

What's New in Care

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Check this page often to see the most up-to-date Jackrabbit Care release information. Additionally, check out our [Jackrabbit Care Blog](#) for business management tips and more.

Expand/Collapse All

April 2025

April 30, 2025

▮ Online Registration: One-time Fees

You can charge one-time fees to new families when they register at your childcare center. One-time fees may also be applied upon enrollment or to existing families during either phase of the process. To set this up, add the One-Time Fee step when creating your Online Registration Form.

▮ Reports: Save Favorites

You can now save your favorite and most-used reports by clicking the heart icon at the top left of any report. To quickly find them later, go to **Reports** (left menu) > **Real Time Reports** card > **Favorites**.

▮ CircleTime: Pending Registrations

Pending registrations are improved to now show on the CircleTime homescreen with the next steps. In the meantime, parents and families can view class details until their registration is approved. Once approved, they'll be guided through the next steps in your center's enrollment process.

April 17, 2025

▮ Move Spaces & Real-Time Location

The new Move Spaces feature allows children and team members to check into spaces using the kiosk, while team members can move children and themselves between spaces through the Staff App. All spaces are updated in real-time to ensure safety and compliance. This feature helps with:

- Real-time tracking of child and team member locations to maintain proper staffing ratios.
- Efficient management of movement between spaces for children and team members.
- Quick corrective action when spaces are out of compliance.

As an Owner, Administrator, or Site Administrator, access the *Where is Everyone?* page from your Dashboard to see where children and team members are in real-time!

Refer to [Where is Everyone in Real-Time](#) to learn more.

April 16, 2025

▮ Milestones

Monitor and track child development with our new Milestones feature. Go to **Programs & Classes** (left menu) > **Milestones** card > **Manage Milestones** to create your first Domain, such as physical, social, cognitive, or language development. Teachers then track a child's progress in the Staff App, and parents can see updates in CircleTime. Use Milestones to:

- Monitor and nurture each child's developmental progress.
- Keep families informed when their child reaches new Milestones.
- Support compliance with licensing and accreditation standards for high-quality early childhood education.

▮ Family Billing & Transactions

The redesigned Billing and Transaction pages for families makes it easier to view and manage their billing details, with clearer information and a more user-friendly layout.

▮ CircleTime: Pending Registrations

After a family registers a child in CircleTime, they can view their pending and past registrations using the app.

April 2, 2025

▮ Report Preference Management

Reports now save your filters, sorting, grouping, and column settings, so when you leave and return, you won't need to reapply them. To reset the report to its default settings, click the new refresh button found on the top right corner of the grid.

▮ CircleTime: Partial Payments

Payers can now make partial payments with CircleTime, giving them flexibility instead of settling the entire balance all at once.

March 2025

March 20, 2025

▮ Surcharges

If **Jackrabbit Pay** is enabled, use surcharges to pass additional credit card fees onto families.

Refer to **Jackrabbit Pay ePayments - FAQs** to learn more about enabling surcharges.

▮ Bi-weekly Billing

A new type of billing profile allows you to set up invoicing dates on a bi-weekly frequency for families across your sites. As an Owner, go to **Settings** (left menu) > **Business Settings** card > **Manage Billing Profile** to set up bi-weekly billing.

Refer to [Manage Business Level Settings](#) to learn more.

▮ Mass Billing

Mass Billing has a new, enhanced design. You can now add one-time or recurring fees by child instead of by family. Go to **Finances** (left menu) > **Billing** card > **Mass Billing** to see the new look and features!

February 2025

February 26, 2025

▮ Notes

With the new Notes features, add Notes to a child, contact, or family account to track key details and updates. Notes are visible only to team members and can be added and accessed anytime in Jackrabbit Care or the Staff App.

Refer to [Add Notes to Children and Families](#) to learn more.

▮ Enrollment: Openings Over Time

Go to **Enrollment** (left menu) > **Openings & Enrollments** card > **Find and Create Openings** to enjoy an enhanced experience on the Openings Over Time page. New key features include:

- **Search** - Search by Class name, Schedule name, or child name.
- **Collapsibility** - Multiple Schedules within a Class now default to a collapsed state, which allows you to expand only the necessary Schedules.
- **View** - Default to loading 25 Classes per page, with options to view 10, 25, 50, or 100 Classes at a time.

February 19, 2025

▮ Staff App: Message All Families

Easily send the same message, including photos or videos, to all families in a class at once. Access this feature in Messages by tapping **Message All**.

Refer to [Jackrabbit Care Staff Mobile App](#) to learn more.

January 2025

January 22, 2025

✉ Email History

You can now view all emails sent to families and team members by Jackrabbit Care! To access your business's Email History, go to **Settings** on the left menu, select the **Business Settings** card, and click on **Email History** to view sent emails.

Refer to [Email History and Notification Management](#) to learn more about this new feature.

📊 Engagement: View Mobile App Usage

The Engagement report includes two new details: whether a family has created a password and the date of their last sign-in. This makes it easier than ever to track engagement and better understand which families are using CircleTime.

