Customize / Edit a Jackrabbit Email Template

An email template contains basic information and formatting so that it can be re-used and edited whenever needed. Jackrabbit offers a comprehensive list of typically-used templates, each with full-color graphics and standard wording. Any of these templates can be edited and customized from the *Gear* icon > *Settings* > *Email Templates.*

Many of the templates have placeholder images for your business logo. You can easily delete the placeholder and replace it with your company logo.

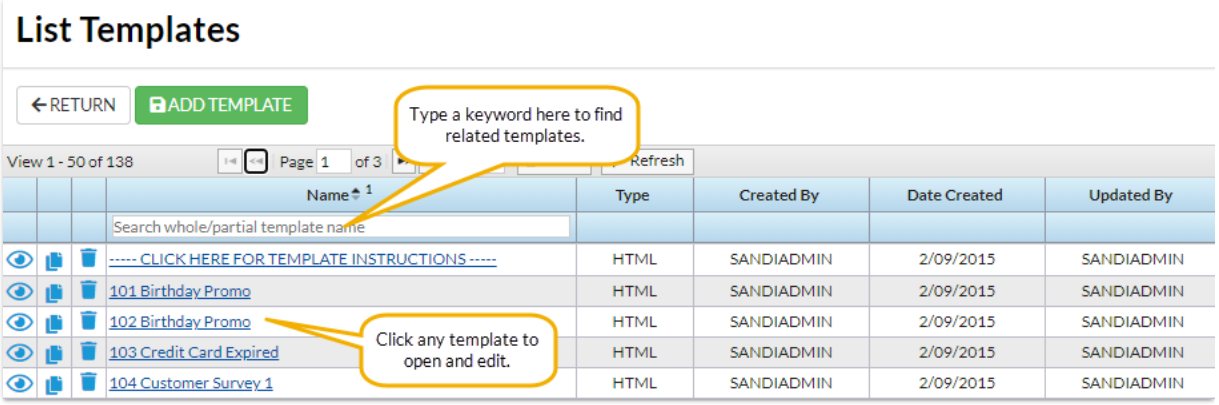
Some of the information in the templates is sample content. Make sure you change all of the dates, times, locations, etc. in a template before you send it.

We have designed many GENERAL templates as well as INDUSTRY-SPECIFIC templates that have industry-specific content and images:

- 100's: General templates for any industry
- 200's: DANCE templates
- 300's: GYMNASTICS templates
- 400's: SWIM related templates
- 500's: CHEER related templates

Customize or Edit an Email Template

1. Go to the **Gear** icon > **Settings** > **Email Templates**. Alternately, go to the **Families** menu > **All Families** > **Email/Text Families.**
2. Click the **name** of the template on the *List Templates* page you'd like to customize. (You can see what any template looks like by clicking the **eye** icon.)
3. Make any changes (such as adding your logo, changing dates, etc.).
4. Click **Save Changes.**



Type in part of the Email Template name in the search box under the *Name* column to find the template you want quickly!

Add a Link to Your Parent Portal in an Email Template

1. Create a link to your Parent Portal:
   - Use this URL: https://app.jackrabbitclass.com/jr3.0/ParentPortal/Login?orgID=**XXXXXX**
   - Replace **XXXXXX** with YOUR Jackrabbit Org ID# *(Gear [icon] > Account > My Account > Your Org ID)*
2. Highlight the text that you want to convert to a link in the email template.
3. Click the ***Insert/Edit Link button*** in the email editor toolbar.
4. Add the Parent Portal link, you created in step 1 to the URL field and click **OK**. This will change the text to a link.

Add Your Organization's Logo in an Email Template

1. Go to the **Gear** icon > **Settings** > **Email Templates**. Alternately, go to the **Families** menu > **All Families** > **Email/Text Families.**
2. Locate and click the email template you would like to update.
3. Place your cursor exactly where you want your logo to show in your email.
4. Select one of these options to add the logo file to the email template:

Use the **Insert Image** button under *Jackrabbit files*	1. Click **Insert Image**. 2. Upload a logo file in the top section of the *Insert Image* window. The logo will display under *Select files*, click the file and you will see a check mark. 3. Click **Insert 1 Image**. The logo will be inserted into the email. 4. Highlight the image to resize it when needed.

Use the **Insert/edit image** button in the email editor	Your logo image must be located somewhere on the internet so you can copy the URL link location to use this option. 1. Click **Insert/edit image**. 2. Enter a URL into the **Source** field, and add description and dimensions as needed. 3. Click **OK**. The logo image can be sized once you have placed it into the *Message* area.

5. Click **Save Changes** when you are done editing the email template.

It is also possible to edit an email template immediately before sending it by selecting it from the list of drop-down choices in the Email editor and making changes to the body of the template prior to sending. ***Note:*** *This type of temporary edit is not saved to the template for future use and is only sent to the recipients selected.*

Example

Your school is closing on a Tuesday due to inclement weather, and you need to notify families of students enrolled in Tuesday classes. In *All Families* filter for students enrolled in Tuesday classes only *Enrollment > Days - Select all that apply*, click *Send Message* (icon) and define your audience. Select the *113 Weather Closing* template. Update the day and date of the closing within the message.

By editing the template here, the email recipients receive the edited information but the information is not saved to the template for future use.

Frequently Asked Questions

Expand/Collapse All