

Work with Family Accounts - Children

Last Modified on 02/26/2025 8:46 am EST

While working with Family Accounts, the page is organized into two sections: Children and [Contacts](#). Access a Family Account by going to **Family Accounts** (left menu) > **Profiles** card > **View # Active Family Accounts**, or use the **Search...** at the top of any page.

The Children section shows profile cards for each child. Use the Children section to to:

- ✨ See a contact's relationship to a child.
- ✨ View a child's age and birthday.
- ✨ Go to a child's Details tab or delete a child from the Family Account.

[Expand/Collapse All](#)

Children Section

The children in the family are listed in the top section of the Family Account Details tab, where you can do the following:

- Click the **Options** icon (⋮) > **Child Details** or click on the child's name to open the **Child Details** tab.
- Click the **Options** icon (⋮) > **Delete** to remove the child from the Family Account. The child must not be enrolled in any classes to delete them.
- Click the contact's name to redefine the **Relationship** between the contact and the child.

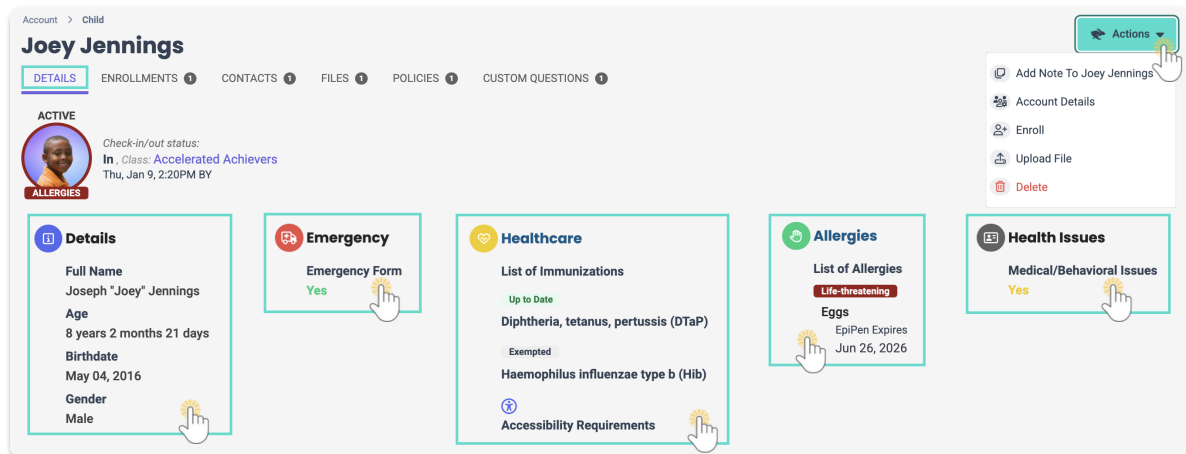
The screenshot displays the 'Jennings' Family Account interface. At the top, there are navigation tabs: DETAILS (selected), BILLING, TRANSACTIONS, INVOICES, AUDIT LOG, and NOTES. Below the tabs, there are two profile cards for 'ACTIVE' members. The 'Children (1)' section shows a card for 'Joey Jennings' with a relationship of 'Father' to 'Sheldon Jennings'. A hand icon is shown clicking on the relationship dropdown. A modal window titled 'Relationship' is open, asking 'What is Sheldon Jennings's relationship to Joey Jennings?'. The dropdown menu is set to 'Father'. Below the dropdown are three toggle options: 'Legal Guardian' (checked), 'Authorized Pickup' (unchecked), and 'Emergency Contact' (unchecked). 'Cancel' and 'Save' buttons are at the bottom of the modal.