Refer to [Invite Parents and Contacts to Download the CircleTime Mobile App](#) to learn more.

January 8, 2025

👤 Staff App: Contact Cards and Details

When viewing a child's details in the Jackrabbit Care Staff Mobile App, a new section titled *Contacts and Pick ups* shows all Legal Guardians, Authorized Pick ups, and Emergency Contacts for a child. Team members can use this section to easily see all contact details and verify a contact for pickup.

Refer to [Jackrabbit Care Staff Mobile App](#) to learn more.

December 2024

December 9, 2024

📄 Online Registration: One-Time Fees

Add One-Time Fees as a required step during enrollment to an Online Registration form. If your center is using Jackrabbit Pay, One-Time Fees can be applied to returning families.

Refer to [Create an Online Registration Form](#) for more information.

December 4, 2024

💰 Billing: Multi-Site Balance

When viewing a family's balance on their Billing or Transactions tab, see detailed information including:

- Current Balance

- Balance by Site
- Last Payment Date
- Last Invoice Date

Refer to [Work with a Family's Transactions](#) to learn more.

▮ CircleTime: Photos

While viewing photos in CircleTime, an enhancement now allows users to effortlessly swipe through all photos in the gallery.

Refer to [CircleTime Mobile App at a Glance](#) to learn more.

November 2024

November 20, 2024

▮ Billing: Invoices

Invoice balances are now calculated separately for each site instead of being combined at the business level. If a family uses childcare services at multiple locations, their invoice balance will be displayed for each site individually.

Refer to [Family Invoices](#) to learn more.

▮ Finances: Analytics

The Financial Analytics tool is enhanced with Account IDs on the *Balance Due* and *Transactions* tabs. Use Account IDs to clearly distinguish between different families that share the same last name.

Refer to [Financial Analytics](#) to learn more.

▮ Staff App: Playfolio

Owners, Administrators, and Site Administrators can now edit or delete posted Playfolio entries by swiping left on them.

Refer to [Jackrabbit Care Staff Mobile App](#) to learn more.

November 6, 2024

▮ Daily Sheet Snapshot

Food, nap, and potty events for children can now be logged using the [Jackrabbit Care Staff Mobile App](#) and sent to families and contacts using CircleTime.

Refer to [Daily Sheet Snapshot](#) to learn more.

October 2024

October 23, 2024

▮ Staff App: Take Attendance

After a team member takes attendance, an improvement to the Staff Mobile App now shows children's avatars in the middle of the screen. To retake attendance, slide the avatar to *Absent* or *Present*, or tap one of the options.

Refer to [Jackrabbit Care Staff Mobile App](#) to learn more.

August 2024

August 21, 2024

▮ Family Accounts: Ledger Transactions

When managing a family's transactions, a new In Process Payment badge appears in the *Ledger Transactions* section whenever a payment is still being processed by the bank.

Refer to [Work with a Family's Transactions](#) for more information.

▮ Family Accounts: Missing Information

The Who's Missing Information page no longer includes *Emergency Form not received* as a piece of missing information for children.

Refer to [View Missing Information](#) for more information.

August 7, 2024

▮ Policies

We've introduced several improvements to creating policies, including:

- View, edit, and duplicate existing policies.
- Rich text editing for text with the ability to add images.
- Badges appear on policies to show if they are in use or not.

Refer to [Create & Manage Policies](#) for more information.

▮ Family Accounts: Ledger Transactions

When working with a family's transactions, three new badges appear on cards in the *Ledger Transactions* section: Discount, Refund, and Cancellation.

Refer to [Work with a Family's Transactions](#) for more information.

¶ Enrollment: Drop Reasons

When dropping a child from a class, listed reasons now include behavior issues, class size, family moved, late/non-payment, withdrawal, and other.

Refer to [Drop a Child from a Class](#) for more information.

¶ Enrollment: Move Reasons

Moving a child from one class to another now has separate options from dropping a child. Listed reasons include age up, class size, emotional and behavioral needs, program change, schedule change, and other.

Refer to [Move a Child to a Different Class](#) for more information.

¶ Staff App: Child Details

Tap a child to view Child Details and see more information, including allergies and immunizations.

- Allergy information now includes Reactions/Symptoms, Treatment, Medication details, and Contact information.
- Immunization information includes the type, the number of doses, and if they are up to date.

Refer to [Jackrabbit Care Staff Mobile App](#) to learn more.

July 2024

July 24, 2024

¶ Finances: Payment Declines

Declined payment information is easier than ever to access. See declined payment information when using Mass Billing or when working with a Family's Transactions.

- While using Mass Billing, a *Payments Completed* window appears, with the option to review any declined payments. A new *Declined* report shows a history of all declined payments, where more information can be found.
- While working with a Family's Transactions, *Ledger Transactions* show declined payments in addition to a linked PSP reference number.

Refer to [Mass Billing](#) or [Work with a Family's Transactions](#) for more information.

¶ Finances: Analytics

The Financial Analytics tool has two new revenue calculators: *By Revenue* and *By Enrollment*. Use these calculators to estimate how to increase your revenue by targeting an amount and a projected date—

the calculator will do the rest!

