




Email History and Notification Management

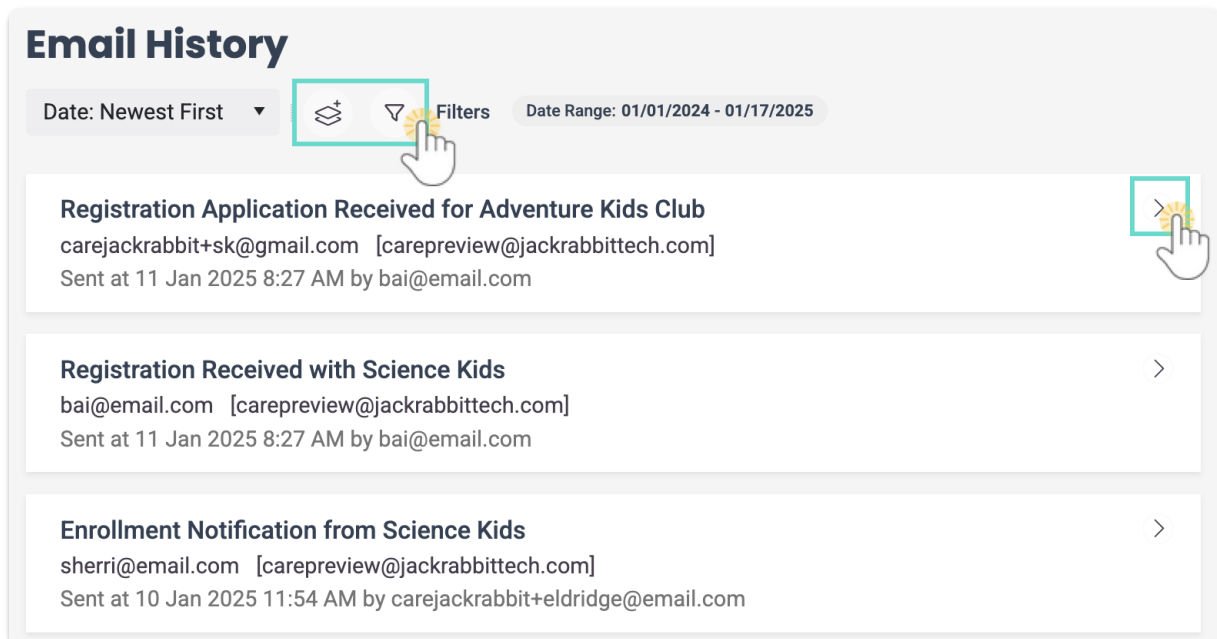
Last Modified on 03/20/2025 8:34 am EDT

Families and team members receive emails and push notifications on their mobile devices when using various features in the Jackrabbit Care system and its mobile apps. The Email History shows all emails sent to families, contacts, and team members from Care. Owners, Administrators, and Site Administrators can view the business's Email History by going to **Settings** (left menu) > **Business Settings** card > **Email History**.



Email History Report


Use the following features found on the Email History report:


- Click the **Expand** icon  to view the contents of all sent emails during the chosen date range. The default date range is the current month.
- Click the **Filter** icon  to open a sliding filter panel on the right. Use this panel to search through the displayed emails, expand the date range of the emails shown, or narrow down the results based on the sender.
- Click the **Expand** arrow  on the right side of an email to view only that email's contents.




Email History

Date: Newest First   Filters Date Range: 01/01/2024 - 01/17/2025

Registration Application Received for Adventure Kids Club 
carejackrabbit+sk@gmail.com [carepreview@jackrabbittech.com]
Sent at 11 Jan 2025 8:27 AM by bai@email.com

Registration Received with Science Kids 
bai@email.com [carepreview@jackrabbittech.com]
Sent at 11 Jan 2025 8:27 AM by bai@email.com

Enrollment Notification from Science Kids 
sherri@email.com [carepreview@jackrabbittech.com]
Sent at 10 Jan 2025 11:54 AM by carejackrabbit+eldridge@email.com

[Expand/Collapse All](#)


