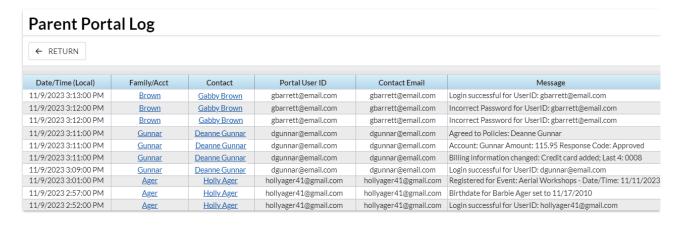# Use the Parent Portal Log to View Portal Activity
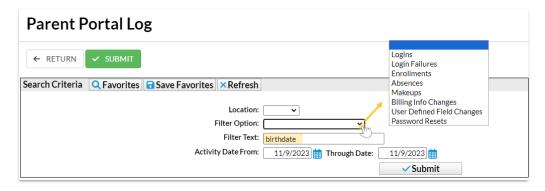
Found in the *Family Reports* (from the *Families* menu), the **Parent Portal Log** allows you to quickly see all activity in your Parent Portal over a specified date range.

- ⭐ Troubleshoot for parents who might be attempting to log in to Jackrabbit with the incorrect password.
- ⭐ Search for a specific activity in a parent's portal, such as updating a student's date of birth.
- ⭐ Monitor absences and makeups that have been scheduled by parents in their portals.

Parent Portal Log

← RETURN

Date/Time (Local)	Family/Acct	Contact	Portal User ID	Contact Email	Message
11/9/2023 3:13:00 PM	Brown	Gabby Brown	gbarrett@email.com	gbarrett@email.com	Login successful for UserID: gbarrett@email.com
11/9/2023 3:12:00 PM	Brown	Gabby Brown	gbarrett@email.com	gbarrett@email.com	Incorrect Password for UserID: gbarrett@email.com
11/9/2023 3:12:00 PM	Brown	Gabby Brown	gbarrett@email.com	gbarrett@email.com	Incorrect Password for UserID: gbarrett@email.com
11/9/2023 3:11:00 PM	Gunnar	Deanne Gunnar	dgunnar@email.com	dgunnar@email.com	Agreed to Policies: Deanne Gunnar
11/9/2023 3:11:00 PM	Gunnar	Deanne Gunnar	dgunnar@email.com	dgunnar@email.com	Account: Gunnar Amount: 115.95 Response Code: Approved
11/9/2023 3:11:00 PM	Gunnar	Deanne Gunnar	dgunnar@email.com	dgunnar@email.com	Billing information changed: Credit card added; Last 4: 0008
11/9/2023 3:09:00 PM	Gunnar	Deanne Gunnar	dgunnar@email.com	dgunnar@email.com	Login successful for UserID: dgunnar@email.com
11/9/2023 3:01:00 PM	Ager	Holly Ager	hollyager41@gmail.com	hollyager41@gmail.com	Registered for Event: Aerial Workshops - Date/Time: 11/11/2023
11/9/2023 2:57:00 PM	Ager	Holly Ager	hollyager41@gmail.com	hollyager41@gmail.com	Birthdate for Barbie Ager set to 11/17/2010
11/9/2023 2:52:00 PM	Ager	Holly Ager	hollyager41@gmail.com	hollyager41@gmail.com	Login successful for UserID: hollyager41@gmail.com

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Search Criteria

Use the Search Criteria to define the results.

Parent Portal Log

← RETURN   ✓ SUBMIT

Search Criteria   🔍 Favorites   💾 Save Favorites   ✕ Refresh

Location: [▾]
Filter Option: [▾]
Filter Text: [birthdate]
Activity Date From: [11/9/2023] 📅 Through Date: [11/9/2023] 📅
✓ Submit

Logins
Login Failures
Enrollments
Absences
Makeups
Billing Info Changes
User Defined Field Changes
Password Resets

- Use the *Filter Option* criteria to select an activity from the drop-down list and create a log for only that activity.
- Enter a search term in the *Filter Text* field to look for that text in the *Message* column of the report, e.g., birthdate. This is not case sensitive.

Report Results

As an example, this Parent Portal Log was generated based on the Search Criteria selected in the

screenshot above.

It shows all activity in the Parent Portal for all Locations on November 9, where the word *birthdate* appears in the *Message* column.

See **View Parent Portal Activity** for more options to monitor Portal activity.