

MyJenzabar, Listserv, Training, and Support

Getting Started:

Sign up for myjenzabar.net

Customers may access most Jenzabar support, collaboration, and training resources via our online customer portal: “MyJenzabar” or MyJ” for short.

Obtain a MyJ account by navigating to www.myjenzabar.net, then complete the form using the “Request an Account” link. There is a delay of up to one business day while we verify a user’s identity.

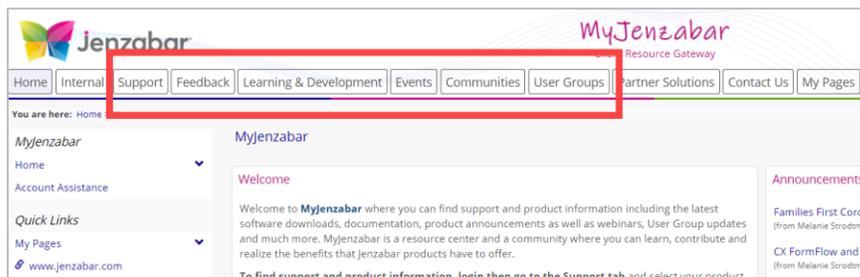
Request an Account

Access to MyJenzabar is available only to Jenzabar clients with active maintenance agreements and is provided upon request.

[Request an account](#)

Customer Support and Training Resources:

The resources listed below are found by clicking on the corresponding tab at the top of the main MyJ page:



1. Support

The MyJ **Support** page is the gateway to a vast repository of documentation, support information, and software downloads for all Jenzabar Products. The Support page includes a link to the Jenzabar **Customer Support Portal**, the system through which you may submit support tickets. Your MyJ login gains you access to the Support Portal.

Click on your product name (i.e., J1, EX, CX) to find release notes, other documentation, and software downloads. Visit the **Module Resource Center** to find information presented by software module.

2. Learning & Development

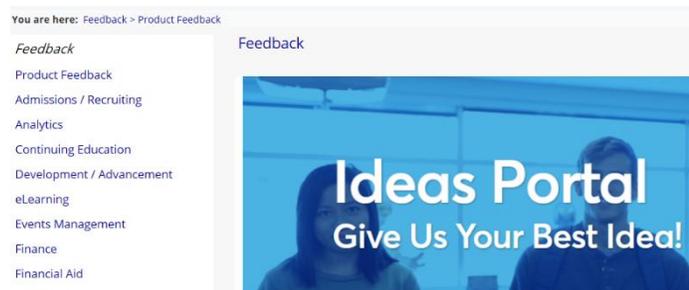
You may access training opportunities on the MyJ [Learning & Development tab](#) or by going directly to learn.jenzabar.com.

- Connect with your MyJ login.
- Click on the catalog corresponding to your software solution (i.e., J1, EX, CX, etc.)
- Select a course and enroll. When you successfully complete a course, you become certified to submit support tickets for the software module corresponding to that course.
- There are two general course types:
 - Self-paced **E-learning** courses consist of e-learning tutorials, learning guides, and quizzes. Generally, courses require an 80% score on quizzes to achieve certification.
 - Webinars** are taught live online by a Jenzabar consultant. Many webinar courses have a fee and are held over the course of several days.
- Clients may also achieve certification through specialized Jenzabar training, such as customized training for your campus, or by a JAM pre-conference course.



3. Feedback

Click the “Feedback” tab on the left-hand menu on MyJenzabar.net. The **Ideas Portal** provides a space for customers to suggest, comment upon, and vote for software enhancements.