Communication Management

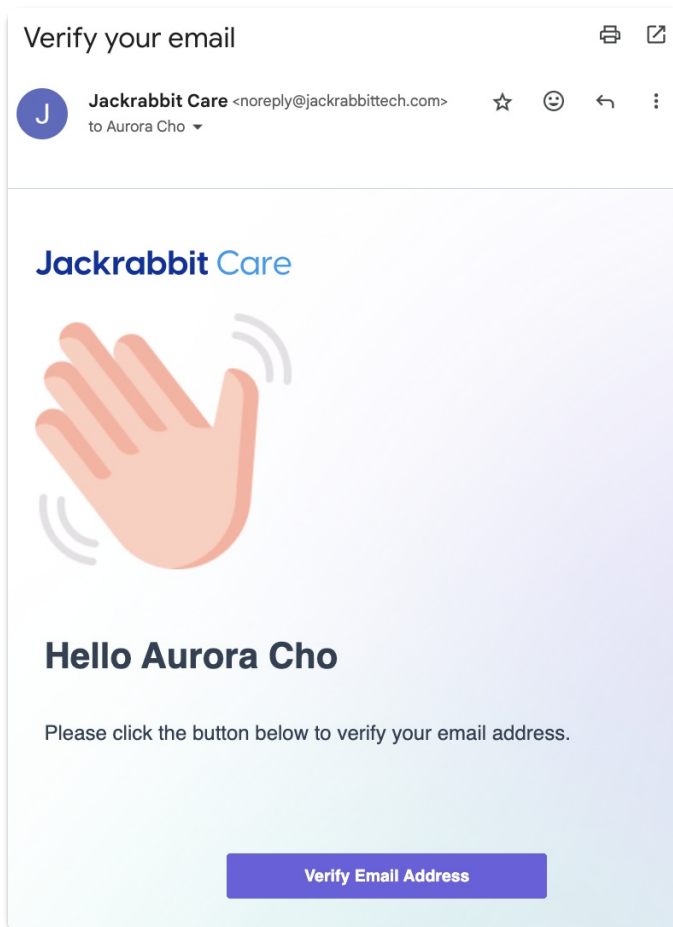
Care sends various types of communications, including emails and push notifications. Learn about the different kinds of messages sent and how you can manage them.

Email Address Verification

When a new contact is created for a family, they may be sent an email to verify their email address. Contact the Jackrabbit Care team to adjust turning these emails on or off.

To resend a verification email:

1. Go to **Family Accounts** (left menu) > **Profiles** card > **View # Active Family Accounts**
2. Click on the family name and then the contact who needs an email resent.
3. See the email associated with the contact's account. An email is unverified if a warning badge  appears next to it.
4. Verify the email by clicking it and then clicking **Resend Verification Email**.



PIN Code

To Families

When a new Legal Guardian or Authorized Pickup is added to a family, they may be sent an email to create a PIN code for checking in and out of the Kiosk. To adjust turning these emails on or off, go to **Settings** (left menu) > **Business Settings** card > **Manage Kiosk Settings**.

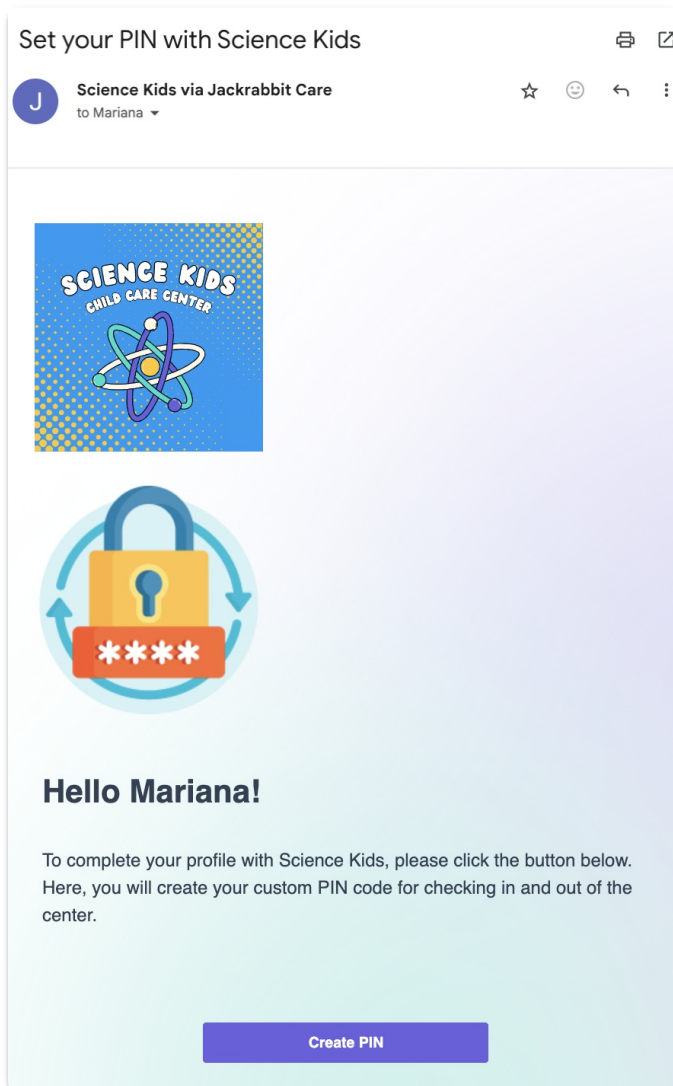
To resend a PIN email:

1. Go to **Family Accounts** (left menu) > **Profiles** card > **View # Active Family Accounts**
2. Click on the family name and then the contact who needs an email resent.

3. Click **PIN** or **Reset PIN**, depending if the contact previously set a PIN.

To send a PIN email to all Legal Guardians and Authorized Pickups who have not set a PIN yet:

1. Go to **Family Accounts** (left menu) > **Profiles** card > **View Missing Information**.
2. Click **PIN** on the bar graph at the top of the page.
3. Click **Send PIN Email**.



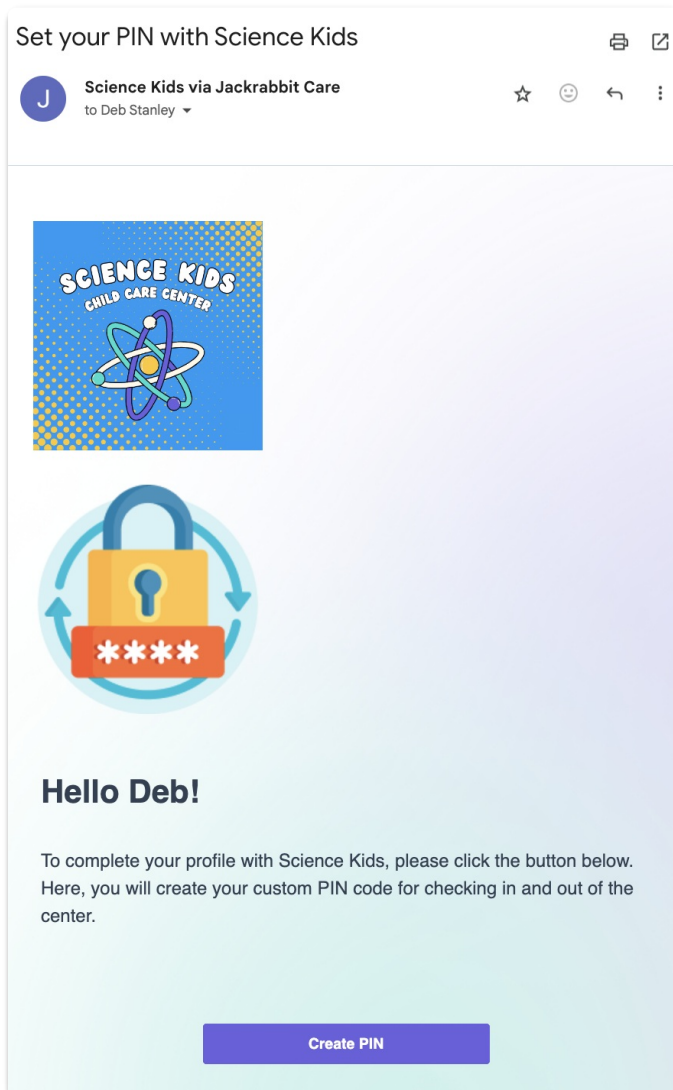
If already using CircleTime™, parents can view their existing PIN in the app by going to **Accounts > View PIN**, or set a new PIN if no PIN has been set yet.

