



Jackrabbit Care Startup Guide

For the Owner and/or Administrator

Let's Get Hoppin' – Owners & Administrators

Settings

Refer to [Manage Business Level Settings](#) in the Jackrabbit Care Help Center for additional Settings information.

Settings > View Settings > Details (tab) Check to be sure all the information is accurate on the **Details** tab for your organization.

Settings > View Settings > Kiosk (tab) Toggle **Allow Contacts** on, and an email will be sent to legal guardians and authorized pickups so they can create a PIN to use for the kiosk.

Toggle **Allow Team Members** on, and they will be able to launch the kiosk using their phone number and PIN.

Settings > Manage Billing Profile Create a default Billing Profile here. Any Family Account Contact, when added, will default to this Billing Profile.

Settings > Manage All # Sites If you have more than one location, check to see if they are all listed on this My Business page. If not, add a new site using the Actions icon.

Details tab - all the site details are added here.

Schedules tab - create schedules for the site.

Spaces tab - create spaces for the site.

Settings > Manage Policies Create policies, and they will be accessible when creating Online Registration for the Programs in your organization.

Programs & Classes

Check out the [Programs & Classes](#) main article for additional information.

Programs & Classes > View All Programs Add Programs for all of the classes you intend to offer at your childcare center. For example, After-School Programs.

Programs & Classes > View All Schedules Create a schedule that can be used for the classes you create. For example, create a schedule for after-school specialty classes:

- Schedule = After-School Specialty Classes.
- Schedule = After-School M-W-F



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Programs & Classes continued

Programs & Classes >
View All Classes

- Go through the 5-step workflow to create a new class:
 - Name the class.
 - Select the Program category the class falls under.
 - Enter the Start and End Dates for the class.
 - Add Schedule(s) and optionally Add Tuition.
 - Enter the Class Age Group for the new class.
 - Add the Max Group Size.

Teachers & Staff

Everything you need to know can be found in the [Teachers & Staff](#) article and related articles in the Jackrabbit Care Help Center.

Teachers & Staff > View All
Team Members

- Create your Team Members in this section of the account. Follow the workflow to add basic information:
 - Name, phone number, and email address.
 - Assign the person a User Role.
 - Assign the person to all sites they will be working at.

Team Member User-Based
Permissions

- Assign special permissions to team members. These are defaulted to off and must be turned on after a team member is added to your account. When enabled, the staff person will be able to do the following:
 - Take Attendance
 - Send Messages
 - Manage Policies

Additional information about User Roles and User-based Permissions can be found at [User Roles in Jackrabbit](#). These permissions must be individually assigned to a Team Member.



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Family Accounts

Adding families is a simple process. [Create an Online Registration Form](#) for families to register. See [Family Accounts](#) and related articles for additional information.

Online Registration Form

- Create an Online Registration form in 4 steps to make the process of registering families quick and easy.
 - Create Policies.
 - Create Document File Types.
 - Add Program Descriptions.
 - Set Up an Online Registration form.

Family Accounts > Add a New Family Account

- Start by adding a New Contact. Then, add children who will be attending your childcare center.
 - Add additional children.
 - Add additional Contacts.
 - Add a Billing Profile if the default profile does not work for the family.
 - Invite Contact to download the Care Mobile App.

It's Time to Enroll Kids into Classes!

- After programs are created, classes are added, and schedules and spaces are set for the classes, it's time to [Enroll Children in Classes](#). From the left menu, click **Enrollment** and use the Find **Find and Create Openings** link. This part is simple: click the **+ Enroll** link and add children to classes.
- Are registrations rolling in from your Online Registration form? It's time to [Review & Process Online Registration Forms](#).
- Our Care Mobile App is a self-service option for parents and/or contacts to manage their accounts. The mobile app is included with your monthly subscription. You can quickly select which contact(s) and [Invite Parents/Contacts to Download the Care Mobile App](#).

Process Payments & Collect Tuition Fees

- If you are interested in having families use credit/debit cards or bank account drafts to pay for tuition and fees, we recommend you have a conversation with the [Jackrabbit Pay](#) team. They will be able to answer all your questions and get you set up to process electronic payments. Set it once, and you are done!



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For Team Members – Teachers

The Teacher's Dashboard

As a teacher, you can self-serve in Jackrabbit Care and create your own unique sign-in credentials after your profile is created in the system by an Owner or Administrator.

- Use the link sent to your email address to create a secure sign-in password. You will be redirected to a personalized page in the Jackrabbit Care system.
- Click the avatar/initials in the upper right corner and your name to open your **Details** tab page.
- Click the circle with your initials and add a photo to your profile.

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- Confirm your **Full Name, Phone, and Email** address, update as needed.
- Add an **Address and birthdate**.
- Add **Immunization** information if required.
- Add a **PIN**. This will be used with your phone number to clock in at the Kiosk.

Your personalized **Dashboard** will show you the classes you are assigned to and allow you to enter **Class Mode** to view the class roster, take attendance, and message the children in your class (with User-based Permissions enabled).

You also have limited access to **Family Accounts** and **Programs & Classes** from the left menu. For additional information, refer to this Help Center article [Teachers – Sign In, View Dashboard, Families & Classes](#).