Stephanie Andrews

My News

Hi Stephanie - please stop by the office to pick up your training certificate, Congrats!

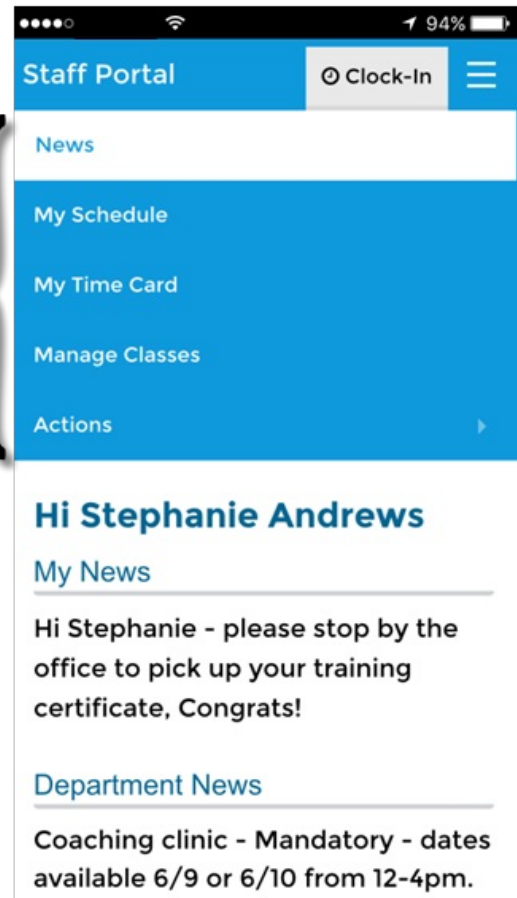
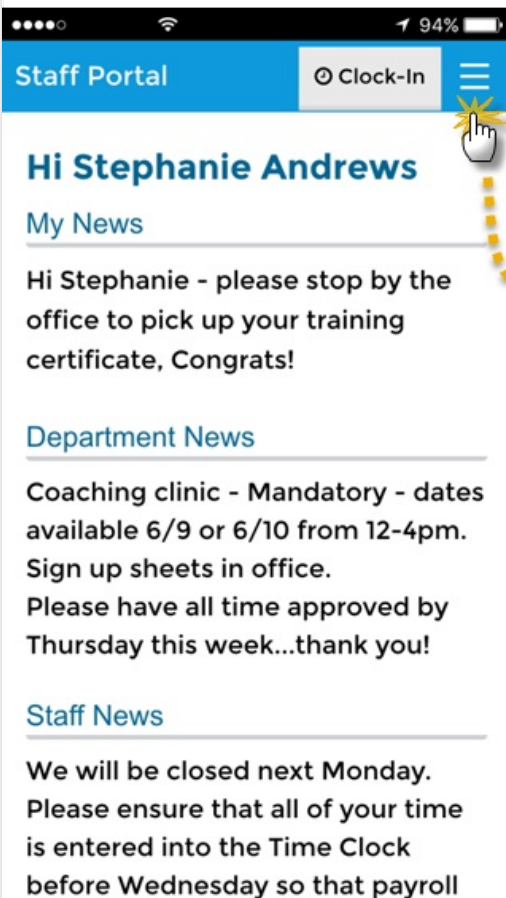
Department News

Coaching clinic - Mandatory - dates available 6/9 or 6/10 from 12-4pm. Sign up sheets in office. Please have all time approved by Thursday this week...thank you!

Staff News

We will be closed next Monday. Please ensure that all of your time is entered into the Time Clock before Wednesday so that payroll can be done early. Thx!

Example when logged in from a Portal launched on a smart device (remotely)



View/Print Schedules in the Staff Portal

To access their class schedule (including substitution assignments), as well as view upcoming events, staff members will navigate to the **My Schedule** tab within the Staff Portal. Filters are available to drill down to a specific session of classes or a particular time period of events.

Click the **Print Schedule** link if you would like to print a copy of the classes or events schedule. Use the *Manage Classes* tab to take class attendance, view and update resources, and send an email.

☑ [View Class Schedule](#)

Expand/Collapse
All

☑ [View Events Schedule](#)

Manage Classes in the Staff Portal - The Main Page

When staff logs in to their Staff Portals, they are taken to the **News** tab. In addition, staff can go to the **Manage Classes** tab to do the following:

- [Take attendance](#)
- [Work with skills/levels](#)
- [Create/send emails](#)
- [View/manage resources](#)

On the main page of the *Manage Classes* tab, there are several **Class Filters** available to allow staff to drill down to specific classes, including Date, Time, Cat1, Session, Room, Attendance Status (Completed or Not Completed), and Instructor.

Use the blue **Show Empty Classes** toggle to remove classes with no enrollment from the class list.

