

Lesson #4 - Staff Portal Settings

Review (Optional)

The fourth lesson in this Learning Series, Staff Portal Settings, is designed to get you familiar with the Staff Portal and how to manage staff with it. You may wish to review the articles listed below before beginning.

- [Coaches / Instructors and Staff Category](#)



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.

- [The Staff Record](#)
 - [Add Staff/Instructors](#)
-

The Staff Portal



Permissions control the ability of your Users to see certain data and take specific actions. Before moving forward, review [Staff Portal User Permissions](#).


The Staff Portal provides a secure place for your staff to: view their class and events schedules, record time worked in the time clock, enter their availability, record student attendance or



skills/levels, view Lesson Plans, and create and view Resources.

- ★ **Be Secure** - The Staff Portal is isolated from your Jackrabbit system, allowing your staff to manage their classes and time outside of Jackrabbit without needing access to sensitive data such as contact and financial information.
- ★ **Be In Touch** - The Staff Portal is a great way to communicate with your staff. Use the *Staff* and *Department News* to broadcast messages in the Staff Portal. A login message can be entered into an individual staff member's record, and it will display on their News tab in *My News*.
- ★ **Be Mobile** - Jackrabbit's Staff Portal is 'responsive', which detects the size of the device being used and will adjust to fit the screen size. This makes using the Portal much easier on a smart device!

Set Up and Explore the Staff Portal

Why should you use the Staff Portal for your organization? Let's have a look at the setup, functionality, and reporting options available to you with the Staff Portal.

	<p>Set Up Your Staff Portal</p>	<p>Ready to get started? Use the Guided Staff Portal Setup to get going in 5 easy steps!</p> <p>Staff can access the Staff Portal in multiple ways:</p> <ul style="list-style-type: none">• Use a Link to Launch the Staff Portal Remotely• Launch the Staff Portal from Within Jackrabbit• Launch the Staff Portal for Multi-Locations• Save and Launch the Remote Access Staff Portal as an App on a Mobile Device <p>If a staff member forgets their password, they can click the <i>Forgot Your Password?</i> link at any time to generate a new one. See Reset a Staff Portal Password for more details.</p>
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	<p>Staff Portal Settings</p>	<p>Once you have gone through the <i>Guided Staff Portal Setup</i> (above), there are additional settings that control staff access and features they can use in the portal:</p> <ul style="list-style-type: none"> • General Staff Portal Settings • Settings for Staff Portal Attendance • Settings for Staff Portal Skills/Levels • Settings for the Staff Portal Time Clock <p>Need to make some updates to individual settings for multiple staff members? Check out these additional articles:</p> <ul style="list-style-type: none"> • Edit All Staff Portal Settings • Edit All Staff Portal Login IDs
	<p>Staff Portal Features</p>	<p>These are the features (tabs) included in the Staff Portal.</p> <ul style="list-style-type: none"> • News - create announcements for specific staff members, all staff, and by departments. See Staff Portal News for more info. • My Schedule - Instructors can view their schedule of classes and events. No need to send your instructors their schedules - they can view and print their schedules from here, including any classes they are substituting for! Increase efficiency and allow staff to enter their own availability and time off through their Staff Portal. • My Time Card - Staff can use the Time Clock to enter their worked hours. Refer to the Enter Time in the Staff Portal Time Clock section for more details on different time entries. • Manage Classes - Staff members can take attendance, update skills/levels, view lesson plans, email students, and add resources. Refer to Manage Classes in the Staff Portal - The Main Page for additional information.



Reports

Staff Portal reports are an excellent way to keep track of staff members and their required tasks. These reports include:

- [Incomplete Portal Attendance Report](#)
- [Staff Portal Login ID Report](#)
- [Staff Portal Log](#)



Share our video tutorial, [Use Our Staff Portal](#), with your staff to get them familiar with using their Staff Portals.

Guided Staff Portal Setup

Jackrabbit offers a guided setup process that steps you through 5 tasks to quickly get your staff ready to log in to the Staff Portal. Go to the **Gear icon > Set Up > Guided Staff Portal** and click the **Start Guided Setup** button.



Each step of the setup is saved individually. If you start the setup and need to finish at a later time, simply go to the **Gear icon > Set Up > Guided Staff Portal** and click through to the step where you left off.

Staff Portal Setup Step 1 - Staff Portal Settings

Step 1 in the Staff Portal setup is to customize the Staff Portal Settings. When enabled, these settings are global and will affect all staff members.

Remember to click the **Save** button to save the settings. Once you have completed this step, the next step is to [Match Staff to User ID](#) (step 2).

