

Lesson #2 - Manage Users

Review (Optional)

The second lesson in this Learning Series, Manage Users, is designed to get you familiar with understanding User IDs and how to manage them. You may wish to review the articles listed below before beginning.



The review articles in the bullet list below will open the Help article in a new tab. When you are finished reviewing the material, close the tab and return to this page to access the next article using the links below.

- [Logging In and Out of your Database](#)
 - [Jackrabbit User ID Passwords](#)
-

What is a Jackrabbit User ID?

A Jackrabbit User ID and password are the keys to your database; these credentials give a User the ability to log into your database. Each enrollment, drop, and transaction entered by a User will have their *User ID* associated with it.

- ★ A Jackrabbit database can maintain as many *User IDs* as needed. There is no limit to the number of Users that can be logged into the database at the same time (unlimited concurrent Users).
 - ★ Users can be limited as to what they can see and what they can do in Jackrabbit using [User Permissions](#).
Example: You want your managers to have access to revenue reports, but would like to restrict those areas for all other Jackrabbit Users. This is done by removing the permissions relating to financial reports from all Users except management.
-

User IDs are managed under the **Gear icon > Settings > Users & Permissions > User IDS** (left menu).

DASHBOARDS | FAMILIES | STUDENTS | CLASSES | EVENTS | STAFF | TRANSACTIONS | STORE | REPORTS

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Manage Users
To edit user permissions or limit access to Locations or Category1, click the UserID to edit (provided you have this p
Add User

View 1 - 14 of 14 | Print | Export | Refresh | 4 columns hidden | Show/Hide Columns

	UserID	First Name	Last Name		
1	AmySmith	Amy	Smith	asmith	
2	cbarnhardt	Carol	Barnhardt	cbarnhardt	
3	ebarnhardt	Erma	Barnhardt	ebarnhardt	
4	HBarnhardt	Heather	Barnhardt	hbarnhardt	
5	JanBartlett	Janet	Bartlett	jbartlett@ja	
6	jwebber	Jess	Webber	jweb@email.com	Owner, Manager/Director, Office Staff, Finance/Bookkeeping, Instructor/Coach
7	KarlLomonteMI	Karl	Lomonte	klomonte@jackrabbittech.com	Other
8	kBarnhardt	Kendra	Barnhardt	speters@jackrabbittech.com	Owner
9	LBarnhardt	Lisa	Barnhardt	lbarnhardt@email.com	Office Staff
10	MyFrontDesk	Front	Desk	myfrontdesk@email.com	Office Staff
11	NewEdsRecUser	New	EdsRecUser	donotdelete@jackrabbittech.com	Office Staff
12	rbarnhardt	Rebecca	Barnhardt	rbarnhardt@email.com	Owner
13	solsoneds	Sandi	O'lon	solson@jackrabbittech.com	Office Staff
14	StO'Brien	Stephanie	O'Brien	sobrien@jackrabbittech.com	Other

SELF CHECK-IN
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USER IDS
ZAPIER



A Jackrabbit User ID must be unique throughout Jackrabbit's entire application.

Example

- You have an employee named Dianne Smith who would like her User ID to be "dsmith".
- When you are adding her User ID to your database you receive an error message *User ID not available*.
- You do not have any User ID "dsmith" in your database.

Why is this User ID not available?

A studio down the street, which also uses Jackrabbit, has an employee named Deirdre Smith and her User ID is "dsmith". Deirdre has already taken the User ID "dsmith" and there can only be one in the 'Jackrabbit World'.

Add/Revoke a Jackrabbit User ID

A Jackrabbit database can maintain as many **User IDs** as needed. There is no limit to the number of Users that can be logged into the database at the same time (unlimited concurrent Users). However, each User ID must be unique throughout Jackrabbit's entire application, i.e., the User ID cannot be in use by any other Jackrabbit customer.

User IDs are managed from the **Gear icon > Settings > Users & Permissions > User IDs** (left menu).

General Settings

← RETURN

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USER-DEFINED FIELDS

USER IDS

Manage Users

To edit user permissions or limit access to Locations or Category1, click the UserID to edit (provided you have this permission).