To Team Members

PIN code emails for team members must be sent manually. To adjust turning these emails on or off, go to **Settings** (left menu) > **Business Settings** card > **Manage Kiosk Settings**.

To manually send or resend a PIN email:

1. Go to **Teachers & Staff** (left menu) > **Profiles** card > **View All Team Members**.
2. Click on the team member who needs a PIN email sent.
3. Click **PIN** or **Reset PIN**, depending if the team member previously set a PIN.

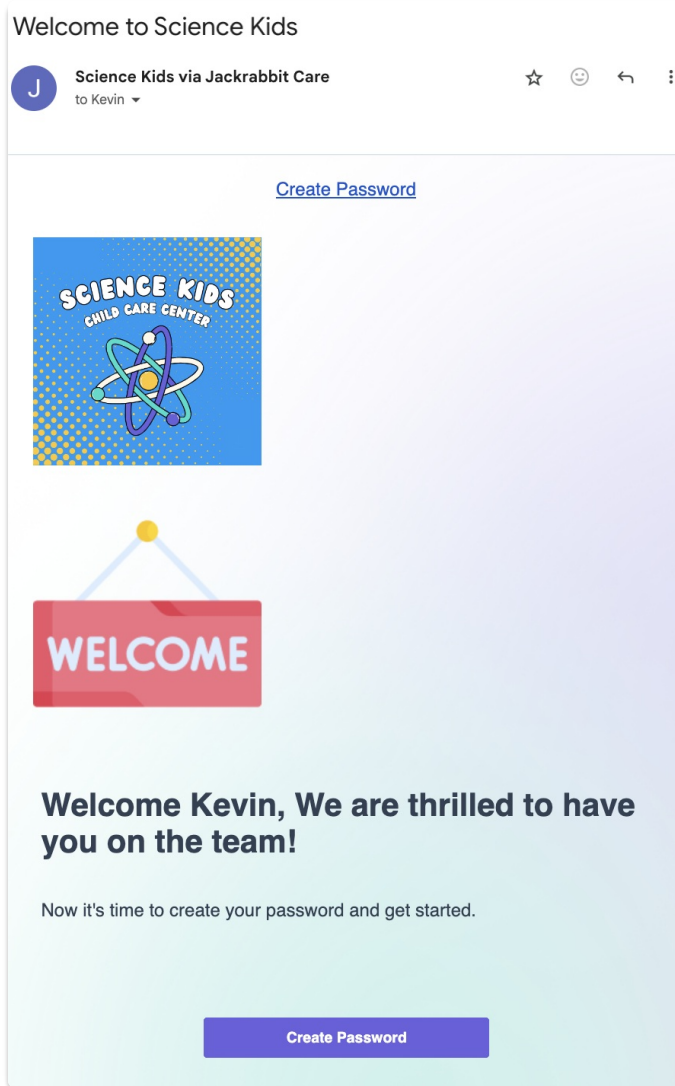


Create Password

Every team member receives a basic welcome email, inviting them to create a password for signing in to Jackrabbit Care.

To resend a password email:

1. Go to **Teachers & Staff** (left menu) > **Profiles** card > **View All Team Members**.
2. Click on the team member who needs an email resent.
3. Click **Reset Password**.




Enrollment Emails

To Families

Once a child's Online Registration form is approved and they are enrolled in a class, families receive an email confirming their registration. This email includes an invitation to create a password and then prompts them to download CircleTime.

Registration Approved with Science Kids

 Science Kids via Jackrabbit Care <noreply@jackrabbittech.com>
to Abe S. ▾



Congratulations Abe

Brock's application has been approved.

And now it's time to complete their registration. Please sign in to your account, where you can finalize Brock's enrollment.

[Create Password](#)

[To Team Members](#)

The main site receives an email after a family submits an Online Registration form.

Registration Application Received for Infants Program



noreply@jackrabbittech.com
to Southside Admin. ▾



Jackrabbit Care

New Child Registration Received.

Dear Center Administration,

We have received a new child registration for our childcare center. The registration details are ready to be reviewed.

Here are the key details of the new registration:

- Date Submitted: **08/19/2024**
- Child's Name: **Nathan Overlord**
- Caregiver Name: **Regina Overlord**
- Program: **Little Bugs**
- Class: **0-6 mo.**
- Preferred Start Date: **08/26/2024**
- Online Registration Setting: **Infants Program**

Click the button below to review this application.

