Jenzabar's Support Services

Ticketing System

Overview & FAQS

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Jenzabar
TRANSCENDING EDUCATION

Jenzabar Customer Support Portal FAQs for the Jenzabar Community

How do I log into the Customer Support Portal?	You will 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.
How will I see my old calls?	All tickets from 2019 forward are being migrated to the ticketing system. You will be able to see them via the View My Tickets link on the portal. However, please be aware that the details came across as plain text without formatting and any screenshots are added as attachments to the ticket.
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 your Customer 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) to verify your login credentials.
Can we log support calls via email?	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.
What will happen if I email Support1 to log an issue?	If you submit a ticket by emailing support1@jenzabar.com, you will receive an acknowledgement with a link to log the issue through the portal. Likewise, the managed services support emails will no longer be active after July 15th.
Is the 1-800-OK4-HELP line still available?	Yes, this line will continue to be monitored for after-hours emergency use.

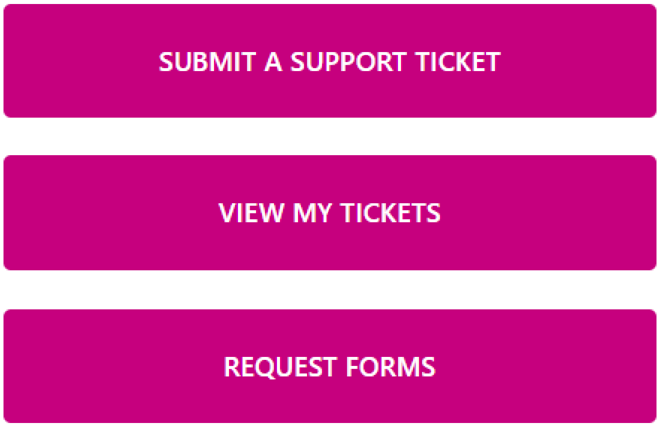
Jenzabar Support Services Portal

Logging into and Navigating the Portal

Support Services Portal URL: https://support.jenzabar.net/

Log in with your MyJenzabar credentials

Upon login, there will be three main boxes to choose from to log a new ticket, view open and closed tickets already logged, and submit forms which will create a ticket in the system



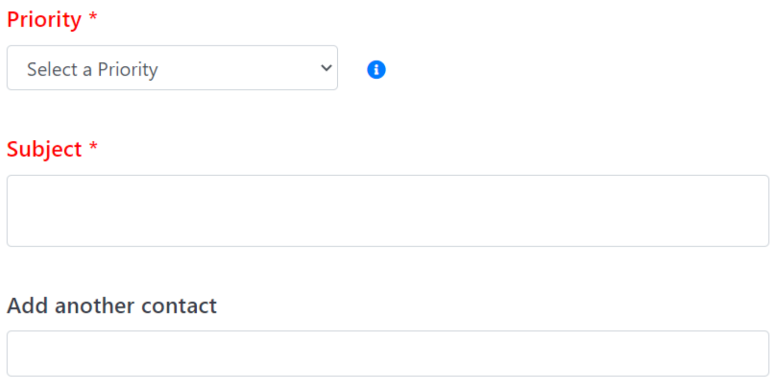
Logging a Support Ticket

Click **Submit a Support Ticket**

SUBMIT A SUPPORT TICKET

Fill in the information to log a support call

1. Select Priority (click blue info dot for descriptions of priorities)
2. Enter Subject
3. Add anyone or a distribution group from your institution to be notified that a case has been opened by typing their email in the **Add another Contact** field and clicking either spacebar, enter, or tab. If there are multiple contacts you wish to include, type in the email address and hit either spacebar, enter or tab WITHOUT putting any spacers (ie, commas or semi-colons) after each email.