Refer to [Financial Analytics](#) for more information.

▮ [Programs & Classes: Schedule Tuition](#)

When adding tuition to class schedules, a *Billing Estimation* calculates the estimated revenue based on the billing cycles occurring during the scheduled period and the maximum group size.

Refer to [Work with Schedules](#) for more information.

▮ [Business Settings: Jackrabbit Pay](#)

Owners can now easily access their Jackrabbit Pay Console by going to **Settings** (left menu) > **Business Settings** card > **View Settings**.

Refer to [Manage Business Level Settings](#) for more information.

▮ [Enrollment: Reporting](#)

When viewing the Name to Face report, see each time attendance was taken per day with the ability to review and export individual records.

Refer to [Name to Face Report](#) for more information.

▮ [Online Registration: Allergies](#)

Add Allergies as a required step during enrollment to an Online Registration form.

- If a child has allergies, parents or caregivers can upload documentation or other information about the allergy.

Refer to [Create an Online Registration Form](#) for more information.

▮ [Staff App](#)

Multiple design enhancements have been introduced in our Staff Mobile App, including:

- Read receipts and delivery confirmations for messages.
- Ability to save message drafts, which you can come back later to send.
- Allergy information is now available for enrolled children.
- An information icon on class cards for quick access to more details.

Refer to [Jackrabbit Care Staff Mobile App](#) for more information.

▮ [CircleTime: Read Receipts](#)

To ensure your families using CircleTime know their message was received and read, successfully sent messages now show as *Delivered*, and when a team member reads the message, their icon will appear

below it.

Refer to [CircleTime Mobile App at a Glance](#) for more information.

July 3, 2024

▮ Reports: Upcoming Birthdays

With the new Upcoming Birthdays Report, quickly reference children's birthdays that occurred in the past week or are upcoming in the next two weeks so you can help them celebrate.

- Need a quicker view? Check out the new Birthdays widget on your Dashboard to see birthdays happening within the next week.

Refer to the [Upcoming Birthdays Report](#) for more information.

▮ Staff App: Class Level Features

Features already found in the [Jackrabbit Care Staff Mobile App](#) are now integrated at the Class level rather than a Schedule level.

- Share Playfolio entries for children by Class.
- Message notifications account for all children enrolled in a Class rather than by Schedule.

▮ Staff App: Child Check-In

While taking attendance with the Staff App, children are automatically checked in when they are marked "present" by a team member.

- After submitting attendance, see checked-in children on real-time reports such as the [Name to Face Report](#).

Refer to [Jackrabbit Care Staff Mobile App](#) to learn how to take attendance.

June 2024

June 19, 2024

▮ Finances: Mass Billing

Easily add recurring fees to multiple family accounts by going to **Finances** (left menu) > **Billing** card > **Mass Billing**.

Refer to [Mass Billing](#) for more information.

▮ Playfolio

Playfolio is the latest way team members using the Staff Mobile App can log photos, notes, moods, or

activities for children in their classes. Playfolio then integrates with CircleTime, so parents and contacts of children can see how their child's day was. Use Playfolio's great features to:

- Share updates about children's activities throughout the day.
- Note a child's mood and behavior that parents, contacts, and other team members can see.
- Send photos and videos only to families whose children are in them.

Refer to [Jackrabbit Care Staff Mobile App](#) to learn how to use Playfolio.

▮ Staff App: Take Attendance

While taking attendance in the Staff Mobile App, children are now grouped at the class level rather than by schedule.

Refer to [Jackrabbit Care Staff Mobile App](#) to learn how to take attendance.

▮ Staff App: Message Badge

In the Staff Mobile App, a notification badge now appears on the bottom navigation bar if there are any unread messages.

June 5, 2024

▮ Contacts

No Relation is a new Relationship type available for family contacts.

Refer to [Work with Family Accounts - Children](#) to see how to redefine a Relationship between a contact and a child.

▮ Policies

When you [Create an Online Registration Form](#), a different badge will display next to each policy type, denoting which type of digital signature is required. Badge types include:

- No Signature
- Agree Checkbox
- Agree/Disagree Checkbox
- Digital Signature

Agreed-to policies may now be viewed and printed from a child's account. Refer to [Create & Manage Policies](#) for more information.

Refer to [Jackrabbit Care Staff Mobile App](#) to learn how to use Playfolio.

▮ Custom Questions

Add Custom Questions as a required step to an Online Registration form to gather information from parents and contacts during registration or enrollment.

Refer to [Create & Manage Custom Questions](#) for more information.

📄 CircleTime: Immunizations

Parents and contacts can now add immunizations during enrollment using CircleTime. This enhancement includes:

- Adding the number of doses received for each type of immunization.
- Noting exemption status and reason for exemption.
- Uploading document files related to immunization records.

Refer to [Registration and Enrollment Using CircleTime](#) for more information.

📄 Staff App: Take Attendance

Take attendance in the [Jackrabbit Care Staff Mobile App](#) by tapping a program and then the attendance card.