Staff Portal Guided Setup - Step 1 of 5: Staff Portal Settings

SAVE
GO TO STEP 2: MATCH STAFF TO USER ID →

Staff Portal Settings																			
Staff Session Timeout Limit	<input type="text" value="10 Mins"/> (staff will be logged out automatically after this amount of time without activity)																		
What features do you want to use? ⓘ																			
Features	Attendance <input checked="" type="checkbox"/> Allow Remote Attendance <input type="text" value="Yes"/>																		
	Skills/Levels <input checked="" type="checkbox"/> Allow Remote Skills/Levels <input type="text" value="Yes"/>																		
	Time Clock <input checked="" type="checkbox"/> Allow Remote Time Clock <input type="text" value="Yes"/>																		
	Lesson Plans <input checked="" type="checkbox"/> Allow Remote Lesson Plans <input type="text" value="Yes"/>																		
Family & Student Display Options: Which information do you want displayed in the staff portal?																			
Student List Page	Age/Gender/Birthdate <input checked="" type="checkbox"/> Family Balance <input checked="" type="checkbox"/> Or Class Balance (overrides Family Bal) <input type="text" value="Yes"/> Future Drop Date <input checked="" type="checkbox"/> Primary Contact <input checked="" type="checkbox"/> Photo <input checked="" type="checkbox"/>																		
Show Additional Info	Roll Notes <input checked="" type="checkbox"/> Editable <input type="text" value=""/> Primary Contacts <input checked="" type="checkbox"/> Emergency Contacts <input checked="" type="checkbox"/> Family Address <input checked="" type="checkbox"/> Grade Level <input checked="" type="checkbox"/> Allergies/Special Needs <input checked="" type="checkbox"/> Medications <input checked="" type="checkbox"/> Disabilities <input checked="" type="checkbox"/> Immunizations <input checked="" type="checkbox"/> Student User Defined Fields <input checked="" type="checkbox"/>																		
Student Sizes	<table style="width: 100%; border: none;"> <tr> <td>Shoe <input checked="" type="checkbox"/></td> <td>Height <input checked="" type="checkbox"/></td> </tr> <tr> <td>Bust <input type="checkbox"/></td> <td>Waist <input checked="" type="checkbox"/></td> </tr> <tr> <td>Hips <input checked="" type="checkbox"/></td> <td>Girth <input type="checkbox"/></td> </tr> <tr> <td>Chest <input checked="" type="checkbox"/></td> <td>Inseam <input checked="" type="checkbox"/></td> </tr> <tr> <td>Sleeve <input type="checkbox"/></td> <td>Neck <input type="checkbox"/></td> </tr> <tr> <td>Tight <input type="checkbox"/></td> <td>Belt <input type="checkbox"/></td> </tr> <tr> <td>Uniform <input type="checkbox"/></td> <td>TShirt <input checked="" type="checkbox"/></td> </tr> <tr> <td>Pant <input type="checkbox"/></td> <td>Dress <input type="checkbox"/></td> </tr> <tr> <td>Leotard <input type="checkbox"/></td> <td>Size Notes <input checked="" type="checkbox"/></td> </tr> </table>	Shoe <input checked="" type="checkbox"/>	Height <input checked="" type="checkbox"/>	Bust <input type="checkbox"/>	Waist <input checked="" type="checkbox"/>	Hips <input checked="" type="checkbox"/>	Girth <input type="checkbox"/>	Chest <input checked="" type="checkbox"/>	Inseam <input checked="" type="checkbox"/>	Sleeve <input type="checkbox"/>	Neck <input type="checkbox"/>	Tight <input type="checkbox"/>	Belt <input type="checkbox"/>	Uniform <input type="checkbox"/>	TShirt <input checked="" type="checkbox"/>	Pant <input type="checkbox"/>	Dress <input type="checkbox"/>	Leotard <input type="checkbox"/>	Size Notes <input checked="" type="checkbox"/>
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Uniform <input type="checkbox"/>	TShirt <input checked="" type="checkbox"/>																		
Pant <input type="checkbox"/>	Dress <input type="checkbox"/>																		
Leotard <input type="checkbox"/>	Size Notes <input checked="" type="checkbox"/>																		
Attendance Options:																			
Can staff save partial attendance?	<input checked="" type="radio"/> No, Staff must mark every student as present or absent before saving the attendance page <input type="radio"/> Yes, Staff can enter partial attendance and save the attendance page (some students may not be marked as present or absent)																		
Skill/Level Options:																			
Skills	<input checked="" type="radio"/> Display skills assigned to classes <input type="radio"/> Display skills assigned to students																		
Email Skill/Level Progress	<input checked="" type="radio"/> Never send emails <input type="radio"/> Staff option to send email <input type="radio"/> Automatically send email																		

<h3>Staff Session Timeout Limit</h3>	<p>Set the length of time the Staff Portal will automatically log out with no activity. The Timeout Limit can be adjusted from 5 minutes up to 8 hours.</p>
<h3>Features</h3>	<p>Select the Features the staff can use in the Staff Portal. These include Attendance, Skills/Levels, Time Clock, and Lesson Plans.</p> <p>To allow staff to update information for a feature in the Portal when it has been launched remotely, set Allow Remote (<i>feature name</i>) to Yes (the default is No).</p> <p>For example, to allow a staff person to not only view and print their schedules but also enter their time when they are accessing the Portal remotely, set <i>Allow Remote Time Clock</i> to <i>Yes</i>.</p> <p>The Launch the Staff Portal topic covers remote access in more detail.</p>

Family & Student Display Options	<p>Select which information should be listed in the Staff Portal about the student.</p> <p>Visit General Staff Portal Settings to learn more about where the family and student information appears in the Staff Portal.</p>
Attendance Options	<p>Define whether or not staff can save partial attendance.</p> <p>Visit Settings for Staff Portal Attendance to review all settings related to taking attendance in the Staff Portal.</p>
Skill/Level Options	<p>Define which skills you want to display in the Staff Portal and how you want to manage emails for student skill progress.</p> <p>Visit Settings for Staff Portal Skills/Levels to review all settings related to working with Skills/Levels in the Staff Portal.</p>



If you use the **Time Clock** to track staff hours, the setup for [Time Clock Departments](#), [Time Clock Pay Periods](#), and [Time Entry Settings](#) is located at the bottom of the Staff Portal Settings page.