Details Tab

Go to a child's Details tab by clicking their name on their contact card in the Children section. A child's Details tab displays necessary medical and emergency information. Click each section to make any

needed updates. The **Actions** menu  offers the following options:

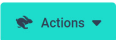

- **Add Note to Child**- Add a note about the child to their file.
- **Account Details** - Opens the Family Details tab.
- **Enroll** - Enroll the child in a class.
- **Upload File** - Add a document to the child's information.
- **Delete** - Remove a child from the Family Account.

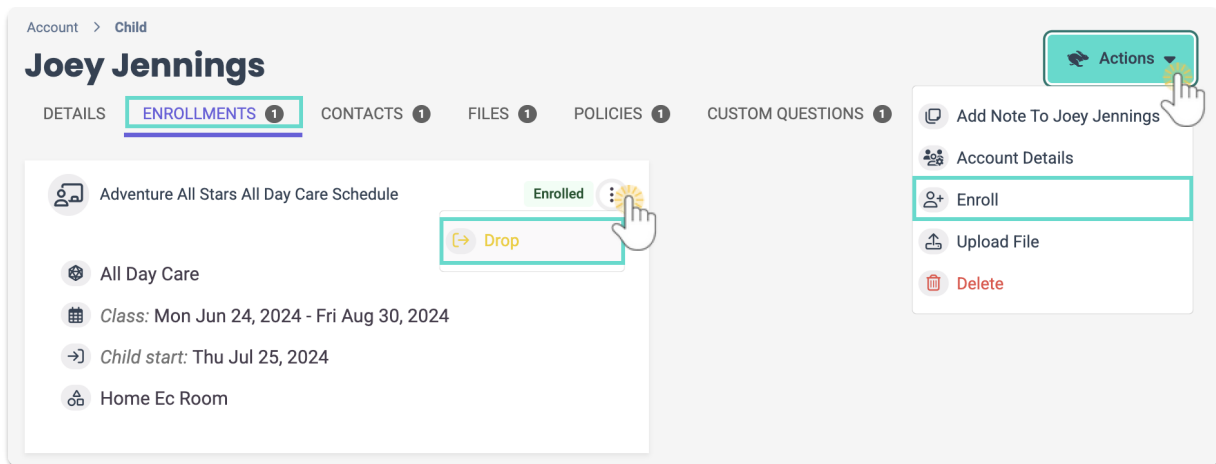


To help keep your information as up-to-date as possible, use the [View Missing Information](#) page to see which children need Emergency Forms, contact information, records, etc.

Enrollments Tab

Go to a child's Enrollments tab by clicking their name on their contact card in the Children section then the Enrollments tab. A child's Enrollments tab displays information about each class the child is enrolled in.

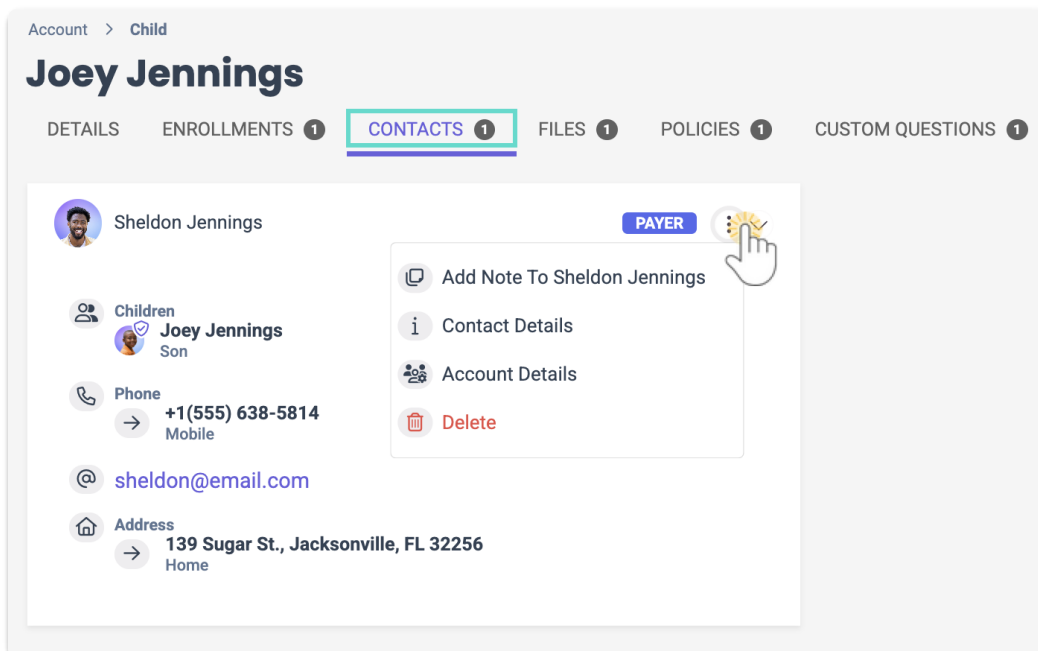
- Use the **Actions** menu  > **Enroll** to **enroll** a child in a class.
- Click the **Options** icon  > **Drop** to **drop** a child from a class.
- Click the class name on the class card to go to the Class Details tab, where you can find more information about the class.