Add User

Print Export Refresh Show/Hide Columns

	UserID	First Name	Last Name	Email	Role(s)	Phone	Last Login (local time)	Last Login (server time)	Restrictions
	Search	Search	Search	Search	Search	Search	Search	Search	Search
1	AmySmith	Amy	Smith	asmith@email.com	Manager		4/22/2021 9:14:00 AM	4/22/2021 9:14:00 AM	Normal
2	cbarnhardt	Carol	Barnhardt	cbarnhardt@email.com	Manager		5/7/2021 9:11:00 AM	5/7/2021 9:11:00 AM	Normal
3	ebarnhardt	Erma	Barnhardt	ebarnhardt@email.com	Other		4/22/2021 9:15:00 AM	4/22/2021 9:15:00 AM	Normal
4	HBarnhardt	Heather	Barnhardt	hbarnhardt@email.com	Owner, Manager, Office Staff, Finance/Bookke Instructor/Coacl		5/5/2021 2:01:00 PM	5/5/2021 2:01:00 PM	Normal

Add a User ID

1. Go to the **Gear icon > Settings > Users & Permissions > User IDs** (left menu).
2. Click **Add User**.
3. Enter a **User ID**. You will be alerted if that User ID is not available. If it isn't, enter another User ID until you are notified it is available. Note: Once added, the 'name' of the User ID cannot be changed. Instead, **clone the User ID** give it the new name and then revoke the original **User ID's login status**.
4. Enter a **New Password** and then **Re-enter Password**. For security, a password must contain:
 - o 9 characters
 - o 1 lowercase
 - o 1 uppercase
 - o 1 number
5. Add a **First Name**, **Last Name**, and an **Email** for the User.
6. Identify the **Role** the User performs. Multiple roles can be selected.
7. Optionally, you can **Match (the User) to a staff person**. If you use the **Staff Portal** and this User will also work in the Staff Portal, you can match their User ID to their **Staff record**. This allows them to share one User ID/Password for both logging into your database and logging into the Staff Portal.
8. Click **Save**.

Once you have added the User ID, be sure to edit their **User Permissions** and add any User access restrictions (Locations or Category1) that may apply to the User.



To quickly add another User ID that will have the same User Permissions as the User ID you've just

added, save time and use the [Clone User](#) option to create the new User ID.

Revoke a User ID

When a staff member is no longer employed with you, we encourage you to revoke the User ID instead of deleting it. If you revoke the User ID you will still be able to search previous user activity on the account and the ex-employee will no longer have access.

1. Go to the **Gear** icon > **Settings** > **Users & Permissions** > **User IDs** (left menu).
2. Click the **User ID** you want to revoke.
3. Click the **Revoke User ID** button. The User will no longer be able to log into Jackrabbit.

If the User ID was matched to a staff member, revoking access from the database will also keep them from being able to log into the Staff Portal. Change the staff member's status to inactive on the *Summary* tab of the *Staff* record instead of deleting. Deleted staff members can be recovered by our Development Team, but there is a fee to recover information.



If you use Zapier with Jackrabbit, there are additional steps you must take to [secure your Zapier account when a staff member leaves](#).

Permissions for Jackrabbit Users

User Permissions and **Access Restrictions** allow you to safeguard your data by controlling what a Jackrabbit User can see, and what they can do, in your database.

- ★ Assign permissions to Jackrabbit User IDs based on job function
- ★ Limit a User ID's access so they see only the data related to specific Category1s
- ★ Grant access to your database by Location (if you have [multiple Locations](#) in your database)

Permissions

When you add a new Jackrabbit User ID, not all User Permissions are granted (checkboxes selected). This allows you to control who can perform sensitive tasks, or see certain areas of your database.



It is a Best Practice to select one or two Users to be your [System Administrator](#)(s). Grant those User IDs with ALL permissions and they should be the only ones tasked with creating new User IDs.

User Permissions are managed from within each individual User ID profile. To adjust a user's permissions, go to the **Gear icon > Settings > Users & Permissions > User IDs** (click on a UserID) > **User Permissions** (left menu).

User Permissions are grouped into categories based on the areas of the database they affect. Search fields help you to locate permissions related to the task of the User you are creating/editing.

Check out [Protect Your Account - Guidelines for User Permissions](#) for a deeper dive into permissions including the identification of permissions related to financial information, the permissions that control areas of caution (sensitive information), and the permissions that should be granted with extreme caution (delete records).

Example

You are creating a new User ID for Dianne Harris. She will be responsible for email correspondence for your organization.

To find all permissions related to emailing in Jackrabbit, enter the keyword "email" in the *Description* search field. Select the checkboxes for the tasks you want this User ID to have permission to do and **Save Changes**.