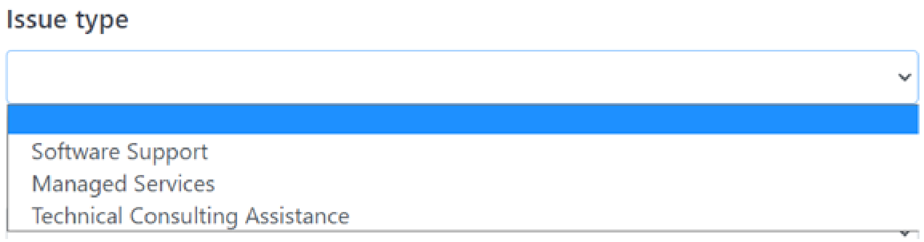
Priority *

Select a Priority

Subject *

Add another contact

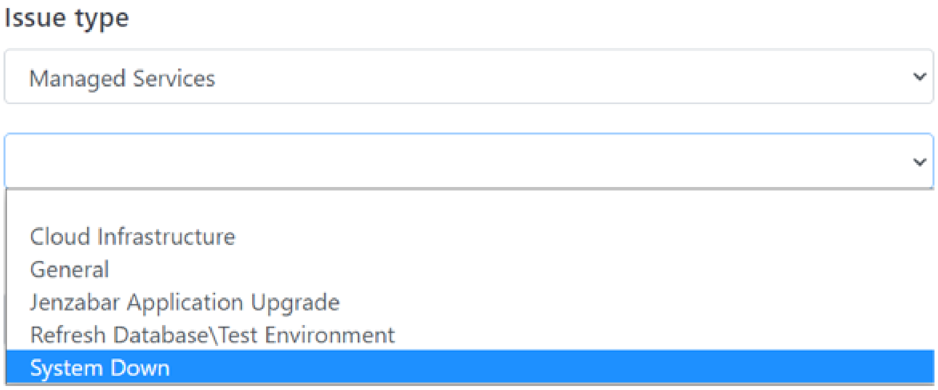
4. Select an issue type from the dropdown.



Issue type

Software Support
Managed Services
Technical Consulting Assistance

- Software Support: Issue with a licensed product
- Managed Services: When selected, you will be prompted to select from types of MS issues; each type potentially has additional dropdowns values to route the issue most efficiently to an agent. Only customers who are hosted/managed will see this option.

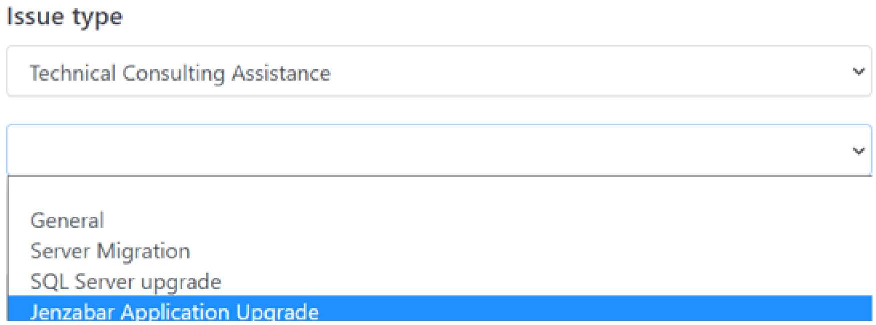


Issue type

Managed Services

Cloud Infrastructure
General
Jenzabar Application Upgrade
Refresh Database\Test Environment
System Down

- Technical Consulting Assistance: When selected, you will be prompted to select from types of Tech Assistance issues; each type potentially has additional dropdowns values to route the issue most efficiently to an agent



Issue type

Technical Consulting Assistance

General
Server Migration
SQL Server upgrade
Jenzabar Application Upgrade

Note: if you choose the Jenzabar Application Upgrade options under Managed Services (if you are a hosted/managed customer) or Technical Consulting (if you are not a hosted/managed customer), you will be directed to a link with a form. Filling out this form will log a ticket which will be part of your cases just like the support services tickets that are logged.

