

Change of Account Ownership

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Before a change of ownership can be completed, the Jackrabbit Care Billing Team must receive authorization from the **Current Owner** via email.

The **Current Owner** is considered the contact the Billing Team has listed as the Owner/Card Holder on the account and should send an email with the following information:

1. Notify the Billing Team by email at billing@jackrabbitech.com that they are transferring ownership to a new owner. The email must come from the associated email address and should include the following:
 - o Organization Name
 - o OrgID is the first number in any URL when you are signed in to Jackrabbit Care:
 - <https://app.jackrabbitcare.com/800000>
 - o Name of the **New Owner**
 - o Contact information for **New Owner**
2. Once the Billing Team has received this information, they will reach out to the **New Owner** with instructions on completing a Sign Up Form. This will provide Jackrabbit Care with the **New Owner's** billing contact information (Owner/Card older) and new payment method.
3. The ePayments Team will send an email to the **New Owner** of the database letting them know that any ePayments processed will be deposited to the **Current Owner's** (now past owner) account until they update with their own ePayments credentials. **Note: The email will provide several options for moving forward and should be read carefully.**



If the existing account has ePayments enabled, the Billing Team will notify the Jackrabbit ePayments Team.