- Tap a child's photo to slide them to present or tap them again to move them back to absent.
- Tap **Submit Attendance** when complete.
- You may retake attendance as many times as needed throughout a class.

📄 Staff App: Child Birthdays

When viewing scheduled students, see a birthday cake icon next to their name on the day of their birthday. Tap the icon for a confetti animation and an option to **Send Birthday Message to Family**.

Refer to [Jackrabbit Care Staff Mobile App](#) for more information.

📄 Online Registration: Register Multiple Children

Families can now register multiple children when filling out an Online Registration form.

- After completing their first registration, families may select **Register another child**.
- Families can also use this feature to register their child in multiple programs at your organization.

Refer to [Create an Online Registration Form](#) for how this flow will look for your families when registering.

May 2024

May 22, 2024

📄 User Roles

Site Administrator is a new role available to assign to team members. Unlike existing Administrators, Site Administrators cannot add team members or change existing team member roles, have limited access to Financial Reports, and have no access to Financial Analytics.

Refer to [User Roles in Jackrabbit Care](#) for more information.

▮ Finances: Invoicing Fees

When adding a One Time Fee to a family from **Finances** (left menu) > **Billing** card > **Add Fees**, opt to **Invoice Now** rather than selecting a scheduled billing date in the future.

Refer to [New Tuition Fees, Recurring & One Time Fees](#) for more information.

May 9, 2024

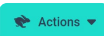
▮ Finances: Mass Billing

Easily run mass billing or add one-time fees to family accounts by going to **Finances** (left menu) > **Billing** card > **Mass Billing**. While using Mass Billing:

- Filter by weekly or monthly billing profiles.
- Apply mass payments to families.
- Charge one-time fees in bulk.

Refer to [Mass Billing](#) for more information.

▮ Enrollment: Reporting

The **Actions** menu  is removed from the Child Snapshot Report. Previously used to apply payments or one-time fees to multiple families at once, now use Mass Billing for these great features. Features still included in the Child Snapshot Report are:

- Sort or group and view balances by program, class, and schedule.
- See if enrolled children are currently checked in with a face-to-name photo column.
- Export to Excel or Print the grid as needed.

Refer to the [Child Snapshot Report](#) for more information.

▮ Online Registration: Child Information

When reviewing a child's Online Registration form, their current age is now visible to ensure they are placed in the most appropriate class.

- Go to **Enrollment** (left menu) > **Online Registration** card > **View Recieved Registrations** > **Review** button to see their current age and birthdate under *Child Information*.

Refer to [Review & Process Online Registration Forms](#) for more information.

April 2024

April 18, 2024

▮ Mobile App: Jackrabbit Care

Our staff app, Jackrabbit Care, is now available to download from Google Play or the Apple App Store.

- Easily access your daily and weekly class schedules to stay organized.
- View an up-to-date list of children in your classes, ensuring you have essential information at your fingertips.
- Keep the lines of communication open with direct messaging to parents.

[Click here](#) to download the app from Google Play.

[Click here](#) to download the app from the Apple App Store.

April 12, 2024

▮ Reports

To access all the available reports in your Jackrabbit Care system, simply go to the new left menu option labeled **Reports** and click on any of the links found on the **Real Time Reports** card. These links will lead you to sorted tabs where you can easily find the reports you need.

▮ Global Search

We've enhanced our Global Search feature to include more reports than ever before. Click on the **Search...** field at the top of any page and start typing in a report name, such as *Child Snapshot* or *Posted Fees* to jump right to that report!

▮ Finances: Reporting

Go to **Finances** (left menu) > **Site Reports** card, and click the **Reports** link. Use the Presets drop-down menu to find two new financial reports for your business: Site Ledger and Site Invoices.

- Site Ledger Report - Displays detailed line items, including amounts, types, descriptions, and associated Billing Profiles, offering the convenience of printing or exporting to Excel.
- Site Invoices Report - View invoice dates and amounts, and conveniently print or email invoices to Payers.

Refer to [Financial Reports](#) for more information.

▮ Enrollment: Reporting

Go to **Reports** (left menu) > **Real Time Reports** card > **Enrollment** link, and click **Enrollment Report**. Some great information included on the Enrollment Report is:

- Details on class, program, schedule, and tuition amount assigned.
- The ratio of staff-to-children in a class.
- A visual bar indicating how full the class currently is.

Refer to the [Enrollment Report](#) for more information.

¶ Enrollment: Reporting

Use the Child Snapshot Report to apply payments or one-time fees to multiple families at once. Go to **Enrollment** (left menu) > **Openings & Enrollments** card, and click the **Child Snapshot** link. Other great features included in the Child Snapshot Report are:

- Sort or group and view balances by program, class, and schedule.
- See if enrolled children are currently checked in with a face-to-name photo column.

Refer to the [Child Snapshot Report](#) for more information.

¶ Finances: Analytics

Check out your business' Analytics by going to **Finances** (left menu) > the **Analytics** card and clicking the **Finances** link. Get insights about your sites' performance, such as:

- Visualize revenue changes over time.
- Compare billed fee totals such as tuition to one-time or recurring.
- See what payment methods are most popular.
- Total the overall balance due across your sites and see breakdowns per family.
- List all transactions and compare charges versus payments.

