

# 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.

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

Obtain a MyJ account by navigating to <u>www.myjenzabar.net</u>, 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.

# 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:

Jenzabar			MyJenzabar Resource Gateway							
Home Internal	Support	Feedback	Learning & Development	Events	Communities	User Groups	artner Solutions	Contact Us	My Pages	
You are here: Home				_						
MyJenzabar			MyJenzabar							
Home		~	Melener							
Account Assistance	t Assistance		Welcome					Anr	Announcements	
Quick Links         Welcome to Myjenzabar where you can find support and product information including the latest software downloads, documentation, product announcements as well as webinars, User Group updates			dates (from	n <b>ilies First Coron</b> n Melanie Strodtmai						
My Pages	My Pages  and much more. Myjenzabar is a resource center and a community where you can learn, contribute and				te and	FormElow and A				
www.jenzabar.com     To find support and			To find support and product	informati	is nave to offer.	to the Support t	ab and select your pro	oduct (from	m Melanie Strodtma	

#### 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 <u>Learning & Development tab</u> or by going directly to learn.jenzabar.com.

- Connect with your MyJ login.
- b. Click on the catalog corresponding to your software solution (i.e., J1, EX, CX, etc.)
- c. 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.

- d. 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.
- e. 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 lefthand menu on <u>MyJenzabar.net</u>. 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 inperson 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.

	You are here: Events > Home > Jenzabar Events					
	Events	Events				
	Home					
	🗎 Jenzabar Solution Webinars	Welcome to the Jenzabar Events				
	🚔 JAM Online 2020	Click on any of the events listed				
	🚔 JAM 2019	Click of any of the events listed				
0	🚔 JAM 2018					
	🚔 JAM 2017					
	🚔 JAM 2016					
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	🗎 RUGS 2017					
	RUGS 2016					
	RUGS 2015					
	RUGS 2014					

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.

 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 menbers listed here, as well as meeting minutes and information for applying to the board.

ou are here: User Groups > EX/J1 > Home	
EX/J1	EX/J1
Home 💙	
AB Meeting Minutes	EX/J1 Advisory Board Documents
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Survey Results	View all bandeute
Feature Requests	view an nandouts
Focus Groups	EX/11 Advisory Board Documents
Quick Links	EXJT Advisory board bocuments
Vly Pages 👻	EX/J1 Advisory Nominations 2020
👂 www.jenzabar.com	
👂 Support	(.pdf, 71K)
▲ ·	

- 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 <u>lists.jenzabar.net</u> (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

LISTSERV Archives

Change Password

Log Out

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2. Click the list you want to join.

5.

- 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.

Click Subscribe.	N Preferences
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.	<ul> <li>Subscribe or Unsubscribe</li> <li>Post Message</li> <li>Send Newsletter</li> </ul>
List Name:         EX-RE-L Jenzabar EX Registration Module Discussion           Name:         Kayla Winnen	Search Archives
<ul> <li>Subscription Type          <ul> <li>Regular</li> <li>Digest (traditional)</li> </ul> </li> <li>Subscribe (EX-RE-L)</li> </ul>	

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