

# Jenzabar

## Customer Support Portal

### User Guide

## ***Jenzabar Customer Support Portal - Quick FAQs***

- How do I log into the Customer Support Portal?** You will be prompted for your email, click the link for Single Sign On, and then use the same login credentials that you use for MyJenzabar.
- What is the URL for the Customer Support Portal?** The URL will remain the same <https://support.jenzabar.net/>
- How do I get a log in account?** Logins are authenticated against the MyJenzabar accounts. If you already have a MyJ account, no action is required. If you do not yet have a login to MyJenzabar, please click here: [Request a MyJenzabar Account](#).
- What if I have an issue connecting to the Jenzabar Customer Support Portal?** If you can log into MyJenzabar but cannot log into the support portal, contact Cecelia Stevens ([cecelia.stevens@jenzabar.com](mailto:cecelia.stevens@jenzabar.com)) and cc your Client Success Manager to investigate the problem.  
If you are unable to log into the support portal AND unable to log into MyJenzabar but you have a MyJenzabar account, email our MyJenzabar Webmaster ([myj.webmaster@jenzabar.com](mailto:myj.webmaster@jenzabar.com)) to verify your login credentials.
- How are tickets submitted?** To ensure the quickest and most efficient reception and routing of tickets, all issues for both application support and managed services support must be submitted via the portal.
- Is the 1-800-OK4-HELP line still available?** Yes, this line will continue to be monitored for after-hours emergency use for both Application Support + Managed Services. Use this line for system down and other priority 1 issues that cannot wait until 9am eastern for a response. Calls will be responded to within one hour.
- Will I have access to old tickets?** Yes, all tickets from 2019-current have been migrated to the new system. See “Viewing Tickets” below for instructions on navigating to them.

# Jenzabar Customer Support Portal

## Logging into and Navigating the Portal

Customer Support Portal URL: <https://support.jenzabar.com/>

Enter your email, click  and then log in with your MyJenzabar credentials.

The landing page presents a search bar, which we are developing into a Knowledge Base, and four choices to log an issue for software issues, obtain upgrade assistance, and report issues with your Jenzabar hosted system. For a limited time, there is a fourth option to get assistance logging a case while you are getting used to the new portal.

- Module Support** >  
Module Support, Apply Updated License Key, Accessibility Issue
- Upgrade or Technical Assistance** >  
Application Upgrade Request, J1 Upgrade Review for Customs for Non-SaaS Customers, Request Technical Services (Billable)
- Cloud Services** >  
System Down, Refresh Test Environment, Report Connectivity Issues, Report Performance Issues, Update an SSL Certificate, Report Network Change, Request a Temporary Resource Boost, SMTP Troubleshooting, Authentication Troubleshooting, Request a Compliance Report
- Need Assistance Logging a Ticket** >  
Logging Ticket Assistance

**Important Note:** *Please understand, using the Need Assistance Logging a Ticket option will delay routing of your case as the ticket will then be manually reviewed and processed.* We encourage you to review the instructions contained in this guide and use the options so your case gets into the hands of an agent who can start working on the issue more quickly.

**Helpful Suggestion:** If you are prone to use one particular ticket option/type, we recommend you bookmark it in your URL to streamline future access to the form.

## Logging a Support Ticket









Using the descriptions on the options for what ticket types are available from which to choose, please click the option and sub-option. Depending on which option is chosen, specific information will be solicited to help us route the ticket.

For Module Support, you will be asked to supply the following information:

1. The module for which you need assistance
2. Brief description of the issue
3. Details of the issue including steps to replicate, examples, when the function last worked properly, etc...
4. Add any attachments
5. Priority (click blue info dot for descriptions of priorities)
6. Share with – option to share the support issue with everyone at your institution (not recommended if including sensitive information) or share with no one (default). Once the case is created, you will have the option to add individuals or a distribution group from your institution to be included on all activity.
7. Click Send to create the ticket

Please provide a brief description of your request \*

What do you need help with? Provide as much detail as possible \*

Normal text ▾ | **B** *I* ... |  ▾ |   |  @     ” + ▾

Attach any relevant files, such as a screenshot of the error message you are receiving.

