JackRabbit Online Portal Information

At Brighton Dance Academy we are proud to offer an online portal service for the convenience of our families. The online portal has many features that allow you to edit and settle your account without needing to contact the office.

Logging in
Your user ID for the online portal is the email address you used when registering with BDA. The password is the one you chose when filling out the registration form and can be reset using the reset password link.

Enrol in classes and events
Enrolments for regular classes and BDA events are done through the online portal. Please note that BDA reserves the right to adjust your enrolment if you/your child are not suitable for a particular class or event. Once enrolled, the amount owing will automatically be added to your account.

Emails
Most of our group emails are sent out via Jackrabbit. Any emails sent through Jackrabbit including all invoices can be viewed through the online portal under the 'Messages' tab.

Absences *new in 2021*
You can now enter you/your child's future absences through the online portal by clicking the 3 lines in the top right corner, selecting 'Absences and Make ups' and 'Submit an absence'. Follow the prompts to enter all the absence details.

Account balance/Settle accounts
You can view your account balance at any time, your current account balance will appear on your home page. For a more detailed breakdown of your account you can view the 'Billing & Payments' section. Payments can be made directly through the online portal either by credit card or bank account. Please note negative balances on the online portal mean you are in credit and do not need to pay. This is a software setting we cannot change, apologies for any confusion caused.

Change Membership Type/e-Payment Schedule
You can change your membership type through the online portal by choosing between 'Pay Independently' or 'Direct Debit.
'Pay Independently' is for those who would like to receive an invoice and pay their balance themselves, either by credit card or bank account through the online portal or by bank transfer.
'Direct Debit' is for those who would like to be direct debited by BDA and can choose to be charged by credit card or bank account.

e-Payment Schedule is automatically set to 'invoice due date' which means the full amount owed for the term is due by the start of each term, when invoices are sent out. You can select to be on a payment plan with either monthly or weekly instalments.

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Update credit card/bank account details
You can update credit card/bank account details on the online portal. If you receive a new credit card or simply want to change the card used, please update the details through the portal and delete the old card to ensure the correct card is charged.

Update account details
You can update account details such as emergency contact details at any time. If you update student medical details, please send through the office any relevant asthma or allergy plans.