March 2024

March 20, 2024

¶ Billing: Tuition

A new report that allows setting tuition for one or multiple children directly from the Tuition By Child report. Go to **Finances** (left menu) > **Reports** > **Tuition By Child** report.

- See all children's current enrollments, including tuition fees.
- Select one or multiple children and click **Charge Tuition Fee**.

Refer to [Add a New Tuition Fee During Enrollment](#) for more information on adding tuition.

¶ Online Registration: Accessibility

Allow parents to provide information about a child's accessibility needs upon registration.

- Choose **Accessibility** when adding steps for an Online Registration form.
- Team members reviewing registrations will see a child's accessibility needs when they [Review & Process Online Registration Forms](#).
- Accessibility needs information provided by families will automatically show on a Child's Details page when the child is enrolled.

Refer to [Create an Online Registration Form](#) for more information on adding steps to Online

Registration forms.

▮ Online Registration: Add One-Time Fee

After approving an Online Registration and enrolling a child, you can charge a one-time registration fee from the Received Registrations report.

- After enrollment, a window appears to add a registration fee.
- To add fees to past online registrations, go to **Enrollment** (left menu) > **View Received Registrations** > **History** tab.

The one-time fee is posted to the Family Account. Upon logging in to the mobile app on or after the invoice date for the billing profile, the Payer will see the amount due.

▮ Billing Profiles

Archive custom billing profiles that are no longer in use. Archived billing profiles are hidden from financial fee and payment workflows.

- In a family's Billing tab, click the **Options** icon  > **Archive** to archive a custom billing profile.

Refer to [The Billing Profile](#) for more information on working with billing profiles.

▮ Enrollment: Mass Enroll Children

Enroll multiple children at once from different places within your Jackrabbit Care system:

- **Enrollment** (left menu) > **Openings & Enrollments** card > **Find and Create Openings** > **+ Enroll**.
- **Family Accounts** (left menu) > **View # Active Family Accounts** > Select the Family card > **Actions** menu > **Enroll**.
- **Programs & Classes** (left menu) > **Programs & Schedules** card > **View All Classes** > **Details** > **Actions** menu > **Enroll**.

Refer to [Enroll Children in Classes](#) for more information on enrolling multiple children.

▮ Enrollment

When going to **Enrollment** (left menu) > **Find and Create Openings**, the date range on this page now defaults to 12 months.

▮ Mobile App

Returning and existing families can now register for classes through the Circle Time mobile app. Save time by allowing families to self-upload documents needed to enroll, such as:

- Immunization forms
- Allergy forms
- Health records

- Birth certificates

Refer to [Invite Parents/Contacts to Download the CircleTime Mobile App](#) for more information on inviting existing families to the Circle Time mobile app.

March 6, 2024

▮ Medical & Compliance: Immunizations

New settings to help setup and manage immunizations. Go to **Medical & Compliance** (left menu) > **Health Management** card > **Setup and Manage Immunizations** link.

- Ensure each child's medical paperwork is up to date.
- Administrators and Owners can view, manage, and add immunizations.
- Thirteen of the most common immunizations have been pre-loaded.

Refer to [Setup & Manage Immunizations](#) for more information.

▮ Enrollment: Mass Enroll Children

Enroll multiple children at once, including applying a recurring tuition fee, setting dates, and applying discounts for all children being enrolled.

Refer to [Enroll Children in Classes](#) for more information.

▮ Finances: Reporting

Three new fee reports are available and are located on the **Financial Reports** page. Go to **Finances** (left menu) > **Reports** link > **Reports** tab:

- **Posted Fees** - this report identifies anyone who has a fee due.
- **Scheduled Fees** - this report lists family accounts and the ePayment information they have on file.
- **Pending Fees** - this report lists family accounts and the ePayment information they have on file.

Fee reports can also be quickly accessed by going to the **Dashboard** (left menu) and clicking **Posted**, **Scheduled**, **Pending**, or **Past Due** on the report widget.

▮ Enrollment: Reporting

A new student report is available by going to **Enrollment** (left menu) > **Openings & Enrollments** card > **Student Report** link:

- See a snapshot of the most important information about children such as check-in status, birthday, enrollment, and family balance.
- Sort or group by student, program, class, or schedule with quick links included.

▮ Messages

When in **Class Mode** > **Messages** tab, photos and videos can now be sent to all families at once.

Refer to [Send & Receive Care Mobile App Messages](#) for more information on messaging in Class Mode.

▮ Business Settings: Manage Policies

A **Digital Signature** option is now available under Policy Signature types to help meet compliance requirements.

Refer to [Create & Manage Policies](#) for more information on policies and signatures.

▮ Mobile App

In the Mobile App, family contacts listed as Payers can **Generate Statements** for Billing Profiles:

- Multiple children and date ranges can be selected to create a statement.
- Payers can copy, save, print, and share statements.

Refer to [Care Mobile App at a Glance](#) for more information on using the Mobile App.