Drag and drop files, paste screenshots, or browse

Priority \*

Share with \*

## Chart of Ticket Options/Types

Option	Type	Description/Use
Module Support	Module Support	Issue with Jenzabar software
Module Support	Update License Key	Application of new/updated license key
Module Support	Accessibility Issue	Accessibility issue encountered while using the Jenzabar software
Upgrade or Technical Assistance	Application Upgrade Request	Start process for an upgrade
Upgrade or Technical Assistance	J1 Upgrade Review for Customs for Non-SaaS Customers	Request Jenzabar to review customs under maintenance prior to an upgrade
Upgrade or Technical Assistance	Report Technical Assistance	Use/Procure technical assistance hours for various work
Cloud Services	System Down	Hosted system is down
Cloud Services	Refresh Test Environment	Request test be brought current
Cloud Services	Report Connectivity Issue	Issue connecting to a cloud hosted environment
Cloud Services	Report Performance Issue	System slowness issues
Cloud Services	Update an SSL Certificate	Update the SSL when expired/new
Cloud Services	Report Network Change	Inform Jenzabar about a local change to the network
Cloud Services	Request a Temporary Resource Boost	Temporary boost for high volume processing
Cloud Services	SMTP Troubleshooting	Issues with the mail server
Cloud Services	Authentication Troubleshooting	Unable to log into an application
Cloud Services	Request a Compliance Report	Request compliance reports for auditors
Cloud Services	Assistance with Permissions	Maintaining permissions

Once a ticket is submitted, you will receive a confirmation email with expectations for a first response and time to ticket closure. A Jenzabar support analyst will reach out via phone or email. All interactions will be logged to the case which you can view at any time through the portal.

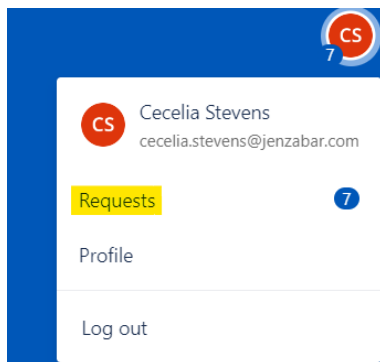
The confirmation email and all subsequent notifications will contain the content from the support analyst and a link to the ticket for your convenience so that you can respond back on the issue. Responses are only received and added to the ticket when submitted via the portal. No longer will the communication on a ticket take place via email. Only notifications of the new comments/content will be sent via email.

## Viewing Tickets:

Once you click Send and create a new ticket, you will automatically be redirected to the new ticket logged in the portal.

### View all Tickets

To view all tickets click your initials in the right hand corner and select Requests



Jenzabar

Edit list view

## Requests

Type	Reference	Summary	Status	Requester	Created date	Updated date	Assignee
✕	JSBX-171489	Client-CEN - test	TRANSFERRED	Cecelia Stevens	Oct 17, 2024 10:42 AM	Today	--
✕	JSBX-171490	Client-CEN - test	TRANSFERRED	Cecelia Stevens	Oct 17, 2024 10:44 AM	Today	--
✕	JSBX-169888	Client-CEN - test rr	TRANSFERRED	Cecelia Stevens	Oct 02, 2024 10:31 AM	Today	--
✕	JSBX-171488	Client-ZSC - test	TRANSFERRED	Cecelia Stevens	Oct 17, 2024 10:39 AM	Today	--
✕	JSBX-171492	Client-CEN - test	TRANSFERRED	Cecelia Stevens	Oct 17, 2024 10:48 AM	Oct 17, 2024 10:49 AM	Lisa Gentry
✕	JSBX-171491	Client-CEN - test	TRANSFERRED	Cecelia Stevens	Oct 17, 2024 10:46 AM	Oct 17, 2024 10:47 AM	Alicia Doyle

By default, the list is filtered to show Open Requests.


Use the dropdown buttons for **Status** and **Request Type** to narrow down the list by those attributes. Use the **All** dropdown to see just your tickets or to include tickets you are included on that you did not log yourself.