The status of the attendance for a class is indicated by a checkmark:

- When no students in the class have been marked either present or absent, there will be **no checkmark** next to the class.
- When all students have been marked present or absent, a **green checkmark** indicates that attendance is complete.
- If you allow partial attendance, where staff can mark some students present/absent and save the changes to complete at a later time, a **yellow checkmark** will indicate that attendance for the class has been partially taken. See [Settings for Staff Portal Attendance](#) to learn more.

Additional class information is available by clicking the arrow (▸) next to the class name. To collapse/hide that information, click the arrow (▾) again.



The classes that are available to your staff when they are logged into the Staff Portal are determined by the settings in the Manage Classes Tab section of the Portal Settings tab in their individual Staff record. For an explanation of these settings, refer to [Settings for Staff Portal Attendance](#).

Action Buttons

<p>Email</p>	<p>The Email button opens a window where an email can be composed. All enrolled students appear with a checkbox allowing staff to select which students to include in the email. The message is sent to all contacts in the student's family record in your database. A copy of the email is retained in the <i>Family</i> record, on the <i>Misc</i> tab, for 365 days.</p>
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Attendance	When ready to take attendance , staff will select the Attendance button.
Skills/Levels	Staff will select the Skills/Levels button to update skills if the class has skills assigned to it.
Resources	If a resource has been added to the <i>Class</i> record and assigned to display in the Staff Portal, select the Resources button to open the resource. In addition, when a staff member is given access to manage resources in the Staff Portal, they can add, edit, and delete resources for a class.
Virtual Classes	If a virtual class link was added to a <i>Class</i> record, it will display in this section. Click the Virtual Class button to open the video.

QUIZ - Lesson #1 - Staff Portal - The Basics

When you have worked through all of the articles outlined in the lesson, select the Take the Quiz button to be taken to the Lesson #1 Quiz where you can test your understanding of the concepts in this lesson. You will be asked to enter an email address for quiz results to be sent.

Quiz #1 - Staff Portal-The Basics (5 points)

TAKE THE QUIZ

Number of Questions	Total Possible Points	Points Needed for an "A"	Points Needed for a "B"	Points Needed for a "C"
5	5	4	4	3

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Optional - Lesson #1

Review the following topics if they apply to your organization.

Save and Launch the Remote Access Staff Portal as an App on a Mobile Device

Did you know that you can add an icon to your home screen for quick access to the Staff Portal? With a bookmark icon on your home screen, you don't have to type the URL every time you want to access the Staff Portal. You can just tap the icon, and the Staff Portal will open.

Adding a Staff Portal icon to your iPhone, iPad, or Android home screen is easy. Read below to learn how.

Add a Staff Portal Bookmark to a Mobile Home Screen

1. On your mobile device, open **your Staff Portal URL** in your browser.
2. Log in to the Staff Portal using your username and password.
3. Navigate to your browser's menu. (In most mobile browsers, this is a three-dot menu near the address bar. In Safari, it will be an icon of a square with an up arrow in the bottom center of the screen.)
4. Click the menu option for **Add to Home Screen** or **Add to Phone**.
5. Enter a name for your icon.
6. Click **Add**.
7. An icon will now appear on your home screen that you can use to launch your Staff Portal with one click. You can move and organize the icon just like any other app icon on your home screen.



Most modern mobile browsers support adding URL bookmark icons to your home screen. The exact steps to add a bookmark icon may vary depending on the device and browser you are using.

Send Email from the Staff Portal

Communicating with their student's contacts is made easy for your instructors with multiple ways to send emails in the Staff Portal.



The ability to send an email in the Staff Portal is controlled by the **Allow staff person to send emails** setting on the Portal Settings tab of the instructor's Staff record.

☑ [Email Multiple Students in a Class](#)

☑ [Email a Single Student in a Class](#)

☑ [Reply Email Address for Staff Portal Emails](#)

Enter Availability in the Staff Portal

Availability is managed from the **My Schedule** page of the Staff Portal.

1. Log in to the Staff Portal and open the menu (if you are working on a larger screen, go to the My Schedule tab).
2. Select **My Schedule**.
3. Click the **View Availability** button.

On the *My Schedule > Manage Availability* page you will see schedule cards displaying scheduled availability and time off.

My Schedule EDU News My Schedule My Time Card Manage Classes Clock-In Actions

← I'M FINISHED

Manage Availability

All (2) Availability (1) Time Off (1)

↓ Add Time Off Add Availability

Print Export to Excel

4 Jul 2023 TUE 12:00am - 11:59pm TIME OFF

Staff Portal Entry: Edited June 29, 2023 4:38 PM by lwallace (Show Past History) EDIT VIEW COMMENT DELETE

2 Jul 2023 SUN MON TUE 12:00am - 12:00pm 02:00pm - 11:59pm WED 12:00am - 11:59pm THU 12:00am - 11:59pm FRI 12:00am - 11:59pm SAT AVAILABILITY

8 Jul 2023

Staff Portal Entry: Added June 29, 2023 4:44 PM by lwallace EDIT DELETE

When you have access to manage availability, you will also see:

Use the **Add Availability** button to open the *Add Availability* window.