▮ Mobile App: Renaming

The Jackrabbit Care mobile app has a new name and app icon. **CircleTime**. This makeover helps parents see a correlation between the app and their child's experience.

February 2024

February 21, 2024

▮ Email Addresses

Use email addresses to send individual emails.

- **Family contacts and registrations:** Email addresses may be linked (underlined & clickable). When you click the email address, Jackrabbit will launch whatever email program is installed on your computer locally (if there is one). Clicking the link may trigger an email client setup wizard. Examples: Outlook, Microsoft Mail, Thunderbird, Gmail. The email program will open a new email with the recipient (To field) pre-filled.
 - **Team Members and Business Sites:**
 - A Copy Email icon copies the email address to your computer clipboard, which may be pasted in the To field when drafting an email with your local email program.
 - A Send Email icon will launch whatever email program is installed on your computer locally (if there is one). Clicking the link may trigger an email client setup wizard.
- family accounts with an active status. Change the filter to Inactive to view all non-archived families who do not have a currently enrolled child. Select the All filter to view all non-archived family accounts.

January 2024

January 31, 2024

¶ Online Registration

New settings to manage online registrations for returning and existing families.

- Toggle off the option for returning families to register. At least one type of registration (New Families or Returning and Existing Families) is required.
- Set registration **Open and Close Dates** for returning families on the mobile app when Allow Returning and Existing Families is toggled on. The dates can overlap with the registration dates for new families.

¶ Enrollment: View Received Registrations

Age, Birth Date, and Gender information is included on the Received Registrations page. Go to **Enrollment** (left menu) > **Online Registration** card > **View Received Registrations** link > **Pending** tab.

Refer to [Review & Process Online Registration Forms](#) for more information.

¶ Care Mobile App

Open registrations will be displayed on the home page for returning and existing families based on the following:

- **Toggle for Allow Returning and Existing Families**- Use the toggle to display available programs and classes.
- **Open Date and Close Date for Allow Returning and Existing Families**- Set the dates Online Registration is available.
- **Available Programs** based on whether the Child's age is within the Age Range for the **Scheduled or Active Class**.

2023

December 28, 2023

¶ Family Accounts

A new **Audit Log** tab has been added to each Family Account. This log lists registration actions that have been taken by date and time stamp. The log date range defaults to the current month but can be filtered for other date ranges.

Refer to [Family Accounts](#) for additional information.

¶ Medical: Manage File Types

Documents and files uploaded during the Online Registration process can be found under the **Compliance** tab on the **Manage File Types** page.

Go to **Medical & Compliance** (left menu) > **Documents** card > **File Compliance** link > **Manage File Types** > **Compliance** tab. You will see the following information in the report:

- File Type
- Child's First and Last Name
- Uploaded Date
- Uploaded By
- Expiration Date (if one was set)

Refer to [Create & Manage Document File Types](#) for more information.

December 13, 2023

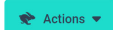
▮ Billing Profiles

All Billing Profiles are set at the organization level and are located at **Settings** (left menu) > **Business Settings** card > **Manage Billing Profile** link > **Billing** tab and include the following:

- Weekly Billing Profile
- Monthly Billing Profile

All families will be assigned these default Billing Profiles when added to the account. A Billing Profile can be edited in a family's account to change the Billing Profile Name or to select a different payer.

▮ Billing: Statements

A family billing statement can be generated and printed from a Family Account by going to the Actions Menu .

Statements include the name of your childcare facility, logo, address, phone number, main email address, and Tax ID. Transactions are listed on the Statement with a Current Balance, Total Charges, and Total Payments.

Refer to [Generate & Print a Family Statement](#) for additional details.

▮ Billing: Fee Categories

Fee Categories allow you to place all one time fees and recurring fees into buckets or categories. When a One Time Fee or Recurring Fee is added to a family's account, you must select a category from the existing drop-down menu or you can create a new fee category.

These categories can be found and managed by going to **Finances** left menu > **Billing** card > **Manage Fee Categories** link. A Fee Category can be edited or deleted on the **Fee Categories** page, plus you can use the **+ New Fee Category** button to add new categories. In addition, when a recurring or one time fee is added to a family's account, a new fee category can be added.

The [Fee Categories Report](#) lets you see a list of the fees that have been invoiced during a selected date range.

Refer to [New Tuition Fees, Recurring & One Time Fees](#) for more information.

▮ Medical: Allergies

Sub-types have been added as an additional selection option for the **Allergies** category when a file is uploaded under a child's name. Locate the child and click on their **Files** tab to review the information or to upload a new file.

November 22, 2023

▮ Online Registration

When steps are added to the Online Registration form, you have the option to make certain information, files, and documents mandatory.

- **Caregiver Information** - use the checkbox to make address and telephone numbers mandatory.
- **Files and Documents** - select the file types a caregiver needs to upload and use the checkboxes to make the files mandatory.

Refer to [Create an Online Registration Form](#) for additional details.

November 8, 2023

▮ Online Registration

New links have been added for Online Registration Settings. Go to **Enrollment** left menu > **Online Registration** card > **Manage Online Registration** link > **Details** link on a program card to open the program page.