Staff Portal Setup Step 2 - Match Staff to User ID

In order to open and log into the Staff Portal, a staff member **must have** 1 of the following:

- **Jackrabbit User ID** - A Jackrabbit User ID allows access to your system and is controlled by user permissions. If you have a staff person who works in your system (has a User ID) and will also be using the Staff Portal, you can match their User ID to their staff record in this step. The benefit of this is that they will be able to use the same username and password to work in your system and to log into the Staff Portal; they will not have to remember two sets of login information. See Match Staff to their Jackrabbit User ID below.

OR

- **Staff Portal Login ID** - For any staff who do not have a Jackrabbit User ID and will need access to the Staff Portal, they will need to have a Login ID. A Staff Portal Login ID is used to access the Staff Portal only; it cannot be used to access your system. Staff who do not need to work with

anything beyond class attendance, student skill management, and time clock should be assigned a Staff Portal Login ID as opposed to a Jackrabbit User ID. See [Staff Portal Setup Step 3 - Auto-Assign Portal Login ID](#).

Match Staff to their Jackrabbit User ID

Step 2 of the setup is to match any staff who already have Jackrabbit User IDs to their staff record so they can use the same login information for both the Staff Portal and your system.

1. Select the **User ID** from the drop-down next to a *Staff Name* to match the User ID to that staff person's record.
 - o If you have staff who have existing system User IDs that are already matched to their staff record, their User ID will be shown next to their name. **Note: Revoked User IDs will not appear in the drop-down list.**
2. Match as many as are required, you do not have to match all staff to User IDs.
3. Click **SAVE** and **OK** in the confirmation window.
4. Click **GO TO STEP 3: AUTO-ASSIGN PORTAL LOGIN ID** → to advance to the next step. See [Staff Portal Setup Step 3 - Auto-Assign Portal Login ID](#) or you can opt to leave the setup and continue at a later time.

Staff Portal Guided Setup - Step 2 of 5: Match Staff to User ID

SAVE **GO TO STEP 3: AUTO-ASSIGN PORTAL LOGIN ID →**

Do you have staff who already log in to Jackrabbit and need Staff Portal Access?
If yes, match the staff person to their user ID below. This allows staff to log in to Jackrabbit and the Staff Portal with the same login ID and password.

Staff Name	User ID	Staff Name	User ID	Staff Name	User ID
Michelle Ager:	<input type="text"/>	Dianne Harris:	<input type="text"/>	Hannah Smith:	<input type="text" value="hannahs"/>
Stephanie Andrews:	<input type="text"/>	Ashley Smith:	<input type="text" value="asmithproto"/>	Livy Wallace:	<input type="text"/>
Heather Barnhardt:	<input type="text" value="hbarnhardt"/>				

Select the User ID next to the Staff Name to match them.



You can 'un-match' the User ID and Staff Name by selecting the blank value in the User ID drop-down and saving your changes.

Staff Portal Setup Step 3 - Auto-Assign Portal Login ID

Step 3 of the guided setup gives you the option to auto-assign Portal Login IDs for those staff

members that are NOT matched to a Jackrabbit User ID. For staff members that will have a Jackrabbit User ID and need Staff Portal access, see the previous step, [Staff Portal Setup Step 2 - Match Staff to User ID](#) for additional information.

The automatically assigned logins are in the format of the first initial and last name.

All Portal Login IDs must be unique within your system. When there are two (or more) staff members with the same last name and first initial, Jackrabbit will add a number behind the second Staff Portal Login ID. Example: Sandi Olson and Stephanie Olson would be added as SOlson and SOlson1.

1. Click the **Auto-Assign Portal Login ID** button to generate the IDs.
 - o If you do not want to use the auto-assign feature and would prefer to manually assign Portal Login IDs, click into the text box after the Staff Name to enter the preferred Portal LoginID.
 - o If you wish to change a previously assigned, or auto-assigned, Portal Login ID click into the text box to edit.

Staff Portal Guided Setup - Step 3 of 5: Auto-Assign Portal Login ID

SAVE **GO TO STEP 4: STAFF SETTINGS →**

Do you have staff who only need Staff Portal access?
If yes, auto-assign a portal login ID (first initial and last name) using this button.

Auto-Assign Portal Login ID

To manually assign or edit portal login IDs, click inside the box after each staff's name

Staff Name	Portal Login ID	Staff Name	Portal Login ID	Staff Name	Portal Login ID
Michelle Ager:	MAger	Dianne Harris:	DHarris	Livy Wallace:	LivyWallace
Stephanie Andrews:	SAndrews				

Click to edit the auto-assigned ID, LWallace, and change it to the preferred ID, LivyWallace.

2. Click **SAVE** and **OK** in the confirmation window.
3. Click **GO TO STEP 4: STAFF SETTINGS →** to advance to the next step. See [Staff Portal Setup Step 4 - Staff Settings](#), or you can opt to leave the setup and continue at a later time.