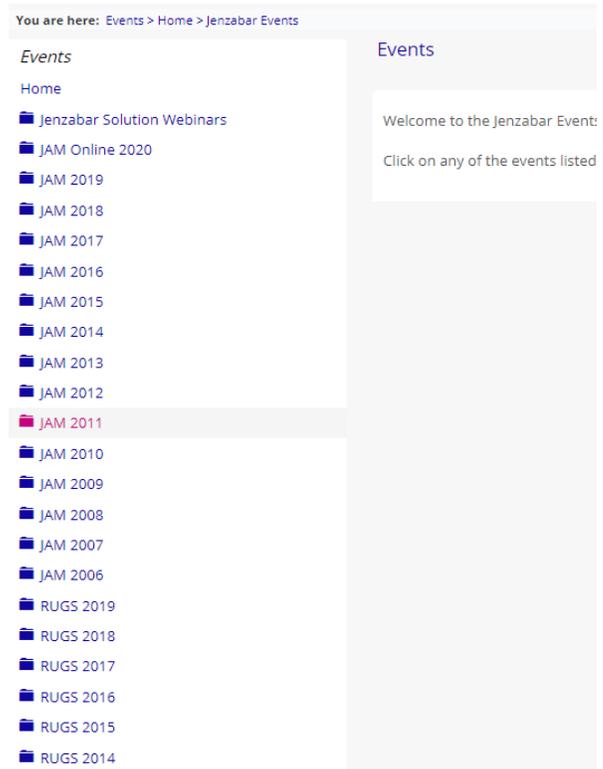


4. Events

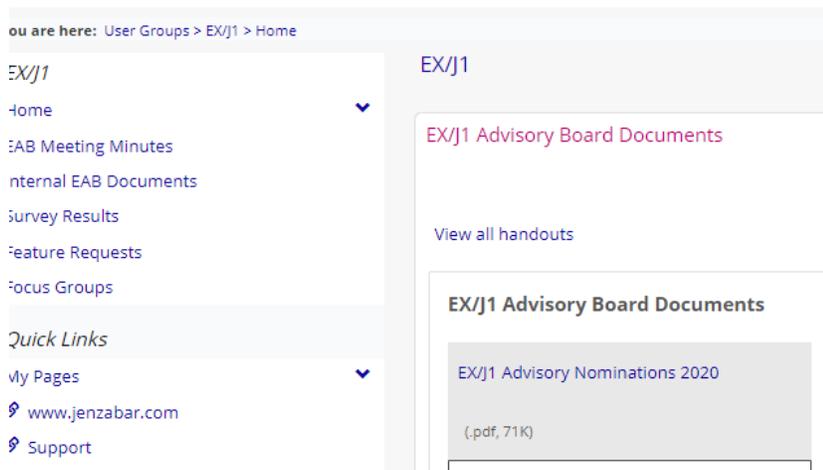
Here you can find information on various in-person and virtual conferences, user group meetings, and webinars.

- a. **JAM presentations:** Jenzabar Annual Meeting or “JAM” information and registration is found here. You will also find archives of presentations for selected sessions here.
- b. **Jenzabar Solutions Webinars:** Here you will find a calendar and archives of Jenzabar webinars. These webinars provide an overview of a software solution as well as Product Updates and best practices.
- c. **Regional User Groups:** Here you will find information, registration, and some recordings of Jenzabar Regional User Group, or “RUG”, meetings.

Note: Jenzabar would love to partner with your institution to host a RUGs. Reach out if you have interest! This is a great way to allow a larger number of your users to attend and meet other users in your area for networking.



5. **User Groups:** Much of the User Groups content has been moved to the **Events** tab. However, you will find information here on the **EX/J1 Advisory Board**. You will find Advisory Board members listed here, as well as meeting minutes and information for applying to the board.



6. **Listservs:** Jenzabar manages a robust listserv with numerous lists for email discussion of individual software modules and for discussion among users in particular roles.
 - a. Login/create login at lists.jenzabar.net (we recommend using the same password as the one for MyJ).
 - b. Once access is granted to the listserv system, subscribe to the individual lists.
 1. Look for the lists related to your area, i.e. EX-RE-A and EX-RE-L. The “A” denotes an announcement list; the “L”, a discussion list.

| | | |
|---|-----|---|
|  EX-RE-A | 852 | Jenzabar EX Registration Module Announcements |
|  EX-RE-L | 931 | Jenzabar EX Registration Module Discussion |

2. Click the list you want to join.
3. On the right side of the screen, open the hamburger menu to click “Subscribe or Unsubscribe” in the Options Box.
4. Choose to receive Regular or Digest Updates.
5. Click Subscribe.

EX-RE-L@LISTS.JENZABAR.NET

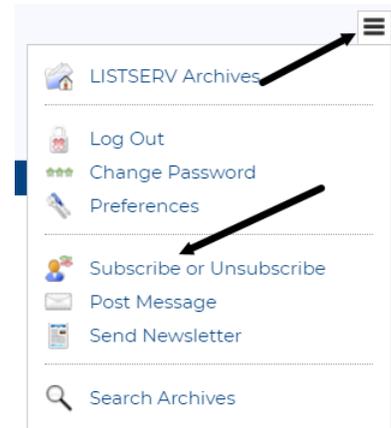
You are currently **not subscribed** to the EX-RE-L list under your kayla.winnen@jenzabar.com address.

To join the list, fill in your name and click on the "Subscribe (EX-RE-L)" button.

List Name:

Name:

Subscription Type Regular Digest (traditional)



6. You will get an email to confirm your subscription.