- **Registration Link** - can be used to open an online registration form for a specific program.
- **Online Registration Link** - opens an online registration form with programs listed, and the caregiver must select a program to start the online registration process.

Refer to [Review & Process Online Registration Forms](#) for additional details.

▮ Email Designs

The Care design team is busy creating and updating emails for your account. You may notice new email designs for the following:

- New Team Member Welcome
- Enrollment Notification
- Registration Received
- New Payment Method Added

October 25, 2023

▮ Online Registration

The Online Registration form has been updated with the following:

- In addition to creating a form from the *Programs & Classes* link on the left menu, you can also create a form using the *Enrollment* link.
- You can modify an existing Online Registration form and change the registration dates, modify required information, and add steps to the form. A new link will be generated for the program.
- Caregivers will see all classes on the Online Registration form and can select which class they prefer to register for.

Refer to [Create an Online Registration Form](#) for additional details.

October 4, 2023

▮ Care Mobile App

Caregivers are now able to make a payment using a credit card and/or bank account when a childcare center is signed up for [ePayments](#) through Jackrabbit Pay™. This is in addition to adding and updating their payment methods from the **Billing** screen.

Refer to [Care Mobile App at a Glance](#) for additional info.

▮ Online Registration

Files and Documents can be uploaded when an Online Registration form is submitted for a child. File Types are added from the **Left Menu > Medical & Compliance > Documents card > Manage File Types** link.

Refer to these articles for additional information:

- [Create & Manage Document File Types](#)
- [Create an Online Registration Form](#)

▮ Finances: Reporting

Two new reports are available related to ePayments and are located on the **Financial Reports** page (**Finances** left menu > **Reports** link > **Reports** tab):

- **Missing Payment Methods** - this report identifies anyone who has not added a payment method to their family account. Use the **Send Payment Method Invite** button to invite families to add a payment method in the Care Mobile App directly from the report.
- **Online Payment Methods** - this report gives you a list of the family accounts and the ePayment information they have on file.

Refer to the [Financial Reports](#) article for more information.

▮ Help Center

The **Allergies** main category card on the Jackrabbit Care Help Center home page has been changed to **Medical & Compliance**. Allergy management information and the file/document File Types are in this category.

▮ Business Settings

On the **Settings** left menu > **Business Settings** > **View Settings** link > **My Business** > **Details** tab, a link is added at the bottom of the page when Online Registration forms are created for Programs in the account. Use this link to access Online Registration forms that have been created for your organization.

September 19, 2023

▮ Online Registration

Use Online Registration to process and collect family information; it's quick and easy! Follow the 4-step workflow to create the form for your programs and use the link generated on your website, emails, etc.

Refer to these articles for the step-by-step instructions:

- [Create an Online Registration Form](#)
- [Review & Process Online Registration Forms](#)

▮ Care Mobile App

An additional notification setting has been added to allow parents to control what they see on the Home screen in the Care mobile app. Tap **Accounts** > **Account Detail** section > **Settings** > **Notifications** > **Billing & Payments**.

- Toggle **Billing & Payments** to on, and a notification will pop up on the Home screen if a payment is due, past due, or overdue.
- Toggle **Notifications** at the top of the screen to on, and all the notification settings are activated.

Refer to [Care Mobile App at a Glance - Accounts](#) for additional information.

September 5, 2023

▮ Care Mobile App

A **Recent Activities** section has been added to the **Home** screen in the app. This provides the parents with a quick look at when their child was checked in or out of the center.

Refer to [Care Mobile App at a Glance](#) for additional info.

▮ Left Menu Change

Medical & Safety has been changed to **Medical & Compliance** on the left menu. Any instances of **Medical & Safety** in the application have been updated. All Help Center articles have been update to reflect this change.

August 22, 2023

▮ Care Mobile App

Parents have control over the notifications they will receive from your childcare center in the Mobile App. Located in **Accounts > Account Detail** section > **Settings** are the **Notifications** settings.

- Toggle **Messages** to on, and families will receive both **Announcements** and **Family Messages** on the **Messages** screen.
- Toggle **Recent Activities** to on, and a child's check in/out attendance information will be listed on the **My Children** screen under **Recent Activities**.
- Toggle **Notifications** to on, and all the settings are activated.

Refer to [Care Mobile App at a Glance - Accounts](#) for additional information.

▮ Messages

Text messages previously deleted after 30 days are now set to never be deleted from the Care Mobile App or Jackrabbit Care.

August 8, 2023

▮ Care Mobile App

Additional Child Details have been added to the Care Mobile App on the **My Children** screen. Click a child's image to see a **Contacts and Pickups** section. Icons indicate the authorization level of the contact:



Legal Guardian - primary contact and, by default, Authorized Pickup and Emergency Contacts.



Authorized Pickup - authorized to pick up a child from the center but is not a primary contact.



Emergency Contact - in case of emergency when a Legal Guardian cannot be reached.

New quick links below the child's name can be used to jump to different sections on the screen **Recent Activities**, **Child Details**, and **Contacts**.

