Practice What You've Learned
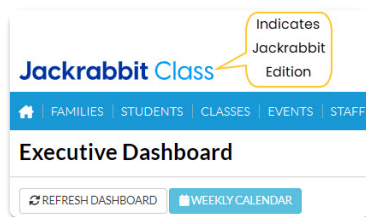
Instructions

Are you a hands-on learner? Want to practice what you've just learned? Great!

- Go to **https://app.jackrabbitclass.com/jr4.0/Login** and log in with the credentials below for your Jackrabbit edition.
- Go through some or all of the practice scenarios below as they apply to you.

Edition	User ID	Password
Cheer	LMSCheer	Training1
Class	LMSClass	Training1
Dance	LMSDance	Training1
Music	LMSMusic	Training1
Swim	LMSSwim	Training1

Practice Scenarios

Below are scenarios/questions which you may use to practice. If a scenario/question does not apply to you, you may skip it, of course! Your supervisor may have additional tasks for you. Feel free to use our practice database as much as you like.

The Practice Database is refreshed each day at approximately 5:00 am Eastern Standard Time. Anything you enter will be erased at that time.

Add a Family (Use fake names, addresses, etc.)

Determine the family/student information your organization requires for each family.

Use fake names, addresses, etc. as any information you add could be viewed by others outside of your organization.

- Make up your own fake names or click**here** to open a website that generates fake names.
- Make up your own fake addresses or click**here** to open a website that generates fake addresses.

1. Add a family with a fake name and address. You can either:
    - Go to Families > All Families and click on the Add Icon. Click on the Use Quick Registration Form button to enter family information and enroll students in a class or quickly add a Family by using the Enter Family Name Only button.
    - Go to Families > Quick Registration to open the Quick Registration Form.
    - Go to the Gear Icon > Settings > Online Registration and click on the Preview Registration Form button to open the Online Registration Form. Your organization may prefer adding families via the Online Registration Form even if the family is physically at your facility as the Online Registration Form requires the family to sign your legalese/agreements.

Add a staff member and assign them to a class.

1. Add a staff member with a fake name and address by going to Staff on the menu bar and clicking on Add Staff.
2. Open a class by going to Classes > All Classes and select a class (link) in the Class column.
3. Click on the Instructors tab and select the staff member from the drop-down list. If the staff member isn't listed, check your staff member has the Instructor field set to "Yes" on their Staff Record.

Add a class from the Weekly Calendar.

Open the Weekly Calendar by clicking the Weekly Calendar button from the Executive Dashboard or the Calendar link to the right of the Global Search fields on the top of every screen in Jackrabbit.

- You can double click in the time slot and day of the week for the new class to open the Add Class popup and complete the fields as appropriate.

OR

- You can select the Add Class button at the top of the Weekly Calendar and complete the fields as appropriate.

Copy an email template and customize it.

1. The easiest way to copy and customize an email template is to go to the Gear Icon on the menu bar and select Settings > Email Templates.
2. Choose a template and click the Copy icon (second from left).
3. Make any changes and if you wish, rename the template.
4. Select the Copy Template button to save your new template.

Send an email for a Weather Closing

Most often you will send a Weather closing email to all your active families.

Families > All Families

1. Go to Families on the menu bar and select All Families.
2. Select the Active segment in the Status data visual or use the Filter Icon and add a filter for Family Status = Active (click Apply button).
3. Click the Send icon and choose Email.
4. Define the audience and select additional settings as needed. Click Next: Composer button to continue.
5. Select an email template such as #113 Weather Closing in the Template field or create your own email from scratch by entering text in the Subject line field and in the Message field. If you are using the template, customize it with your facility name or logo and the day(s) you will closed/expect to reopen.
6. Click the Preview List button at the bottom.
7. When logged into your own Jackrabbit system, you will select Send Now after reviewing the Recipients List and the message in the Results section. When using the Practice Database, for security reasons, you do not have the ability to send emails.

Families > Email/Text Families

1. Go to Families > Email/Text Families.
2. Select an email template such as #113 Weather Closing in the Template field or create your own email from scratch by entering text in the Subject line field and in the Message field. If you are using the template, customize it with your facility name or logo and the day(s) you will closed/expect to reopen.
3. In the Search Criteria section, add/change criteria settings to select the audience.
4. Refine the Recipients in the Recipients section, set the email address for replies, and select email addresses to receive a copy of the email. Recipients can be further refined by unchecking check

boxes on the Preview List page.