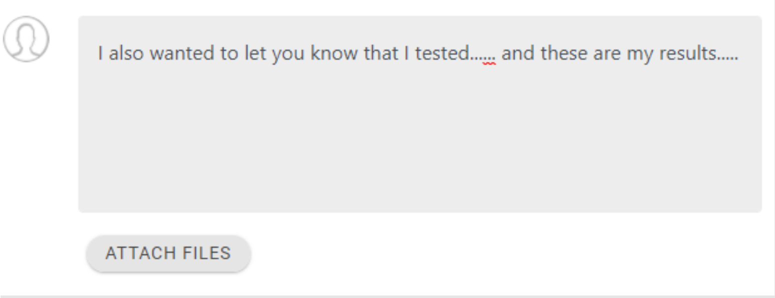
5. Select value from the Product (Application) dropdown indicating the licensed product or platform

   Note: If you have an issue with a custom that is under maintenance, please select General Custom Maintenance from the Product (Application) dropdown after selecting Software Support in the previous step. *Custom Maintenance is no longer an issue type under Managed Services.*
6. Enter in any details in the Comments box and add any attachments
7. Click the Submit Request button located at the bottom of the page

Once a ticket is submitted, a Jenzabar support analyst will reach out via phone or email. All interactions will be logged to the call which you can view at any time through the portal (remember to bookmark it!).

If you added any contacts that are distribution groups, they will stay included in the case as long as all parties click Reply All in the email communications.

If you have additional information to share about the issue, you can open the call by clicking View My Tickets on the home screen and clicking the case number. Just add the detail in the Info box, attach files, screenshots, etc… (if any) and click Submit.



I also wanted to let you know that I tested…… and these are my results…..

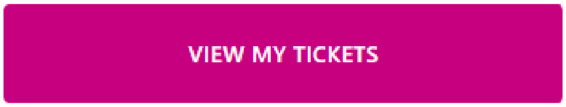
The support analyst assigned to your ticket will get notified that you have added an activity to the issue.

The email address support will be using with the new portal is support1@jenzabar.com. If you have not already done so, please work with your IT/Network folks to make sure this address is whitelisted and will not be blocked as spam/junk.

Once a call 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.

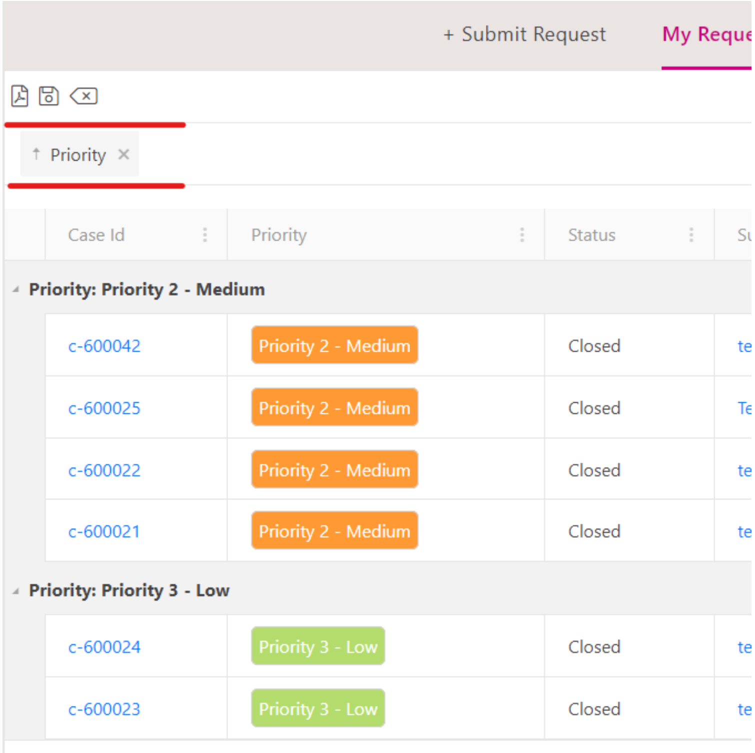
View Open and Resolved Calls:

Click **View My Tickets** on the left side of the screen



VIEW MY TICKETS

Drag and drop a column heading into the Grouping/Sort bar above the output to group by a particular field (priority, status, open date, etc.…). In the following example, Priority is dragged into the Grouping/Sort bar.