User: DIHARRIS

← RETURN **SAVE CHANGES** DELETE

USER DETAILS
USER PERMISSIONS
 USER ACCESS-LOCATIONS
 USER ACCESS-CATEGORY1
 USER ACTIVITY

User Permissions
 Below, you can set which menus, screens, reports or functions a User has access to or can perform within Jackrabbit.

Check All Un-check All

View 1 - 13 of 13 Print Refresh

	Category	User Permission	Setting	Description
	Search	Search		email
1	Families	Email Families & Email Student Schedules	<input checked="" type="checkbox"/>	Email families, students and/or instructors and email student schedules. Has access to Notifications page
2	Families	Lead File - Email	<input checked="" type="checkbox"/>	Has access to email leads.
3	Classes	Email Class	<input checked="" type="checkbox"/>	Ability to send an Email to all parents and students associated to a Class. Must also have permissions to List Classes and View Classes
4	Staff	Email Staff	<input checked="" type="checkbox"/>	Has access to email staff.
5	Reports	Email Listing and Family Reports	<input checked="" type="checkbox"/>	Can view Email Listing, Family Address Listing, Family Listing Reports, and Family Mailing Labels
6	Reports	Family Statements (Print)	<input type="checkbox"/>	Can print Family Statements (Statements-Email has a separate permission)
7	Reports	Email Statements	<input type="checkbox"/>	Ability to generate HTML statements to be emailed to customers.
8	Reports	Email Bounce Report	<input checked="" type="checkbox"/>	Can view Email Bounce Report for family/account, students, staff and user IDs
9	Reports	Emails - Scheduled	<input checked="" type="checkbox"/>	Has access to Scheduled Emails
10	Reports	Sent Emails	<input checked="" type="checkbox"/>	Can view the Sent Emails report
11	Tools	Edit Email Templates	<input checked="" type="checkbox"/>	Has ability to manage (add, update, delete, copy) email templates
12	Tools	Edit Settings, Logo, Announcements	<input type="checkbox"/>	Edit Organization settings (such as address, email, tax rate), logo and announcements.
13	Tools	Send Text Messages	<input type="checkbox"/>	Can send text messages to contacts, students and staff. (also see permission "Email Families")



A User must log out and log back in again to see new permissions take effect.

Access Restrictions

To manage User access for Locations and Category 1s, go to the **Gear icon > Settings > Users & Permissions > User IDs** (click on a UserID).

▢ User Access-Locations

▢ User Access-Category 1

Protect Your Account - Guidelines for User Permissions

A great way to protect your business data and confidential financial information is to be sure all **Users** have the right user **permissions**. Having the right permissions allows each User to access the parts of Jackrabbit they need to perform their tasks successfully.

Almost every permission will be checked off and activated when Jackrabbit first sets up a new account. This initial User ID is intended to be the account **System Administrator**. Once the System Administrator User ID has been completed, they can create additional User IDs as needed.



Create a template for different User ID staff roles. Once a template is created, you can select the template in the User ID column under *Manage Users* and click the **Clone User** button to duplicate a User ID and create a new User ID with the same permissions. This saves lots of time and you won't have to select the permissions each time.

We have indicated which User permissions are related to the following in the tables below:

- **Financial information** - Credit card information, transactions, family balances, fees, and credits/payments fall into this category.
- **Areas of caution** - These permissions are sensitive and may not be appropriate for general staff access.
- **Areas requiring extreme caution** - Deleting data, classes, events, students, and leads. These permissions can significantly affect your account and should be assigned to the appropriate administrator.

NOTE: Permissions without a check mark must be checked off manually once a User ID is created. Contact the Support Team if you need help with User permissions.

Legend:	<i>Financial Information</i>	<i>Use Caution</i>	<i>Use Extreme Caution</i>	<i>Financial Info & Use Caution</i>
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Expand each section to view the permissions by category and see what the permission controls.

Expand/Collapse All

- [General](#)
- [Families](#)
- [Students](#)
- [Classes](#)
- [Events](#)
- [Staff](#)
- [Transactions](#)
- [Store](#)
- [Reports](#)
- [Tools](#)
- [Partners](#)
- [Staff Portal](#)
- [Automation](#)

Clone a User ID

Cloning User Permissions is a great time saver!