Staff Portal Setup Step 4 - Staff Settings

There are two groups of customizable settings that control how your staff interacts with the Staff Portal.

- Settings that are applied to your system as a whole and affect all staff (see [Step 1: Staff Portal Settings](#)).
- Settings that are applied to individual staff on the Portal Settings tab of their Staff record.

Step 4 in the Staff Portal Setup applies to the individual settings:

Staff: Livy Wallace

[Instructor Schedule \(PDF\)](#)
[Add Time Entry](#)
[Instructor Calendar](#)
[Weekly Schedule](#)
[Email](#)

[Summary](#)
[Classes](#)
[Compensation](#)
[Time Card](#)
[Portal Settings](#)
[Feedback](#)
[Skills](#)
[Certifications](#)
[Availability](#)
[Misc](#)
[Picture](#)
[Notes \(0\)](#)
[Resources \(0\)](#)

Staff Portal Settings

My Schedule Tab
 Allow staff person to view availability

 Allow staff person to manage availability

My Time Card Tab
 Time entry method

 Default Department

 Additional Dept News

 Can split time between Departments

Manage Classes Tab
 What classes should this staff person see?
 Their Classes Only (returns classes from all locations, including Substitutions)
 Their Classes with option to Show All of Today's Classes
 Their Classes AND All Classes with Category 1:
 All Active Classes at Staff Portal Location
 None
 Allow staff person to enter attendance

 Allow staff person to update skills/levels

 Allow staff person to send emails

 Allow staff person to view lesson plans

 Allow staff person to manage resources

 Allow staff person to update Sizes

 Email replies sent to
 Organization email

 Staff person's email

Attendance Page
 Allow staff person to mark absent students eligible for a make-up class

Staff Settings

Edit All Staff Portal Settings (Step 4 of the Staff Portal Setup) enables you to set up or edit these settings for your staff in bulk (versus individually for each Staff record > Portal Settings tab).

1. Select the **checkbox** next to the staff name(s) whose Staff Portal Settings you want to set up or edit. Select the **Check All** button if the changes will apply to all staff listed. Use the **Uncheck All** button to reset.
2. In the My Schedule Tab section, define whether you want the staff to be able to view and manage their availability in the Staff Portal or only view it.
3. Make the selections in the My Time Card Tab section for the settings that you want to change. If a setting does not need to be changed, leave the drop-down as No Change. Learn more about [Settings for the Staff Portal Time Clock](#)
4. Make the selections in the Manage Classes Tab and Attendance Page sections for the settings that you want to change.

- If a setting does not need to be changed, leave the drop-down as No Change. Learn more about [Settings for Staff Portal Attendance](#).

5. **Save** your changes.

6. Select **Go To Step 5:Send Portal Login Email** → to advance to the final setup step. See [Staff Portal Setup Step 5—Send Portal Login Email](#), or you can leave the setup and continue later.

In the example below, Livy Wallace’s Time entry method will change from Manual In/Out to Clock In/Out (see image above). The Manage Classes tab will now display All Active Classes at the Staff Portal Location, instead of only her assigned classes, and she will now be able to update student sizes in the Staff Portal. All other settings will remain unchanged.

Edit All Staff Portal Settings

[← RETURN](#) [SAVE](#) [SEND PORTAL LOGIN EMAILS →](#)

1. Select the Staff to edit their settings below.

[Check All](#) [Uncheck All](#)

<input type="checkbox"/> Dianne Harris	<input type="checkbox"/> John Linton	<input checked="" type="checkbox"/> Livy Wallace
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2. Select the Settings

My Schedule Tab

Allow staff person to view availability

Allow staff person to manage availability

My Time Card Tab

Time entry method [?](#)

Default Department

Additional Dept News

Can split time between Departments [?](#)

Manage Classes Tab [?](#)

What classes should this staff person see?

No Change

Their Classes Only (returns classes from all locations, including Substitutions)

Their Classes with option to Show All of Today's Classes

Their Classes AND All Classes with Category 1:

All Active Classes at Staff Portal Location

None

Allow staff person to enter attendance

Allow staff person to update skills/levels

Allow staff person to send emails

Allow staff person to view lesson plans

Allow staff person to manage resources

Allow staff person to update sizes

Attendance Page

Allow staff person to mark absent students eligible for a make-up class

[SAVE](#) [SEND PORTAL LOGIN EMAILS →](#)

Staff Portal Setup Step 5 - Send Portal Login Email


Step 5 of the Staff Portal Guided Setup will send selected staff an email containing their staff portal login information. The email will be sent to the email address on the *Summary* tab of their *Staff* record.

Different emails are sent based on whether the staff person was assigned an Auto-Assigned Portal Login ID ([Staff Portal Setup Step 3](#)) or if their Jackrabbit User ID was matched ([Staff Portal Setup Step 2](#)) to their staff record.

1. Mark the checkbox for the Staff you want to send the email to, or use the **Check All** button to select all the staff members. In this example, a single staff member is selected and Dianne Harris was auto-assigned a portal login ID of DHarris.

Staff Portal Guided Setup - Step 5 of 5: Send Email

[SEND PORTAL LOGIN EMAIL](#) [CLOSE SETUP GUIDE →](#)


 **Send Staff an email with their staff portal login information.**

Staff who are linked to their user ID will receive an email stating they can log in to the staff portal using their current User ID and password.