[Review Registration](#)

When a child is enrolled in a class, all teachers assigned to that class receive an email.

Enrollment Notification from Science Kids



Science Kids via Jackrabbit Care
to Sarah H. ▾



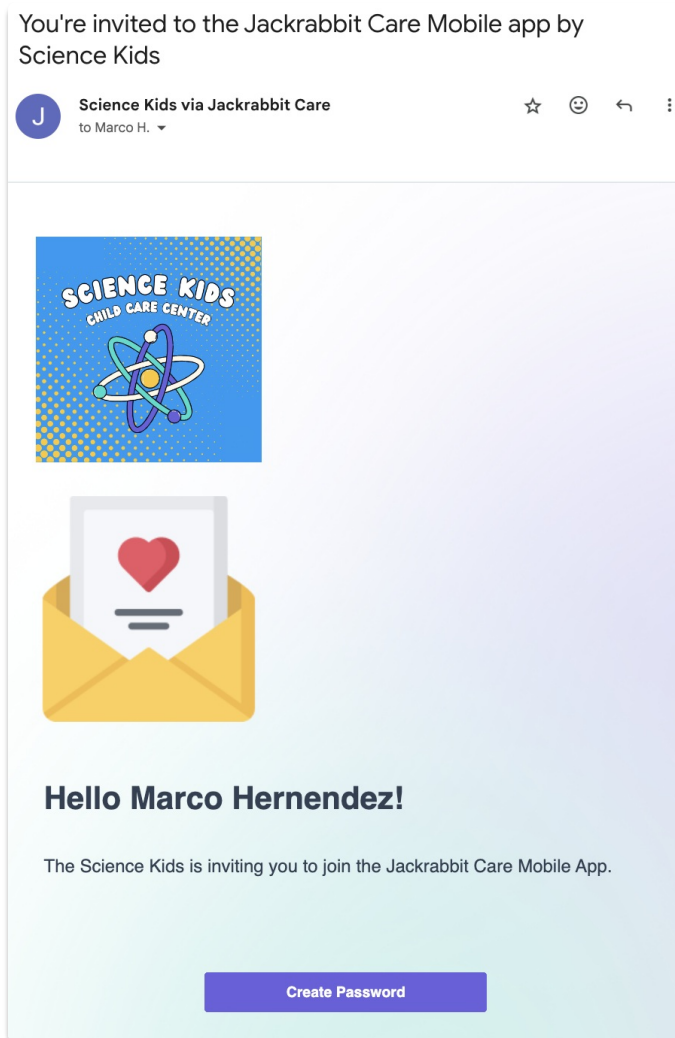
Hello Sarah!

Skyler Traska has been enrolled in your Adventure Kids Club / All Day Care beginning on Wed Aug 21, 2024.

Mobile App Invite

If a family did not previously set up CircleTime when their registration was approved, you can manually invite them with an email:

1. Go to **Family Accounts** (left menu) > **Engagement** card > **View Mobile App Usage**.
2. Select the family(s) that need a mobile app invite.
3. Click **Send App Invite**.



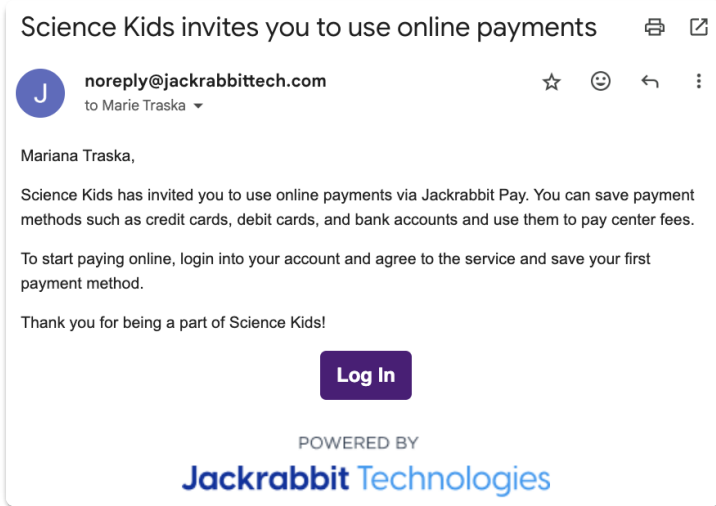
See [Invite Parents/Contacts to Download the CircleTime Mobile App](#) for more information.