Set up one *User ID* with permissions and click the **Clone User Permissions** button to create more users with the same permissions. For example, when a new Office Staff member is hired and you want to be sure they have the correct User Permissions, clone another Office Staff member's User Permissions.

1. Go to the **Gear** (icon) > **Settings** > **Users & Permissions** (left menu) > select a User ID under **Manage Users**.
 2. Click the **User ID** link to access the profile of the User ID whose permissions you want to clone.
-

General Settings

← RETURN

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USER IDS

Manage Users
To edit user permissions or limit access to Locations or Category1, click the UserID to edit (provided you have this permission).
Add User

View 1 - 18 of 18 Print Export Refresh 3 columns hidden Show/Hide Columns Restore Columns

	UserID	First Name	Last Name	Email	Role(s)	Phone
	Search	Search	Search	Search	Search	Search
1	509798Support	Jackrabbit	Tech	donotdelete@jackrabbittech.com	Other	
2	asmithoroto	Amber	Smith	smith@jackrabbittech.com	Owner	
3	cbova	Carol	Barnhardt	cb@jackrabbittech.com	Manager/Director	
4	csibartlett	Jan	Bart	jbart@jackrabbittech.com	Other	
5	hannahs	Hannah	Smith	education@jackrabbittech.com	Manager/Director	
6	hbarnhardt	Heather	Barnhardt	hbarnhardt@email.com	Owner	
7	helocenter	Sandi	Olson	solson@jackrabbittech.com	Owner	
8	kate Elliott	Kate	Elliott	kelliott@jackrabbittech.com	Manager/Director	
9	kbarnhardt	Ken Jra	Barnhardt	kbarnhardt@email.com	Owner	
10	lschuetteproto	Lisa	Schuette	lschuette@jackrabbittech.com	Other	
11	lw Wallace	Livy	Wallace	wallacelivy@gmail.com	Office Staff, Instructor/Coach	
12	mbal	Marie	O'Brien	mbal@jackrabbittech.com	Owner	
13	NTownsend	Neil	Townsend	NTownsend@email.com	Office Staff, Instructor/Coach	
14	qaeducsupport	Jack	Rabbit Support	donotdelete@jackrabbittech.com	Other	
15	qamel	Mel	Uimanman	mulman@jackrabbittech.com	Other	
16	qasobrien	Stephanie	Baldwin	brien@jackrabbittech.com	Other	

3. Click the Clone User Permissions button.

User: LWALLACE

← RETURN **SAVE CHANGES**

USER DETAILS
USER PERMISSIONS
USER ACCESS-LOCATIONS
USER ACCESS-CATEGORY1
USER ACTIVITY

User Details

Reset Password **Clone User Permissions** Revoke User ID

UserID: LWALLACE Org: Jackrabbit Education

First Name: Livy
Last Name: Wallace
Email: wallacelivy@gmail.com
Role(s): Owner Manager/Director Office Staff
Phone:
Notes:
UserID log in Status: Normal ?
Invalid Pwd Count: 0 Last Pwd:
Match this User ID to a staff person: Livy Wallace
Last Login: 10/19/2022 9:54
Last Login Info: Browser=Mozilla

Clone User

New UserID: camiller ✓ User ID is available.
New Password:
Password must contain:
✓ 9 characters
✓ 1 lowercase
✓ 1 uppercase
✓ 1 number
Re-enter Password:
First Name: Candace
Last Name: Miller
New User Email: camiller@email.com
Role(s): Owner Finance/Bookkeeping Manager/Director Instructor/Coach Office Staff Other
Match to a staff person:
Save **Cancel**

4. Enter the **New UserID**.
5. Enter a **New Password** and re-enter it.
6. Enter the **First Name** and **Last Name** of the User.
7. Add the **New User Email** for the user.
8. Select the **Role(s)** of the User in your organization and choose a **Match to a staff person** from the drop-down list if applicable.
9. Click **Save** and **OK** in the confirmation window.
 - o The cloned user's *User Details* page opens, add additional information as needed.
10. Click **Save Changes**.

User ID Login Status

In the *User Details* section of a User ID profile (*Gear icon > Settings > Users & Permissions > User IDs > select a UserID*), the **User ID login Status** field indicates the 'health' of the User ID.

Normal Status

All clear! The User is able to log into Jackrabbit.