Contacts Tab

You can access a child's Contacts tab by clicking the child's name on their contact card in the Children section and then the Contacts tab. The tab displays cards for each contact associated with the child and a Payer badge **PAYER** for who is a Payer on the account.

- Click the **Options** icon (⋮) to then go to **Add Note to Child, Contact Details, Account Details, or Delete.**



Files Tab



Go to a child's Files tab by clicking their name on their contact card in the Children section, then the Files tab. A child's Files tab displays uploaded files that can be used for documentation and future reference. Do the following to upload a file:

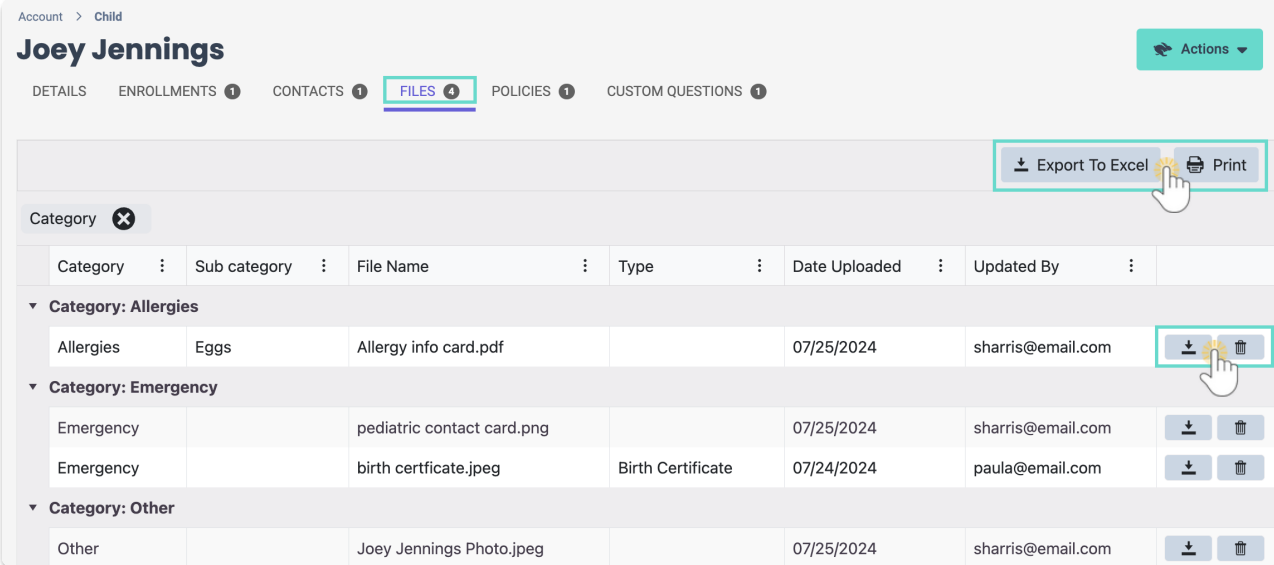
1. Go to the **Actions** menu **Actions** > **Upload File.**
2. Click to add or drag a file into the *Upload Document* window and select a **Category** from the drop-down list.