Staff who are auto-assigned a portal login ID will receive an email with their portal login ID and a link to create a password.

Select the Staff to Email

[Check All](#) [Uncheck All](#)

<input type="checkbox"/> Michelle Ager	<input checked="" type="checkbox"/>  Dianne Harris	<input type="checkbox"/> Hannah Smith
<input type="checkbox"/> Stephanie Andrews	<input type="checkbox"/> Ashley Smith	<input type="checkbox"/> Livy Wallace
<input type="checkbox"/> Heather Barnhardt		

2. Click **SEND PORTAL LOGIN EMAIL**

- o Staff who are linked to their Jackrabbit User ID receive an email stating they can log in to the Staff Portal using their current User ID and password.
- o When the Portal Login ID is auto-assigned, an email is sent containing the Staff Portal Login ID and a link for the staff person to create their password. The link is time-sensitive and expires in 24 hours.

Your organization's name.

Jackrabbit Help Center - Staff Portal - Login Information Inbox x

Staff Portal Login Information

Login to Jackrabbit Help Center Staff Portal with the following:

Staff Portal Login ID: **DHarris** This link will expire in 24 hours.

[Click here to create your password.](#)

[Click here to access the Staff Portal.](#)

Time-sensitive link to create a password.

3. Click **CLOSE SETUP GUIDE**.



The link to create the password is time-sensitive and expires in 24 hours.

QUIZ - Lesson #4 - Staff Portal Settings

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 #4 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. The quiz includes Review questions.

Quiz #4 - Staff Portal Settings

TAKE THE QUIZ

Number of Questions	Total Possible Points	Points Needed for an "A"	Points Needed for a "B"	Points Needed for a "C"
10	10	9	8	7

[Return to Supervisors and Managers Menu to continue to next lesson](#)

[Click here to provide feedback for this lesson](#)

Optional Topics - Lesson #4

Review the following articles if they apply to your organization.

Settings for Staff Portal Attendance

There are several settings that affect your staff's use of the Staff Portal for Attendance and control what they are able to see and do.

Some of these settings are at the organization level and affect all staff (global), while others can be set at the individual staff level.

Organization Settings (Global - affect all staff)

These settings are global and apply to all staff. Edit these settings from the *Staff (menu) > Staff Portal > Portal Settings*.

- ▢ Features

- ▢ Remote Access

- ▢ Attendance Options

Staff Settings (Individual)

On the *Portal Settings* tab of the *Staff* record, several settings affect what that specific staff person can do in the Staff Portal in terms of class management.

- ▢ Manage Classes Tab

- ▢ Attendance Page

Settings for Staff Portal Skills/Levels

There are several settings that affect how your staff uses the Staff Portal for Skills/Levels and control what they are able to see and do.

Some of these settings are at the organization level and affect all staff (global) while others can be set at the individual staff level.

Organization Settings (Global - affect all staff)

These settings are global and apply to all staff. Edit these settings from the *Staff (menu) > Staff Portal > Portal Settings*.

- ▢ [Features](#)

- ▢ [Remote Access](#)

- ▢ [Skills/Levels Options](#)

Staff Settings (Individual)

On the *Portal Settings* tab of the *Staff* record, there are a few settings that affect what that specific staff person is able to do in the Staff Portal in terms of class management. They are found in the *Manage Classes Tab* section.

- ▢ [Manage Classes Tab](#)

- ▢ [Attendance Page](#)

Staff Availability in the Staff Portal

Knowing when staff is available to work and when they need time off is important for scheduling classes and finding substitutes. By tracking [Staff Availability in Jackrabbit](#), you can see at a glance who is available and who isn't on the Daily Calendar, simplifying your planning.

Increase efficiency by allowing staff to communicate their availability to office administrators through their Staff Portal. Entering their own hours of availability and time off in the Staff Portal ensures there are fewer errors and more timely updates.

[Expand/Collapse All](#)

- ▢ [Settings for Staff Availability in the Staff Portal](#)

- ▢ [View and Manage Availability in the Staff Portal](#)

- ▢ [Keep Track of Availability Changes Made in the Staff Portal](#)

The Time Clock - An Overview

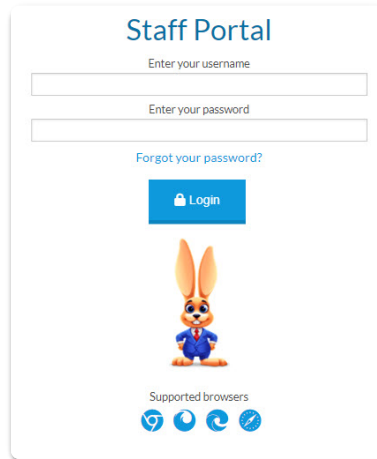


Permissions control the ability of your Users to see certain data and take specific actions. Before moving forward review [Time Clock Administrator - Required User Permissions](#)

Jackrabbit's Time Clock feature is designed to assist your organization in managing employee hours and preparing for payroll processing. There is no additional fee for this feature.