The screenshot shows the 'User: HBARNHARDT' profile page. At the top, there are buttons for 'RETURN', 'SAVE CHANGES', and 'DELETE'. A sidebar on the left contains navigation links: 'USER DETAILS', 'USER PERMISSIONS', 'USER ACCESS-LOCATIONS', 'USER ACCESS-CATEGORY1', and 'USER ACTIVITY'. The main content area is titled 'User Details' and includes buttons for 'Reset Password', 'Clone User', and 'Revoke User ID'. A callout bubble points to the 'Revoke User ID' button with the text: 'Click Revoke User ID to revoke permission for the User to log into Jackrabbit.' Below these buttons, the user's information is displayed: UserID 'HBARNHARDT', Org 'Jackrabbit Education', First Name 'Heather', Last Name 'Barnhardt', and Email 'hbarnhardt@email.com'. The 'Role(s)' section has checkboxes for 'Owner' (checked), 'Manager', 'Office Staff', 'Finance/Bookkeeping', 'Instructor/Coach', and 'Other'. There are also fields for 'Phone' and 'Notes'. At the bottom, the 'UserID log in Status' is shown as 'Normal' with a help icon. A callout bubble points to this status with the text: 'User status = Normal. The User will be able to log into Jackrabbit.' Other fields include 'Invalid Pwd Count' (0), 'Last Pwd Changed' (3/26/2020 9:34:00 AM), and a dropdown menu for 'Match this User ID to a staff person' set to 'Heather Barnhardt'.

Permission Revoked

A **System Administrator** (or User with the **User Permissions Manage Users & Permissions** and **Edit User Permissions**) can revoke a User ID by clicking on the **Revoke User ID** button, for example if the employee was terminated.

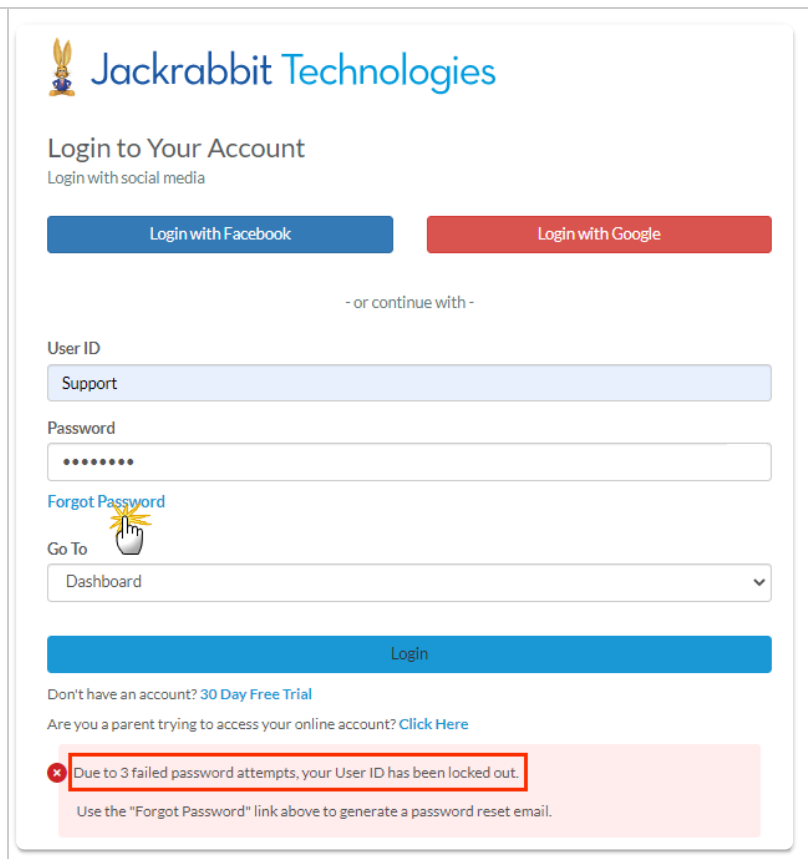


A User ID who has been revoked is no longer able to log into Jackrabbit and they cannot reset their password to gain access.

User Locked Out

As a security measure, the Jackrabbit system will block a User if three incorrect password attempts are made by changing the User ID login Status to **Locked Out**.

The User can reset their access using the *Forgot Password* link on the Jackrabbit Login page or ask a **System Administrator** (or User with the **User Permissions Manage Users & Permissions** and *Edit User Permissions*) to change this status back to **Normal**.



