

COVID-19 Resource Center



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We are all in this together! Trying to navigate through the COVID-19 pandemic is a daunting task. Jackrabbit would like to provide you with some resources to help you keep your business going and keep your students happy.

Check back often as this list will be updated as we work through this together.

Jackrabbit Resources	
Help Center Articles We created these articles to answer your concerns and provide you with important information to help you keep your business running.	<ul style="list-style-type: none">• What to Do When the Unexpected Happens• Add Access to Online Training in the Parent Portal• When the Unexpected Happens - FAQs
Facebook Page Follow our Facebook page for the latest resources and announcements from our business to yours. Click the Facebook logo link.	
Facebook Users Group We invite our customers* to join our Users Group to learn, stay up-to-date, and connect with other Jackrabbit users. Exchange ideas and strategies with other business owners. Click the Facebook logo link. <i>*This group is not open to Free Trial accounts.</i>	
YouTube Videos We produced these videos to help you understand how you can use Jackrabbit to stay in touch with your students and keep parents up-to-date. If the need arises issue credits to your families, there is a video	<ul style="list-style-type: none">• Parent Portal Announcements - Insert Links• Account Credits (Non-monetary) Overview• Access to Online Training in the Parent Portal

there to help.	
<p>Webinars</p> <p>Click on the webinar title to open and listen to the recorded session.</p>	<p>Virtual Classes: Safeguarding Your Studio (Recorded April 8, 2020)</p> <p>Financial Management: The Importance of Linking & Report Reconciliation (Recorded April 2, 2020)</p> <p>Overcoming the Unexpected: Hear from Our Clients (Recorded March 26, 2020)</p> <p>Dancing Through Anything (Recorded March 25, 2020)</p> <p>Overcoming the Unexpected: How to Get Started (Recorded March 19, 2020)</p>

Additional Jackrabbit Resources	
<p>Financial Information</p>	<ul style="list-style-type: none"> • Keep the Money Flowing - Collect ePayments in the Parent Portal • How to Prevent Chargebacks During COVID-19
<p>ePayment Partners</p> <p>Contact our ePayment Partners for a no-obligation quote.</p>	<div>  <p>Casey Cumming, <i>Payment Processing Consultant</i> C&H Financial Services, Inc. Toll Free: 1.855.602.2437x1</p> </div> <div>  <p>Shane McMullen, <i>Merchant Account Specialist</i> SafeSave Payment Services Toll Free: 1.800.220.8611</p> </div> <p>For more details on our ePayment Partners, see Contact an ePayment Partner.</p>

Other Resources

World Health Organization (WHO) Website	 World Health Organization
Centers for Disease Control & Prevention Website United States	
U.S. Small Business Administration Website - Small Business Loan Resources	
Government of Canada Website - Economic Response Plan	 Government of Canada
United States Swim School Assn. USSSA COVID-19 ACTION PLAN (.pdf)	

Note: Check your local State, City, County, Town, and Provincial websites for local information.