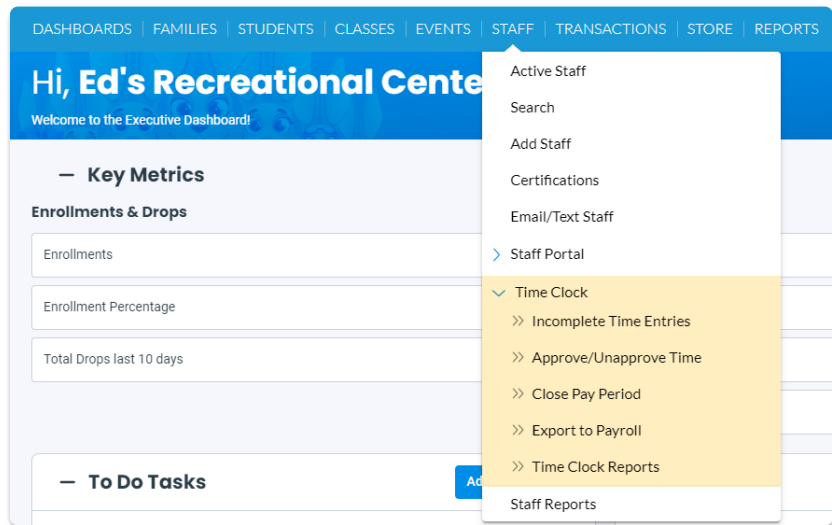
Record Time

Staff enter and track their hours worked in the Time Clock through the *Staff Portal*.



Administer Staff Hours

A Jackrabbit User manages your Time Clock information, including resolving incomplete time entries, approving time, closing pay periods, exporting to payroll, and reporting.





Jackrabbit's Clock does not: calculate overtime wages with a multiplier (time and a half, double time, etc.), calculate any withholding, deductions or payroll taxes, or process payroll.

To enable the Time Clock feature, go to **Staff** (menu) > **Staff Portal** > **Portal Settings**. In the *Features* section, check the box next to **Time Clock** and click **Save Changes**. The remote access setting is covered in more detail in the [Time Clock Settings](#) section.

The Time Clock offers the following:

- Departments that act as “buckets” for staff hours.
- Multiple methods of time entry.
- Location and Department per time entry.
- Hour Type (regular, overtime, holiday, sick, vacation, PTO).
- Staff Pay Rates.
- Time entry approval, at either individual or department level.
- Optional “Time Buffer” that adds to scheduled class hours to identify overages between actual hours and scheduled class hours.
- Export total hour information to QuickBooks or Express Payroll.
- Estimate of Gross Wages.



Jackrabbit only accepts a 12-hour format when entering time into the time fields. You will be prompted to enter the next digit and am or pm. **Note: when entering a single-digit number, you must either enter a "0" before the number or enter a ":" after the number. Military time is not accepted!**

Settings for the Staff Portal Time Clock

There are several settings that affect how your Time Clock functions. Some of these settings are at the organization level and affect all staff (global) while others are set at the individual staff level.

[Expand/Collapse All](#)

- Organization Settings (Global - affect all staff)
- Staff Settings (Individual) in a Staff Record
- Frequently Asked Questions

Time Clock Departments

Time Clock Departments help you track hours worked in different areas. This is useful for staff with different pay rates or when separating payroll expenses, such as by program. Departments are optional and can be named anything that works well for your organization.

Examples of department names might be by program (gym, dance, swim, office), by type of work activity (teaching, private, party, admin), or a combination of both (gym-teach, gym-private, dance-party, office-admin, etc.).



When a staff person uses the Clock-In/Out method of time entry in the Staff Portal, you can allow them to **split their total time between departments**. From the Portal Settings tab of their Staff record, set *Can split time between Departments* to **Yes**.

Add, Edit, or Delete Departments

Time Clock Departments are managed from the Staff menu > Staff Portal > Portal Settings > Time Clock Departments (section). You can have a maximum of 50 Departments.

Time Clock Departments ?

Add Department (Max of 50 Departments)

Print Refresh

Dept. Code	Dept. Name	Dept. Managers	Status	Edit	Delete
TEACH	Teaching	Livy Wallace	Active		

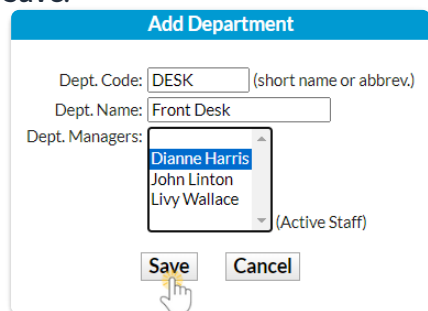
To add a new Department:

1. Click **Add Department**.
2. Create a **Dept. Code**.
3. Create a **Dept. Name**.

Note: Although the field will take up to 10 characters, only the first five characters are included when you export the file. Therefore, make sure that the first five characters of each Department name are unique.

4. Select **Dept. Managers** from the list of active staff. Department managers are responsible for approving time entries for specific departments. Use CTRL to select multiple managers.

5. Save.



Use the **Pencil** icon to edit an existing Department.

Use the **Trash Can** icon to delete a Department.

