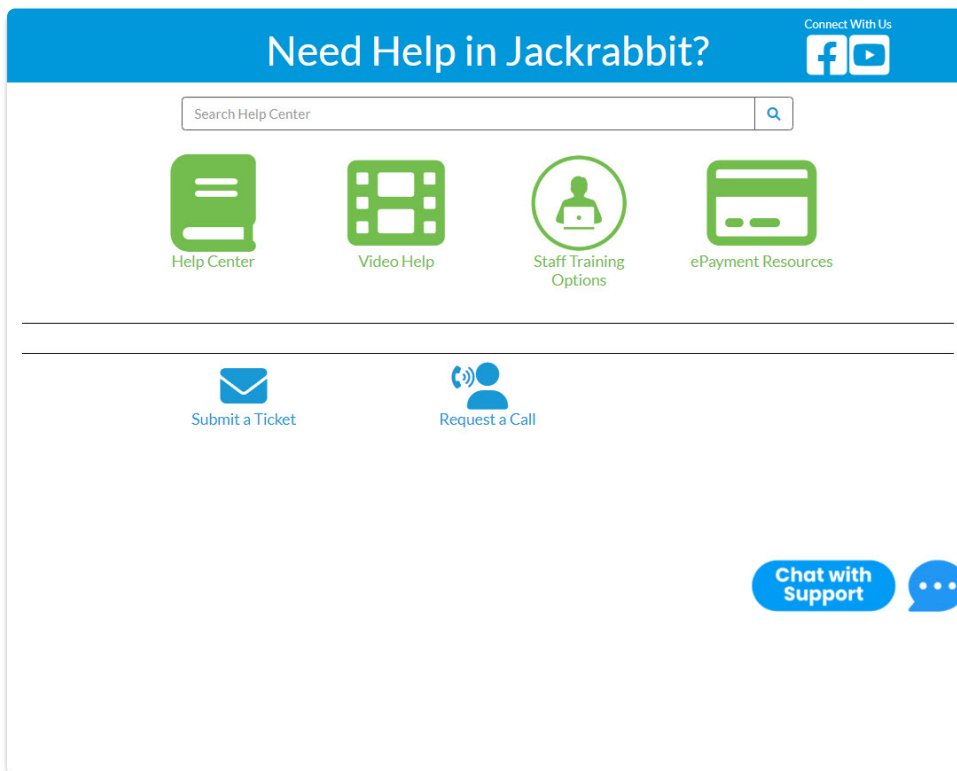


Community and Where to Go with Questions

Where to Go With Questions

If you have questions regarding this Training System, contact Education@Jackrabbitech.com with the Subject "Training System".

For questions regarding Jackrabbit, our Help Center has a full range of help articles beyond what is included in this Training System and also includes additional training options. Select the ? icon on the menu bar in Jackrabbit to access the Help Center or other help resources (green icons).



If you still have questions after reviewing the Help Center, contact our Support Team (blue icons).

- Select **Chat with Support** if you have a question on a simple topic that will not require research. Type in your question and a Support Representative will begin a chat conversation with you similar to texting.
- Select **Submit a Ticket** to allow us time to log into your Jackrabbit system, research, or route your ticket to a specialist. You will get a response via email typically within 2 hours during our business hours (Mon-Fri 8am-8pm Eastern time).
- Select **Request a Call** if you prefer to talk with a Support Representative. You may schedule an appointment for:
 - Open Topic Quick Call (15 Minutes)
 - Open Topic Extended Call (30 minutes)
 - ePayments Call (30 Minutes)

- Jackrabbit Plus Demo (30 Minutes) - [Learn more about Jackrabbit Plus](#)
- Database Review / Checkup Call
 - [Database Review calls](#) are typically available from October through June

Return to the Jackrabbit Basics Menu


Stay Connected With Jackrabbit Through Social Media

Outside the Help Center resources, Jackrabbit is active on **Social Media** and other platforms. Follow us to stay informed about new enhancements before and after release, upcoming training opportunities, and webinars. Here's how you can stay connected with us!

Join our Jackrabbit Software Users Facebook Group

The Jackrabbit Software Users Facebook Group offers a space to collaborate with peers on business related topics within similar industries. Questions often relate to Jackrabbit, but they don't have to! You may want to know:

- ? Do you accept online payments?
- ? How do you use Jackrabbit's User-defined Fields?
- ? Do you offer makeup opportunities? If so, what is your policy?

Keep in mind the group does not replace our fantastic Support team. If you have specific questions or if something seems off, use the question mark icon  at the top-right of any page in Jackrabbit. Our Support team can access your account to help troubleshoot effectively and escalate if needed!



Not a member yet? [Request to join the Jackrabbit Software Users Facebook group](#), answer two brief questions, and a moderator will approve your request! The question responses help us approve requests faster, as this is a closed group for Jackrabbit Users only.

[Expand/Collapse All](#)

[Jackrabbit's Blog](#)

▢ [Jackrabbit's YouTube Channel](#)

▢ [Additional Jackrabbit Social Media](#)