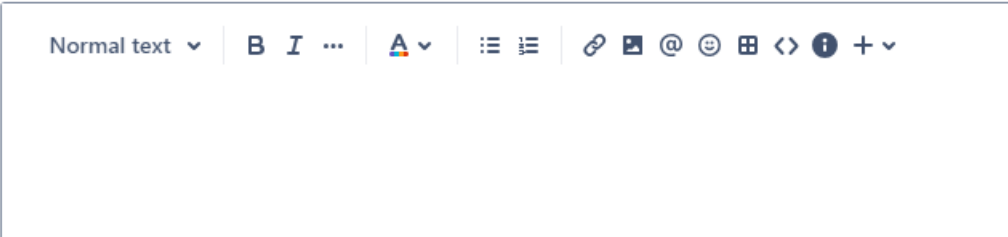
Click the **Edit list view** button to select the columns that appear.

### Responding/Adding Information to a Ticket

If you are responding to the analyst or have additional information to share about the issue, you can open the ticket by clicking the **Reference Number** in the ticket list. Click into the **Comment** box and use the open area to respond. To add attachments, click the mountain icon across the top of the Comment window:

#### Activity


 Automatic response Thursday 10:42 AM  
Your request status has changed to Transferred.

[Save](#)

Then click Save. The support analyst assigned to your ticket will get notified that you have added content to the ticket.

To see all the comments on a ticket click the Show Details link at the top of the ticket screen:

 **Cecelia Stevens** raised this on Thursday 10:42 AM [Show details](#)

To hide all but the last comment on the ticket, toggle back on the Hide details link.

### Adding/Removing Contacts to a Ticket

To add contacts or distribution groups, click the + Shared option on the right listing on the ticket. They will stay included in the case unless you remove them by clicking the (x) next to their name.

#### Shared with

 Cecelia Stevens  
Creator

[+](#) Share

## Turning On/Off Notifications

To toggle on and off the notifications on a particular ticket, simply click the following Notification link:



## Escalating Tickets

Jenzabar understands that on occasion a ticket's urgency, impact, or importance increases after the ticket is created. To escalate a ticket, click the escalate link and a box will appear for information.



When escalating a ticket, please provide a summary of why the escalation is necessary, updated or new details of the issue, if applicable, reference to any missed response deadlines or specific service level agreements (SLAs), and the impact the delay is having on your operations or project.

The analyst assigned to the ticket will be notified and is expected to respond within two hours. If action is not taken on the case within that time frame, the managers will be notified as well, will review, and facilitate action on the ticket.

## Navigating to Homepage from Ticket List

Click the Customer Support Portal link at the top of the listing or the Jenzabar butterfly logo in the top left corner to navigate back to the homepage and enter another ticket or view the Related Resources.

## Surveys

Once a case is resolved, you will receive an email with a link to a survey. We encourage you to fill this out and truly value and appreciate your feedback.

## Reopening Tickets

Sometimes a similar or the same issue comes up and it may seem easiest to comment on a previous case. If a ticket is closed, please open a new ticket and simply reference the original case number. We will link them together in our system. This will ensure that your issue will be addressed by the first available support analyst, and we will have all the details from the previous case. Responding on a closed ticket will not reopen it.



## Related Resources

Related resources are links to customer resources to supplement your support experience. Please note the link to the Support Portal Customer Feedback form. We appreciate all comments about our new customer portal. This User Guide is available both as a Related Resource link and on the MyJenzabar Support tab.

### Related resources



#### **MyJenzabar**

MyJenzabar is a resource center and community where you can access customer support pages, corporate information, and all your software downloads and documentation.



#### **Support Portal Customer Feedback**

Please use this link to provide feedback on the new support portal. We are always open to considering ways to improve your experience with Jenzabar Support Services.



#### **Jenzabar Product Listservs**

The ListServ is an easy way to receive product updates from Jenzabar and connect with other Jenzabar users. You can subscribe to specific lists which allow you to exchange tips, tricks, and best practices to extend the usefulness of the system.



#### **Learning & Development**

The learn.jenzabar.com(opens in a new tab) site is where you can find comprehensive online training and webinars for Jenzabar products. Log in using your "MyJ" account credentials and you will have access to any of our product training catalogs.



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#### **Jenzabar One 2023.1 Known Issues**

Jenzabar One 2023.1 Known Issues



#### **Jenzabar Cloud Status Page**

Used by Managed Services to communicate outages and scheduled maintenance for Jenzabar Cloud.