Time Clock Pay Periods

A *Pay Period* is a recurring length of time over which employee time is recorded and paid. *Pay Periods* can be one of the following: Weekly, Bi-Weekly, Monthly, Semi-Monthly, or Custom. A *Pay Period* can start on any day of the week. It's very important to create *Pay Periods* as it will help you manage and maneuver through the system more efficiently. If you do not create *Pay Periods*, you will not be able to *Approve Time* and *Close Pay Period* (which marks each time entry with a pay date). **Note: Only one pay cycle is allowed. For example, you can not have both a weekly and a monthly set of pay periods.**



To add a pay cycle that is not one of the common options (weekly, bi-weekly, monthly, or semi-monthly) use the pay cycle drop-down option **Custom** in the Add Pay Period window. This custom pay cycle can also be used to add only one pay period; Jackrabbit does not auto-populate pay periods for custom cycles.

Add a Pay Period

1. Go to **Staff** (menu) > **Staff Portal** > **Portal Settings**.
2. Click **Add Pay Period** in the *Time Clock Pay Periods* section.
3. Select the **Payroll** cycle in the pop-up box.
4. Enter the **Start Date** of the **1st pay period**. This is the date of the first workday in the pay period. **Note: If you select Semi-Monthly (i.e. staff are paid on the 1st & 15th of the month), you'll need to enter the start date of the 1st and the 2nd pay period.**
5. Enter the **Pay Date** of the **1st pay period**. This is the date that staff receives their wages (check date). **Note: If you select Semi-Monthly you'll need to enter both the 1st and 2nd pay date.**
6. Verify that you have entered the information correctly.

Add Pay Periods

Payroll cycle: Bi-Weekly ?

Start Date of 1st pay period: 6/5/2023 📅

Pay Date of 1st pay period: 6/23/2023 📅

Previous Pay Period: May 22, 2023 - Jun 04, 2023

Save
Cancel

- Click **Save**. Click **OK** to confirm. 12 months of pay periods based on the payroll cycle you have chosen are created. **Note:** When adding a custom payroll cycle you can enter as many periods as you wish, Jackrabbit does not auto-create periods for custom cycles.

Time Clock Pay Periods ?

Filter by: All

Add Pay Period
Re-Open Pay Period
Delete All

View 1 - 28 of 28 🖨 Print 🔄 Refresh

Start Date	End Date	Pay Date	Status	Close Pay Period? ⬆️ 1	Delete
5/22/2023	6/4/2023	6/9/2023	Past	Close	🗑
6/5/2023	6/18/2023	6/23/2023	Past	Close	🗑
6/19/2023	7/2/2023	7/7/2023	Current	Close	🗑
7/3/2023	7/16/2023	7/21/2023	Future	Close	🗑
7/17/2023	7/30/2023	8/4/2023	Future	Close	🗑
7/31/2023	8/13/2023	8/18/2023	Future	Close	🗑
8/14/2023	8/27/2023	9/1/2023	Future	Close	🗑
8/28/2023	9/10/2023	9/15/2023	Future	Close	🗑
9/11/2023	9/24/2023	9/29/2023	Future	Close	🗑
9/25/2023	10/8/2023	10/13/2023	Future	Close	🗑

Pay Periods must be deleted if an error is made, there is no way to edit them once they have been created.

If you delete a pay period in error use the *Custom payroll cycle*, in the *Add Pay Period window* > *Payroll cycle* drop-down, to add back the deleted pay period. With the *Custom payroll cycle*, you are able to add as many pay periods as you need; pay periods are not auto-populate for custom cycles.



Deleting pay periods does not delete any time entries that are associated with them. The entries remain intact, however, when you view a staff member's Time Clock tab you will not be able to display the entries using the Time Period drop-down until you have added new pay periods. Any Clock report offering Pay Period as a filter will also be affected until new pay periods are added back.

Time Clock Time Entry Settings

When you are setting up the Time Clock for your organization, there are 3 Time Entry Settings available in the *Staff > Staff Portal > Portal Settings*. They are: Time Buffer, Hour Types, and Default Time Entry Method.

Time Entry Settings	
Time Buffer:	Per Day <input type="text" value="15"/> minutes ?
Hour Types:	Select the hour types you will be using: ? Regular <input checked="" type="checkbox"/> Overtime <input type="checkbox"/> Personal <input type="checkbox"/> Sick <input type="checkbox"/> Holiday <input type="checkbox"/> Vacation <input type="checkbox"/>
Default Time Entry Method:	Manual In/Out ?

Time Buffer

In the time approval process, the person approving employee time is alerted when a staff person's actual hours worked are greater than their scheduled hours.

Scheduled hours are calculated from the class start and end times located within each class the staff person is assigned to. The Time Buffer setting allows you to add time to the staff's *scheduled* time. If staff are paid for time before and/or after class, for example for set up or clean up, enter this additional time as a time buffer. This will provide a more accurate comparison between actual and scheduled hours. After adding a time buffer, be sure to click **Save Changes**.

There are 3 Time Buffer options:

- **Per Class** - the amount of minutes entered will be added to each scheduled class duration. Example: If your organization adds 5 minutes before and after class, enter 10 minutes as the buffer. If staff is only allowed 5 minutes between classes, enter 5 as the buffer.
- **Per Day** - The amount of minutes entered will be added to each day's scheduled time. Example: If your organization adds 15 minutes to each day worked, add 15 as the buffer.
- **Per Time Entry** - The amount of minutes entered will be added to each time entry. Example: If your organization adds on 15 minutes before staff start work and 15 minutes at the end of their shift, add 30 as the buffer.