Billing & Payment

Payment Method Invite

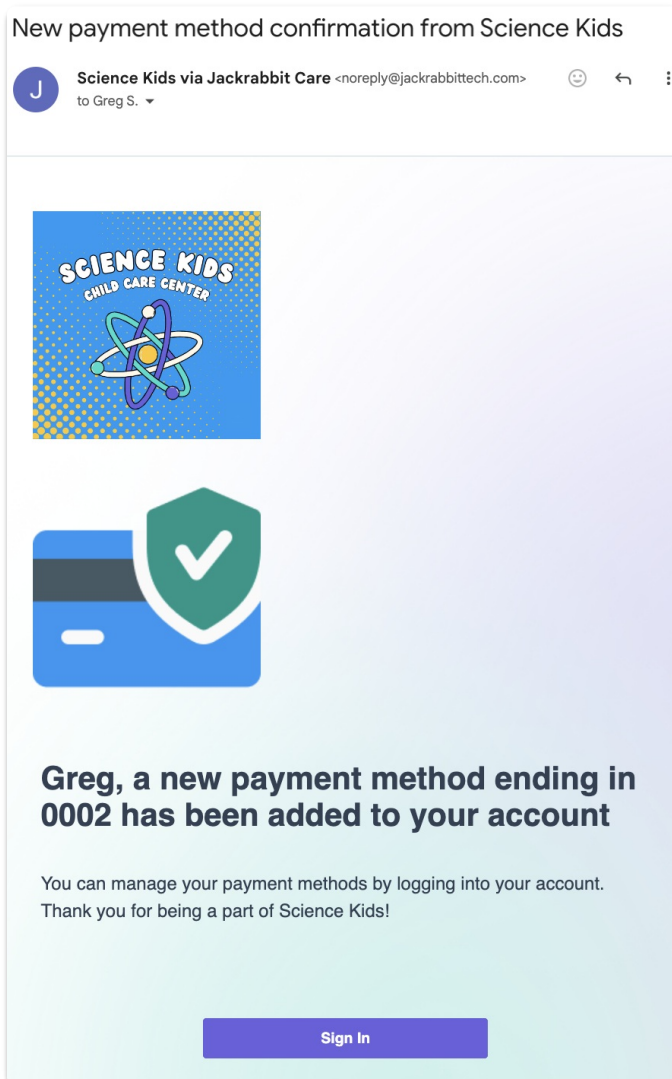
If your center accepts [Jackrabbit Pay](#), you can manually invite families using CircleTime to add a payment method, and they will receive an email like the one below:

1. Go to **Family Accounts** (left menu) > **Profiles** card > **View # Active Family Accounts**
2. Select the family card and click the contact, then go to their **Payment Methods** tab.
3. Click **Send Payment Method Invite**.



Payment Method Added

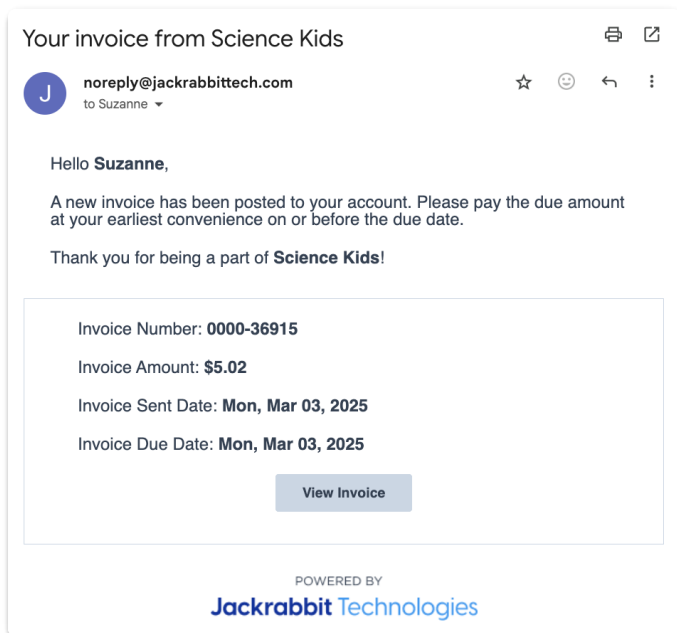
When a parent or contact adds a new payment method to their account via CircleTime, they will receive an email that looks similar to the one below.