3. Click **Save File**.









- A pop-up message alerts you the file has been uploaded.
- The document is uploaded to the child's Files tab.
- The number next to Files indicates the number of files uploaded to the system.

After uploading files, the grid can be sorted, filtered, printed, or exported to Excel. Use these additional icons to work with files:

- Click the **Download** icon  to download the file from the system.
- Click the **Trash Can** icon  to delete the file from the system.



The screenshot shows the 'Files' tab for a child named Joey Jennings. The interface includes a navigation bar with 'FILES' selected, a table of uploaded files, and action buttons for 'Export To Excel' and 'Print'. The table has columns for Category, Sub category, File Name, Type, Date Uploaded, and Updated By. The files listed are:



Category	Sub category	File Name	Type	Date Uploaded	Updated By	Actions
▼ Category: Allergies						
Allergies	Eggs	Allergy info card.pdf		07/25/2024	sharris@email.com	 
▼ Category: Emergency						
Emergency		pediatric contact card.png		07/25/2024	sharris@email.com	 
Emergency		birth certificate.jpeg	Birth Certificate	07/24/2024	paula@email.com	 
▼ Category: Other						
Other		Joey Jennings Photo.jpeg		07/25/2024	sharris@email.com	 



All files/documents uploaded when a parent submits an **Online Registration** form are automatically added to this tab when a child is accepted and the Family Account is created.

Policies Tab

You can access the Policies tab for a child by clicking the child's name on their contact card in the Children section and then the Policies tab. Displayed policies are those that were agreed to by families during online registration and enrollment. Use these features to work with policies:

- Sort or filter columns to see specific policies.
- Click Export to Excel or Print to work with agreed-to policies outside of Jackrabbit Care.
- Click the **View** icon  to see an individual policy and print it.
- Click the **Trash Can** icon  to delete the signed policy.



Account > Child

Joey Jennings

DETAILS ENROLLMENTS 1 CONTACTS 1 FILES 4 **POLICIES 1** CUSTOM QUESTIONS 1

Export To Excel Print

Drag a column header and drop it here to group by that column



Registration	Class	Policy Name	Date Uploaded	Uploaded By	
Adventure Kids Club	Adventure All Stars	Admissions and Enrollment	07/24/2024	Paula Jennings	 



All policies uploaded when a parent submits an **Online Registration** form are added to this tab when a child is accepted and the Family Account is created.

Custom Questions Tab

You can access the Custom Questions tab for a child by clicking the child's name on their contact card in the Children section and then the Custom Questions tab. Custom questions listed are those that were answered by families during online registration and enrollment. Use these features to work with custom questions:

- Sort or filter columns to see specific custom questions.
- Click Export to Excel or Print to work with custom questions outside of Jackrabbit Care.
- Click the **View** icon  to see an individual custom question and print it.
- Click the **Trash Can** icon  to delete the answer to the custom question.



Account > Child

Joey Jennings

DETAILS ENROLLMENTS 1 CONTACTS 1 FILES 4 POLICIES 1 **CUSTOM QUESTIONS 1**

Export To Excel Print

Drag a column header and drop it here to group by that column

Registration	Program	Date Uploaded	Uploaded By	
Adventure Kids Club	All Day Care	07/24/2024	Paula Jennings	 



All custom questions uploaded when a parent submits an **Online Registration** form are added to this tab when a child is accepted and the Family Account is created.



To add a new Child profile to a Family Account, use the **Actions** menu  > **Add Child** on the Family Account page.