Hour Types


The purpose of *Hour Types* is to mark each time entry with a description of what the hour represents. Place a check mark next to the hour types your organization will use. **Save Changes**. Only the checked hour types will be available for staff to select*.

- **Regular** - normal staff hours (this is reserved and can't be unchecked)
- **Overtime** - hours which are at a higher rate of pay due to hours being over state limits (remember that overtime pay will not be calculated. Only hours can be specified as overtime hours.)
- **Holiday, Sick, Vacation, PTO** - hours not actually worked but staff are paid for these hours



*The Hour Type Overtime is not available for selection by the staff when entering their time in the clock. A User with the Time Clock permission can assign overtime from the staff person's Time Card tab.

It's important for staff to record time entries for the hours which weren't worked but for which they are paid. For example, if an employee gets vacation time, they will need to enter these hours into the time clock. This is the only way these hours will be included in the pay period. Otherwise, the staff will not have this time in the approved hour totals and will not be compensated for them.

	If you are using Express Payroll, make sure that your Jackrabbit Hour Types match your Express Payroll Pay Types.
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Default Time Entry Method

Jackrabbit offers three different methods for your staff to enter their time in the Staff Portal. Click on the links for more information on each method.

- [Clock In/Out Method](#)
- [Manual In/Out Method](#)
- [Total Hours Method](#)

If most or all of your employees have the same time entry method, you can set a *Default Time Entry Method*.

All newly created staff will automatically have this method saved to their *Portal Settings* tab. Defaulted *Time Entry Methods* can always be changed by going to the staff member's *Portal Settings* tab, changing the *Time Entry Method*, and saving the change.



To change staff time entry methods in mass, use **Edit All Staff Settings** from the *Staff Portal* menu.

View Lesson Plans in the Staff Portal

The Jackrabbit Staff Portal provides a secure place for your staff to view Lesson Plans for their classes.

- ★ Guarantee staff members are aware of class guidelines and expectations.
- ★ Updates made to Lesson Plans are immediately visible in the Staff Portal.



Master Lesson Plans are created in *Classes (menu) > Master Lesson Plans*. See [Class Lesson Plans](#) for detailed instructions on how to create your master Lesson Plans.

Staff Portal Settings

Two Staff Portal settings must be set to **Yes** to enable your staff to view Lesson Plans in their Staff Portal:

- *Staff (menu) > Staff Portal > Portal Settings*
- *Staff (menu) > Staff Portal > Edit All Staff Settings*

▢ Set Portal Settings

▢ Set Edit All Staff Portal Settings

View Lesson Plans in the Staff Portal

1. Log in to the Staff Portal.
2. Click on **Manage Classes**.
3. Click **Lesson Plans** under **Actions**. You will only see the Lesson Plans button when Lesson Plans have been created and are assigned to a class.

The screenshot shows the 'Manage Classes' interface. At the top, there are navigation tabs: 'Manage Classes', 'News', 'My Schedule', 'My Time Card', and 'Manage Classes'. A 'Clock-In' button and an 'Actions' dropdown are on the right. Below the navigation is a 'Class Filters' section. The main content area shows the date 'Tue, Jul 4 2023' and '2 Classes'. There are checkboxes for 'Partial Attendance' (checked) and 'Complete Attendance' (checked), and a 'Show Empty Classes' toggle. A table lists two classes:

Times	Class	Room	Enroll	Makeups	Storage	Actions
6:00pm 6:45pm	> Tumbling Beginner - Tues 6pm Instructors: Lily Wallace Substitutes: N/A	Retton	3	0	15 MB Left	Attendance → Lesson Plans → Email → Resources →
7:00pm 8:00pm	> Tumbling Intermediate - Tues 7pm Instructors: Lily Wallace Substitutes: N/A	Retton	4	0	5.8 MB Left	Attendance → Email → Resources →

4. Review the *Lesson Plan*. This includes the *Date* (when Lesson Plan was added to the class), *Lesson Name*, *Theme*, *Description*, *Instructor Comments*, and *Order*. The Lesson Plans are view only in the Staff Portal.

The screenshot shows the 'Lesson Plans' interface. At the top, there are navigation tabs: 'Lesson Plans', 'News', 'My Schedule', 'My Time Card', and 'Manage Classes'. A 'Clock-In' button and an 'Actions' dropdown are on the right. Below the navigation is a 'Return' button. The main content area shows the class 'Tumbling Beginner - Tues 6pm' and buttons for 'Attendance', 'Email', and 'Resources'. A table lists the lesson plans:

Date	Lesson Name	Theme	Description	Instructor Comments	Order
07/04/23	Week One		Hollow and arch positions, log rolls, Pike forward roll to pike sit		1
07/11/23	Week Two		Front and back support, lunge position, forward roll to stand		2
07/18/23	Week Three		Mini cartwheel over box, push-ups, tight handstand against wall		3

QUIZ - Optional - Lesson #4 - Staff Portal Settings

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 #4 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. The quiz includes Review questions.

Quiz #4 - Optional - Staff Portal Settings



Number of Questions	Total Possible Points	Points Needed for an "A"	Points Needed for a "B"	Points Needed for a "C"
11	17	15	13	11

[Return to Supervisors and Managers Menu to continue to next lesson](#)

[Click here to provide feedback for this lesson](#)