5. Click the Preview List button at the bottom.

6. When logged into your own Jackrabbit system, you will select Send Now after reviewing the Recipients List and the message in the Results section. When using the Practice Database, for security reasons, you do not have the ability to send emails.

Send your customized email to an individual class.

To send your customized email to an individual class, you may either:

Classes > All Classes

1. Go to Classes on the menu bar and select All Classes.

2. Locate the Class by adding filters with the Filter icon or by entering a search in the Search Row (Class column).

3. Use the Row Menu (three vertical dots) for the Class and select Email/Text Class.

4. Select your customized template from the drop-down list in the Template field.

5. Review Search Criteria for additional families to include and the Recipients section.

6. Click the Preview List button at the bottom

7. When logged into your own Jackrabbit system, you will select Send Now after reviewing the Recipients List and the message in the Results section. When using the Practice Database, for security reasons, you do not have the ability to send emails.

Class Record

1. Open a class page and select the Email/Text Class button.

2. Select your customized template from the drop-down list in the Template field.

3. Review the Search Criteria and Recipients sections and make changes if needed.

4. Select Preview List

5. When logged into your own Jackrabbit system, you will select Send Now when you are ready to send the email. When using the Practice Database, for security reasons, you do not have the ability to send emails.

Families > Email Text Families

1. Go to Families on the menu bar and select Email/Text Families.

2. Select your customized template from the drop-down list in the Template field.

3. Select the class from the Classes (select one or more) field in the Class Search Criteria section.

4. Select Preview List

5. When logged into your own Jackrabbit system, you will select Send Now when you are ready to end the email. When using the Practice Database, for security reasons, you do not have the ability to send emails.

Has the Hesseur family paid their Registration Fee?

This question can be answered several ways. The first method is the most direct since the question is in regards to a specific family.

Hesseur Family Record

1. Search for the family page for the Hesseur family, either use "find a family..." Global Search field or go to Families > All Families).
2. Locate and select the Hesseur link in the Family column.
3. Select the Transactions tab on the Hesseur family page.
4. Locate the fee transaction with Registration in the Type field (white row). The fee has been paid if the Date Paid column has a date instead of being blank and highlighted in pink.

Transactions > Search

1. Go to Transactions > Search. Change the Transaction Date from field to 01/01/19 (since Registration Fees were posted on 01/02/19).
2. Change the Type field to Registration (Debit).
3. Select the magnifying glass next to the Select Family/Acct field; enter a partial or full name and click search.
4. Select Hesseur row.
5. Click the Submit button on the Search Transactions screen. The fee has been paid if the Date Paid column has a date instead of being blank and highlighted in pink.

Fee Summary Report

1. Go to Transactions > Transaction Reports and select Fee Summary report.
2. Blank (delete) the dates in the Date Paid from and through fields.
3. Select the magnifying glass next to the Select Family/Acct field; enter a partial or full name and click search.
4. Select Hesseur row.
5. Click the Submit button. If there is a Registration Fee listed in the Cat1 column, a fee has been posted. If the Unpaid Amt for the Registration Fee row is $0.00, then the fee has been paid. Otherwise, it has not.

Post a cash or check payment to a family

1. You can either:
   - Go to Families > All Families, search for the family and click the Row Menu icon. Then select Accept Payment/Post Credit.
   - Open the Family page and select the Payment/Credit button.
2. Enter a Trans Date (payment date) if different than today, a Method, a check number if appropriate, and the amount in the Payment field if different than the Current Balance.

3. Complete the remaining fields if appropriate (Subtype, Note, Chk#).
4. Select the Save Payment button (or Save & Make Another Payment) since this is a "Cash, Check, Other Credits" Payment and not an ePayment.

Use Transactions Search to locate a payment and make a refund or void.

1. Go to Transactions on the menu bar and select Search.
2. Change the Transaction Date from field (to the first of the previous month) and change the Type field to Payment (Credit).
3. Click the Submit button on the Search Transactions screen.
4. Select a payment to refund or void. Use the row menu for that payment and select Refund.
5. Choose the Refund Method from the drop-down list and complete the Refund Check # and Note fields if you wish.
6. Select which fee(s) to refund by clicking in the check box(es).
7. Click the Next button and indicate if the fee(s) are still due.
8. Select the Submit Refund button to record the refund (or void if ePayment hasn't settled with the gateway) to the family's Transactions tab.

Return to Supervisors and Managers Menu