Refer to [Care Mobile App at a Glance - Accounts](#) for more information.

▮ Finances: Reporting

A new financial report, **Programs And Classes Billings**, has been added to the **Financial Reports** page (**Finances** left menu > **Reports** link > **Reports** tab).

The report keeps a running total of all the fees that have moved to the Ledger section in the family accounts, by site, for the specific date range selected.

Refer to the [Financial Reports](#) article for more information.

July 25, 2023

▮ Care Mobile App

Increase parental engagement and save time by sending out emails inviting multiple Contacts in Family Accounts to download the Care Mobile App.

Refer to [Invite Parents/Contacts to Download the Care Mobile App](#) for more info.

▮ Classes

The **Class Age Group** window opens in Step 4 of 5, when a class is added, and has been modified. We have added more details and messaging so you will know if a child is the appropriate age for the class. This includes from and to Birthdate information.

▮ Finances: Reporting

Two additional financial reports have been added to the **Finances** left menu > **Reports** link > **Reports** tab of the **Financial Reports** page.

- **Balances** report - lists all payers in your system and the balance on their account. The report defaults to today's date.
- **Tuition** report - this grid displays a list of your programs, classes, which schedules are assigned, how many children are enrolled, and the tuition fee for the class.

Refer to the [Financial Reports](#) article for more information.

July 11, 2023

▮ Business Settings

Enable these settings: **Allow Contacts** and **Allow Team Members** to allow Contacts to check in using the Kiosk, and Team Members will be able to launch and use the [Kiosk](#).

Refer to [Manage Business Level Settings](#) for more information.

▮ Owner & Administrator Dashboards

Owner and Administrator dashboards vary depending on what information has been added to the account. When you sign in you will see a dashboard for the following scenarios:

- Dashboard with no classes and no family accounts.
- Dashboard with no classes created.

- Dashboard with no classes assigned.
- Dashboard with assigned classes.

Refer to [Sign In and View Dashboards](#) for examples of each dashboard.

▮ Care Mobile App

An Owner or Administrator can send an [invite to download the app](#) to all Contacts in Family Accounts.

Plus, these additional features have been added to the Care Mobile App:

- Contacts can view or create a new PIN to use with the Kiosk.
- Contacts can update their profile photo in the app.
- Contacts can see the date they accepted the Terms & Conditions for a payment method in the **Billing** section of the app.

Refer to [Care Mobile App at a Glance](#) for additional information.

▮ Terms & Conditions

In a **Family Account > Contacts > Payment Methods** tab, an Owner or Administrator can click the **Options** icon to:

- View Terms and Conditions for Payment Methods.
- Designate a Payment Method as Primary.
- Delete a Payment Method.

Refer to [Work with Family Accounts - Contacts](#) for more information.

June 21, 2023

▮ Classes

The Classes page now offers the option to archive and reinstate classes. The **Class Age Group** window, which opens in Step 4 of 5 when a class is added, has been simplified. Adding the age range for the children in the class is easier, giving you additional flexibility.

Refer to the [Archive and Reinstate Classes](#) section of the Create & Manage Classes article for additional information and [Create & Manage Classes](#) to learn how to create a class.

▮ Get Started: Add Business Logo

Owners can customize Jackrabbit Care by uploading your organization's logo.

Refer to [Add Your Business Logo](#) for all the details.

▮ Teachers & Staff

During the workflow to create a new team member, there is an option to select **a Class Assignment** or to add multiple classes to the new team member.

Refer to [Work with Teachers & Staff](#) for additional information.

June 2, 2023

▮ Family Accounts: Archive a Family

To archive a family's account, any children in the family must be dropped from the classes they are enrolled in.

Refer to [Archive a Family Account](#) for additional information.

▮ Family Accounts: Add a Credit

Credit may be added to a Family Account as needed. Adding a one-time credit will reduce the amount of the Account Balance for the family.

Refer to [Add a Credit](#) for the steps to follow.

▮ Mobile App

The latest release of the Jackrabbit Care Mobile App has been updated with easy-to-use navigation icons located at the bottom of the screen.

Refer to [Mobile App at a Glance](#) for additional information.

May 23, 2023

▮ Family Accounts: Jackrabbit Pay

Accept and process credit cards and bank account/ACH payments. Refer to [Process Payments with Jackrabbit Pay](#) for more information.

▮ Support

A new **Resource Center** is available for assistance. Refer to [Jackrabbit Care Support](#) for more information.

▮ Attendance

View Child Attendance Records renamed **Child Check-in/Check-out**. Refer to [View & Manage Children's Attendance Records](#) for additional info.

When attendance is taken in Class Mode, use the **Face to Name** report to see who is in the classroom with the teachers. Refer to [Take Attendance in Class Mode](#) for more information.

▮ Permissions

Administratorss have been given automatic permissions to add and manage team members. Refer to [Work with Teachers & Staff](#) for additional information.

May 08, 2023

▮ Blog Post

Check out our latest blog post, [How to Simplify Processes at Your Child Care Center with Jackrabbit Care](#).
