## **View Missing Information**

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To ensure you have accurate records for every family in your program, the Who's Missing Information page shows what information is still needed for each child and family contact. The aim is to have no children or contacts listed on this page, indicating that you have all the required documentation on file.

Go to **Family Accounts** (left menu) > **Profiles** card > **View Missing Information** link to open the Who's Missing Information page.

- At-a-glance data visuals show you how many people are missing information.
- View a list of what information is missing for a Child or Contact.
- Click any data visual to filter the information on the page.
- 🕻 Update information as needed to keep up-to-date records.

## Expand/Collapse All

## See Who's Information Isn't Complete

Use the following legend to understand the Who's Missing Informationpage and see who's information isn't complete.



1 The large purple number shown is the total number of people missing at least one piece of information, and the smaller black number is the total number of people in your Jackrabbit Care system for the site selected.

2 The bars show the total for each type of missing information. Click any of the bars to see only

those contacts with that type of missing information.

3 Use the drop-down menu to sort contacts or the **Filter** icon (7) to filter by Person, Person Type, or Data Type.

4 Info cards display a person's name, photo, an incomplete badge indicating how many items are missing, and what items are missing on their profile. A Child's card includes an easily identifiable purple Child badge CHILD on the right.

Missing information on a Child's card may include:

- · Legal Guardian missing
- Emergency Contact missing

Missing information on a Contact's card may include:

- · Email address missing
- Unverified email address
- PIN code not set

5 On a person's info card, click their name to go to their Details tab. Click the **Options** icon (:) to go to their Details or Account Details tab.

## Update Missing Information

While on the Who's Missing Information page, take the following steps to update each type of missing information.

Email Address Missing

- 1. Click the **Options** icon (:) > **Contact Details** on a Contact's card.
- 2. Click Email.
- 3. Enter the email address and click**Save**.

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	Enter email address
O Alyssa Marcum Full Name	Cancel Save Ma
Phone +1(555) 672-9-03	
@ Emaily C A	
Addr B	
+1(555) 672-9-03	MOBILE 🗭

Emergency Contact Missing

- 1. Click the **Options** icon > **Account Details** on a Child's card.
- 2. Click the name of a contact on a child's contact card and update their relationship to an Emergency Contact.

OR

Click the Actions menu Actions > Add Contact and set the new contact as an Emergency Contact.

967908 > Family Account				🖈 Actions 👗
DETAILS BILLING TRANSACTIONS	INVOICES	AUDIT LOG	NOTES	Add Note To Family Account
ACTIVE				Account Name
🌒 I 💇 💕				\$ Add Billing Profile
				Add Child
Children (1)				Add Contact
				Add Credit
Isabelle Cho	: ~			<del>≣l≛</del> Add Fee
	• •			→〕 Enroll
🚆 11 years 8 months 13 days				Generate Statement
MARCH 09, 2013				ayment
Huey Cho Father				Assign to Site
Aurora Cho Step-mother				T Archive



- 1. Click the **Options** icon : > Account **Details** on a Child's card.
- 2. Click the name of a contact on a child's contact card and update their relationship to a Legal Guardian.

OR

Click the **Actions** menu **Actions > Add Contact** and set the new contact as a Legal Guardian.

167908 > Family Account Amin	* Actions
DETAILS BILLING TRANSACTIONS INVOICES AUDIT LOG NOTE	S Add Note To Family Account
	Add Child     Add Contact
Children (1)	Add Credit
🕼 Sasha Amin 🗄 🗸	<ul><li>計 Add Fee</li><li>→〕 Enroll</li></ul>
Tyears 8 months 15 days JUNE 02, 2017 Contacts Contacts Dunia Amin	<ul> <li>Generate Statement</li> <li>Payment</li> <li>Assign to Site</li> </ul>

PIN Code Not Set

- 1. Click the **Options** icon : > **Contact Details** on a Contact's card.
- 2. Click PIN.
- 3. Click **Yes**, **Send Email** to send an email to a contact to set up a PIN for their account to use with the **Kiosk**.



To resend a PIN request to all contacts on the Who's Missing Information page, click the PIN bar on the graph then click the **Send PIN Email** button send PIN Email . Only contacts with verified email addresses will receive the PIN email request.

Unverified Email Address

- 1. Click the **Options** icon (:) > **Contact Details** on a Contact's card.
- 2. Click the contact's email address.

3. Click Resend Verification Email.

Q Search	Email
ACCOUNTS	Enter email address dunja@email.com
Dunja Amin Full Name	Cancel Save
+1(555) 213-485	

4. Click **Resend** to send an email to a contact to verify their email address.