The screenshot shows the Jackrabbit Technologies login interface. At the top, there is a logo and the text 'Jackrabbit Technologies'. Below that, it says 'Login to Your Account' and 'Login with social media'. There are two buttons: 'Login with Facebook' and 'Login with Google'. Below these is a link '- or continue with -'. The 'User ID' field contains 'Support'. The 'Password' field is masked with dots. There is a 'Forgot Password' link with a hand icon. The 'Go To' dropdown menu is set to 'Dashboard'. A blue 'Login' button is at the bottom. Below the button, there are links for 'Don't have an account? 30 Day Free Trial' and 'Are you a parent trying to access your online account? Click Here'. A red error message box at the bottom states: 'Due to 3 failed password attempts, your User ID has been locked out. Use the "Forgot Password" link above to generate a password reset email.'

Reset a User ID

1. Go to the **Gear** (icon) > **Settings** > **Users & Permissions**.
2. Click on the **User ID** that has been locked out.
3. Click the **Restore User ID** button. This will change the Status back to *Normal*.
4. Click **Save Changes**.

Update a Jackrabbit User's Email Address

It is important that a *User ID* have an email address associated with it.

- If a user is logged in and sends a Support request (using the Support Button), the response will be sent to the email address associated with that user.
- If a user's password is locked out, a new temporary password can be sent to the email address associated with the User ID.

To add or edit a User's email address:

1. Go to the **Gear** (icon) > **Settings** > **Users & Permissions**.
2. Click the **User ID** that needs updating.
3. Enter the new **email address**.

4. Click **Save Changes**.

User ID Activity Tracking

Jackrabbit offers visibility into the activities of each User ID. You have the option to review a single User ID or run a report to see all User activity with the Search Activity report.

- ★ Optimize collaboration with the ability to see which User ID has performed a task.
- ★ Provide an audit trail for transactions entered, deleted, or edited.
- ★ Track and review User actions when there is an issue.

For each action a User takes in Jackrabbit, an 'event' is created and logged. These events are reported in the activity logs.

Examples of User actions and the corresponding event name:

Action	Event Name
Edit a transaction	JT_EditTrans
Delete a transaction	JT_DeleteTransaction
Create a payment transaction	JT_PmtTrans

View a Specific User's Activity

You can view a User's recent activity from within their User ID profile, found under the **Gear** (icon) > **Settings** > **Users & Permissions** > select a **User** > **User Activity**, you are able to quickly access a log of their recent activity.

User: CBARNHARDT

← RETURN **SAVE CHANGES**

- USER DETAILS
- USER PERMISSIONS
- USER ACCESS-LOCATIONS
- USER ACCESS-CATEGORY1
- USER ACTIVITY**

User Activity

Note: This is only a recent activity view. Use the Search User Activity Report for activity older than the past day.
Event times are adjusted for your GMT/time zone.

View 1 - 3 of 3 Print Refresh

	Date	Event	Description
1	9/27/2023 11:39:45 AM	JT_UserActivity_GetByDate	viewing activity for user 'CBARNHARDT' by cbarnhardt
2	9/27/2023 11:39:20 AM	JT_Loginv2	User 'cbarnhardt' logged in.
3	9/27/2023 11:39:20 AM	JT_UserLogin_v4	Login successful. Browser=Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Safari/537.36 IP=70.35.176.126 Server=app.



This is only a recent activity view, not all activity is logged and activity is only kept for a limited time. Older user activity may be preserved in offline system backups. Send a support request if you need an older activity.

Search Criteria - All User Activity

View the activity of all Users at once using **Search User Activity**.

Get to this report from the **Reports** menu > **Find Reports** > enter **Search User Activity** in the Keyword Search field > **Search User Activity**. Use Search Criteria to search for a specific date range, User ID, Event, or Description.

Search Activity

← RETURN

Search Criteria
Run Activity Report using search criteria below.

Date from through

User ID

Event Search Events by keywords (ex. "Drop")

Description

✔ Submit

Report Results

The results will display information including which User made the edit, what time the edit was done, a description of the changes made, and links to information about the Family, Student, Class, and Transaction.

There are many columns of information available in the report results. Customize your report with the **Show/Hide Columns** button; select only the information important to you.

User Activity Report

← RETURN

Use this button to **Show/Hide Columns** in the report.