The screenshot shows the 'Add Availability' window. At the top, there's a title 'Add Availability' and a blue 'AVAILABILITY' tag. Below that, there are 'From' and 'To' date fields with calendar icons, and a 'Same Day Entry' checkbox. The 'Select Availability' section lists days of the week (SUN, MON, TUE, WED, THU, FRI, SAT). Each day has 'start' and 'end' time fields with clock icons, plus and minus buttons, and a 'Copy to All' link. A 'Comment' field is at the bottom with a character count '0/500'. 'CANCEL' and 'SAVE' buttons are at the bottom right.

Add Availability (button)

1. Enter the date, in the **From** date field, the availability will take effect. Select **Same Day Entry** to add the From date into the To date field.
 - Optionally, add a **To** date that is the last day of the period the availability applies to. TIP: If no end date applies and the availability is indefinite, leave the **To** date blank.
2. Enter the times you can start work and when you need to be finished.
 - Use **Copy to All** to add the start and end times to all other days.
 - If you are available for a split shift, use the **+** button to add another time block for the day.
 - Use the **-** button to delete additional time blocks.
 - Hover over a *From* or *To* field and use the **✕** button to delete the entry.
3. Add a comment (max 500 characters) if you choose. Within Jackrabbit, this comment can be viewed from the schedule card in the *Staff* record > *Availability* tab using the **View Comment** link. It will also display on the *Daily Calendar* when a User hovers over the time block.
4. **Save** your changes. A schedule card is added to the *Manage Availability* page. Use the **Edit** and **Delete** links to manage the availability.

Use the **Add Time Off** button to open the *Add Time Off* window.

The screenshot shows the 'Add Time Off' modal window. At the top, it says 'Add Time Off' with an orange 'TIME OFF' badge. Below this are two date fields: 'From' (07/09/2023) and 'To' (07/11/2023), each with a calendar icon. To the right of the 'To' field is a 'Same Day Entry' checkbox. Underneath is a 'Select Time Off' section with three rows for 'SUN', 'MON', and 'TUE'. Each row has two time pickers (12:00am and 11:59pm) and a plus sign button. A 'Copy to All' link is also present. Below the time pickers is a text input field containing the comment 'Going away for the weekend.' and a character count '27/500'. At the bottom right are 'CANCEL' and 'SAVE' buttons, with a hand cursor pointing at the 'SAVE' button.

Add Time Off (button)


1. Enter the date, in the **From** date field, time off starts. Select **Same Day Entry** to add the From date in the To date field.
2. Enter the last day of the date range, in the **To** date field, in which the time off is scheduled.
3. Enter the times and days of the week you need off.
 - Use **Copy to All** to add the start and end times to all other days.
 - Use the **+** button to add another time block for the day if needed.
 - Use the **-** button to delete additional time blocks.
 - Hover over a *From* or *To* field and use the **✕** button to delete the entry.
4. Add a comment (max 500 characters) if you choose. Within Jackrabbit, this comment can be viewed from the schedule card in the *Staff* record > *Availability* tab using the **View Comment** link. It will also display on the *Daily Calendar* when a User hovers over the time block.
5. **Save** your changes. A schedule card is added to the *Manage Your Availability* page. Use the **Edit** and **Delete** links to manage the time off.



When a Time Off entry is created, edited, or deleted, a corresponding Substitute record is created, edited, or deleted. Learn more about the [Substitutes feature](#).

Edit (link in schedule card)

Opens the availability or time off modal where you can edit the individual time blocks in the schedule card or delete all of them.

View Comment (<i>link in schedule card</i>)	Allows you to see any comments that were added when the availability or time off was scheduled.
Delete (<i>link in the schedule card</i>)	Deletes all of the time entries in the schedule card.
Export/Print	Use the Export/Print icon  to select Print or Export to Excel all the availability information on the page.

QUIZ - Optional - Lesson #1 - Staff Portal - The Basics

When you have worked through all of the articles outlined in the lesson, select the Take the Quiz button to be taken to the Lesson #1 Quiz where you can test your understanding of the concepts in this lesson. You will be asked to enter an email address for quiz results to be sent.

Quiz - Optional - Staff Portal Features (7 points)

TAKE THE QUIZ

Number of Questions	Total Possible Points	Points Needed for an "A"	Points Needed for a "B"	Points Needed for a "C"
6	7	6	5	4

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