Invoices

Send a family an invoice from either their family account's Invoice tab and click **Email Invoice to**

Payers, or go to the Site Invoices report and click **Email Invoice**. They will receive an email that looks similar to the one below, where they can preview the due amount and then view the full invoice.



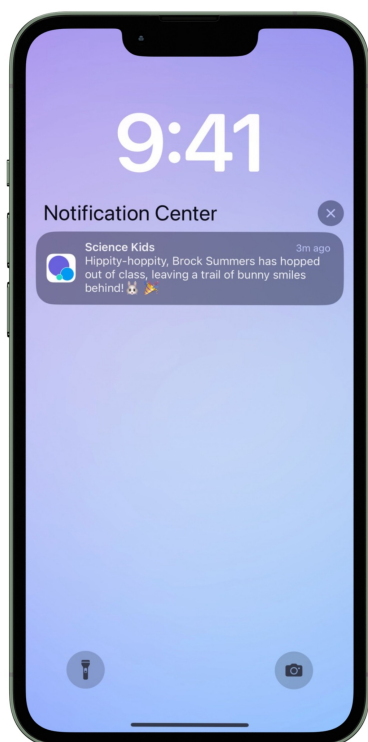
Child Check-in

If Legal Guardians using CircleTime have push notifications enabled for *Recent Activity*, they will receive the following notification on their mobile device when their child is checked-in using the Kiosk or marked present by their teacher.



Child Check-out

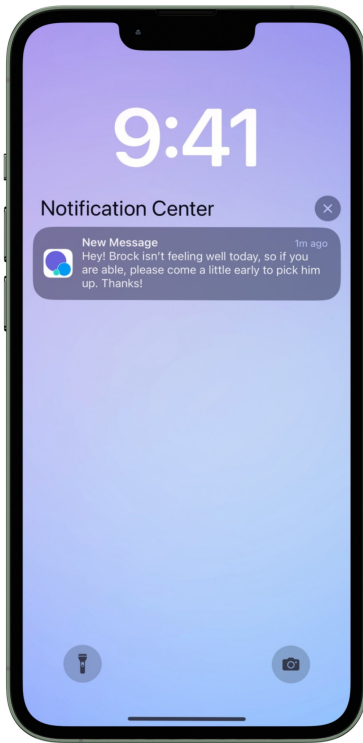
If Legal Guardians using CircleTime have push notifications enabled for *Recent Activity*, they will receive the following notification on their mobile device when their child is checked out using the Kiosk or manually clocked out using the [Time Entries](#) page.



Messages

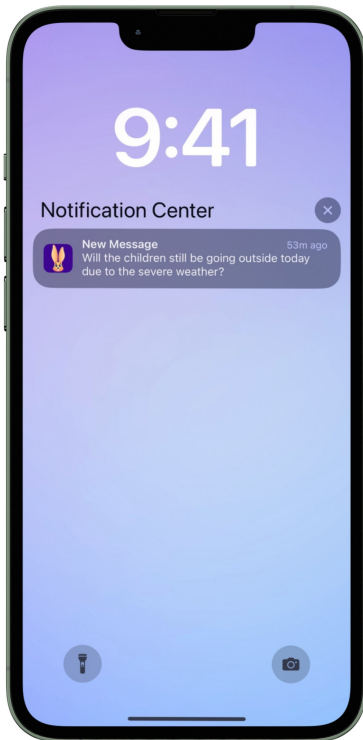
To Families

If CircleTime users have push notifications enabled for *Messages*, they will receive notifications on their mobile device when the center or a team member sends a message to the family.



To Team Members

If team members have push notifications enabled for the [Jackrabbit Care Staff Mobile App](#), they will receive notifications on their mobile device when they receive a new message from a family, team member, or the center.



Ensure *Push Notifications* are enabled in both the app and in the device's Settings.