Case Id	Priority	Status	Su
Priority: Priority 2 - Medium			
c-600042	Priority 2 - Medium	Closed	te
c-600025	Priority 2 - Medium	Closed	Te
c-600022	Priority 2 - Medium	Closed	te
c-600021	Priority 2 - Medium	Closed	te
Priority: Priority 3 - Low			
c-600024	Priority 3 - Low	Closed	te
c-600023	Priority 3 - Low	Closed	te

Use the three icons above the grouping bar to export as a pdf, save the table in its current state with any filters/sorts, or reset the view back to the default list and remove any groupings, filters, or sorts in place.

To sort the table ascending or descending by any column, just click the column name. You can sort by multiple columns and remove the sort by clicking the column again.

To set a filter, click the three dots next to column name, select a filter option, and fill in the value(s) if applicable.

Once you have a sort or a filter in place, click the middle icon, Save Table State, to save that view. When you close the browser and reopen it, the cases will keep the sorting and filtering previously set. This goes for date ranges as well. Therefore, if you set a date range on the Open or Closure date columns, you must remove the filter to see all cases once again.

Reopening Calls

You can reopen a closed call via the portal within one day of it being closed by adding details and clicking Submit and Reopen. If you add details and click submit or respond to an email of a closed call after the one-day grace period, a new case will be added. If you email a response more than one day after the case is closed, your email will trigger an autoresponse to log a call through the portal.

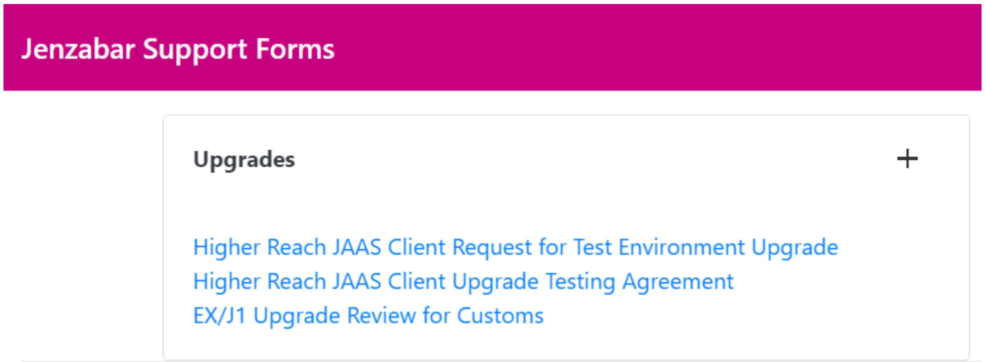
If you are responding more than 24 hours after a call is closed, please open a new ticket and simply reference the original case number.

Form Requests:

This feature is primarily used to create tickets for upgrade requests but may be used for other customer requests to be tracked via a ticket/case that would come through a form submission.

To access the available forms, click FORM REQUESTS.

Options are presented for which type of form is needed to initiate a support ticket. Simply expand the area by clicking the + if it is not already expanded, and choose the correct form. The EX/J1 Upgrade Review for Customs should be used to have Jenzabar review your customs prior to scheduling an upgrade. Once the review is complete, if your institution is hosted/managed, the case will be reassigned to the Managed Services team to work with you to schedule the upgrade. In this instance, there is no need to submit a separate case to request an upgrade.



Jenzabar Support Forms

Upgrades +

Higher Reach JAAS Client Request for Test Environment Upgrade
Higher Reach JAAS Client Upgrade Testing Agreement
EX/J1 Upgrade Review for Customs