View 1 - 50 of 65 Print Export Refresh 4 columns hidden Show/Hide Columns

User ID	DateTime	Event	Description	Family	Student	Class	Trans
HelpCe	8/1/2023 5:51:25 PM	JT_Family_Delete	Family, Contacts for 'Lester' permanently deleted.	27305117			
HelpCe	8/1/2023 5:51:25 PM	JT_Family_Delete	Archived 0 credit card record(s).	27305117			
HelpCe	8/1/2023 5:51:25 PM	JT_Family_Delete	Archived 1 Family record(s).	27305117			
HelpCe	8/1/2023 5:51:25 PM	JT_Family_Delete	Deleted 0 Contact record(s).				
Zapier	8/1/2023 5:50:58 PM	Zap Add Contact	Contact "Mike Lester" given access to Parent Portal via Zap action	27312404			
Zapier	8/1/2023 5:50:58 PM	Zap Add Contact	Contact "Mike Lester" added via Zap action	27312404			
HelpCe	8/1/2023 5:50:03 PM	JT_UserLogin_v4	Login successful. Browser=Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 IP=73.83.144.123 Server=app.				
Zapier	8/1/2023 5:49:25 PM	Zap Add Family	"Lester" family added via Zap action	27312404			

Click on a link to see the **Details**. For this example, it's a Family link.

Family	Student	Class	Trans
12574863		10226861	296235569

Details

i Family Name: Ager
Family Status: Active
Student Name:
Class Name (Session): Hip Hop L2 - Thurs 7pm (Winter 2023)
Trans Type: Tuition Fee

Ok

Tips for Searching Activity

- Use a keyword to search with the Event criteria, for example, "edit" or "delete"
- To find out what the event name associated with an action is, a little testing can get you the answer. While logged into Jackrabbit, perform the action you are looking to search on and then head over to Reports menu > Find Reports > enter Search User Activity in the Keyword Search field > Search User Activity and search for the current activity of your User ID. Make note of the event name given to the action you performed.

Maximize Jackrabbit's Online Performance

Many of the factors that influence your Jackrabbit experience may be related to your computer. Speed and usage are impacted by internet connection, the age of the computer or device, the number of applications currently running on your computer, and more.

Be sure your internet setup includes broadband internet and an internet connection. We recommend having as much bandwidth as possible if you are sharing your internet connection with other devices. Ensure that cookies are enabled so Jackrabbit can work properly.

Before scrolling through the troubleshooting tips below we recommend you start with these two tasks as they often fix the most common issues:

Clear the Cache	<p>Clearing the cache might seem like a minor thing to do but it can dramatically improve your Jackrabbit experience. This simple task can improve the speed of page loads, ensure the latest enhancements are loaded, protect privacy, and free up device memory.</p> <ul style="list-style-type: none">• Learn how to clear the cache in Chrome• Learn how to clear the cache in Microsoft Edge• Learn how to clear the cache in Firefox• Learn how to clear the cache in Safari
Use Latest Browser	<p>It is important to work in the most recent version of your web browser; you'll have access to the latest features and functionality, along with security fixes that can keep you safe online. We recommend using Chrome, Microsoft Edge, or Firefox when you are working in Jackrabbit.</p> <ul style="list-style-type: none">• Learn how to update your Chrome browser• Learn how to update your Microsoft Edge browser• Learn how to update your Firefox browser• Learn how to update your Safari browser

**Expand/Collapse
All**

Open each section for troubleshooting tips for the issue.

☐ [Jackrabbit Is Not Accessible](#)

☐ [Jackrabbit Appears To 'Freeze Up'](#)

☐ [Nothing Happens After Clicking a Link](#)

☐ [Information Isn't Saving](#)

☐ [Form Fields Are Automatically Populated With Incorrect Data](#)

☐ [Screen Is Too Small](#)

☐ [Login Fields Don't Appear](#)

☐ [Security Certificate Shows as Expired or Not Valid](#)

- [Jackrabbit Is Running Slow](#)
- [Traceroute Test for Latency](#)
- [Anti-Virus Software](#)
- [Contact Jackrabbit Support](#)

QUIZ - Lesson #2 - Manage Users

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 #2 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 #2 - Manage Users



Number of Questions	Total Possible Points	Points Needed for an "A"	Points Needed for a "B"	Points Needed for a "C"
8	8	7	6	5

- [Return to Supervisors and Managers Menu to continue to next lesson](#)
 - [Click here to provide feedback for this lesson](#)
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