GETTING HELP WITH ZIMS for STUDBOOKS

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PMx Questions

How Species360 Can Help

Your Species360 Support Representative is here to help you with any questions you may have about ZIMS.

- Each Specie360 member institution has an assigned support representative to help users with all ZIMS modules.
- Even if your institution is not a ZIMS member, you will still have a support representative assigned to assist you.
- If our support team cannot answer your Studbook questions, they will get the answer from one of the Species360 Studbook Subject Matter Experts or provide you with the contact information of who can assist you.
- Have an idea? We are receptive! Under the Start Menu>Suggest Feature! We recommend you search existing items first and vote on these if they fit your need.

Contact support@Species360.org and your question will automatically be forwarded to your assigned support representative. If your support representative is out of the office, your question will be assigned and answered by one of our other representatives. Please do not contact your support representative through their private email.

Self Help - Studbook Index

Species360 has a library of Help documents, PowerPoints, and videos to assist you with your studbook needs. Access to the Studbook Training Index:
http://training.species360.org/StudbookLibrary

Studbook Webinars

Species360 offers webinars on ZIMS for Studbooks are offered twice monthly, typically on the third Thursday of the month. Species360 staff is in attendance to guide you through deployment, navigation and answer any questions that you may have about ZIMS for Studbooks. Additionally, regional associations offer sessions that focus on their specific program best practices and data needs:

It is the mission of Species360 to facilitate international collaboration in the collection and sharing of information on animals and their environments for zoos, aquariums and related organizations.

www.Species360.org – **Global Information Serving Conservation**

You can find the webinar schedule and sign up to attend here:

- Webinars for interactive help:
  - Species360 Hosted: Join these sessions when you are getting started and have questions on deployment or on the basics of how ZIMS for Studbooks works.
  - EAZA Hosted: Join these sessions (not managed by Species360) after you have attended the Species360 sessions (above) and if your book hosted by EAZA and do you have questions on linking animals, pending updates and general clean-up of your studbook data.
  - AZA Hosted: Visit the AZA Network (not managed by Species360) and search for ZIMS for Studbook Coaching Calls to sign up for sessions after you have attended the Species360 sessions (above) and if your book hosted by AZA and do you have questions on any SSP processes.

PMx Questions or Bugs

Questions or bugs with the filters or raw exports?

Contact Support@species360.org

Questions or bugs within PMX?

Contact https://scti.tools/help-support/#HowToGetHelp

Not sure?

Contact Support@species360.org

and https://scti.tools/help-support/#HowToGetHelp

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