

Login to <https://mediaocean.com/support> at any time for your support needs.

- ✓ Simple one-time sign-up
- ✓ Access FAQs, training documentation and videos
- ✓ Live Chat with support agents
- ✓ Subscribe to system notifications and release notes
- ✓ View system availability (within the *Technical* tile)
- ✓ Submit and review support tickets

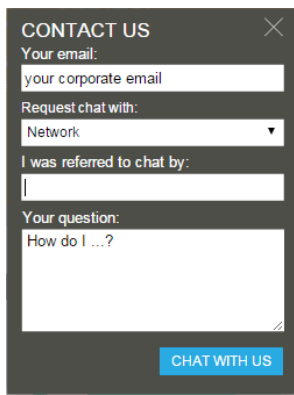
## Email us

Send an email to your support team, visit [https://mediaocean.com/support\\_contacts](https://mediaocean.com/support_contacts) to view a full list of direct-to-team emails as well as our support coverage hours of operation.



## Chat with us

Click the **Chat** button on the right side of the page to chat with support specialists in real time. All chats are converted to tickets.



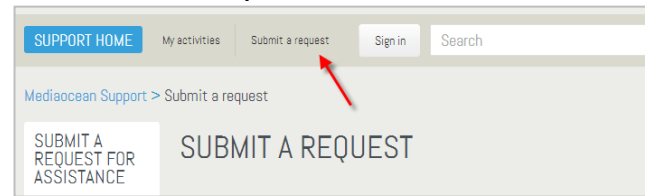
**Chat hours (Mon-Fri)**

9AM-5PM (All Media)



## Submit & track a support ticket

Click the **Submit a request** link and fill in the form.



Ticket Status	
Open	The ticket is open and either with our support staff or pending with our product/development team.
Awaiting your reply	Mediaocean requires information or confirmation from the ticket requestor.
Fixed – Pending RCA	Issue has been mitigated and a viable workaround has been provided. Mediaocean is actively working on Root Cause Analysis (RCA).
Solved	The ticket has been resolved.

## Resolution Type Definitions

Support resolution	Description
<b>Recommendation/Explanation</b>	<b>Data change required (by client)</b> A change to the data within the platform was required by the end user.
	<b>Alternate workflow provided</b> Mediaocean Support provided an alternate workflow to mitigate the reported issue.
	<b>System functionality explained</b> Field or functionality defined by Mediaocean Support.
<b>Record/Profile Set up</b>	<b>New record (by client)</b> A new record or profile, typically managed by the client, must be added.
	<b>Record added/changed (by Mediaocean Support/Implementation)</b> A field or record that is only editable by Mediaocean was changed. <i>*May require data maintenance approval from client.</i>
	<b>Record added/changed (by Account Management)</b> A field or data set configuration that is managed by Mediaocean Account Management was changed. <i>*May require data maintenance approval from client.</i>
<b>Defect</b>	<b>Code fix</b> This indicates a deployment of new code to the Mediaocean platform to mitigate the reported issue.
	<b>Data fix/patch</b> This indicates a change or patch to existing data was executed by Mediaocean. <i>*May require data maintenance approval from client.</i>
<b>Redirect</b>	<b>Enhancement request (managed by Account Management)</b> Account Manager will reach out to end-user to discuss a functionality enhancement.
	<b>Other (managed by Account Management)</b> Account Manager will reach out to end-user regarding their request (e.g., report design, workflow exploration, etc)
	<b>Existing record change (managed by Client)</b> Records maintained on the client side (e.g., User security) must be changed to mitigate issue.
	<b>External system (managed by Third Party)</b> A change is required by an integrated Third Party system (e.g., Integrated Ad Server setting) to mitigate issue.

# Mediaocean Support & Knowledge



<b>Technical</b>	Reported issue was caused by a technical issue that impacted the Mediaocean platform.
<b>Auto-solved</b>	<b>No response from user</b> User failed to respond to support and the ticket was auto-solved.
<b>Duplicate</b>	The requester has opened multiple tickets on the same issue.

Professional Services Definition	
On-site support	Ticket to track on-site support session.
Configuration request	User's issue resolution required a configuration change or client requested a configuration change post-implementation. For use with Lumina only.

Training Definitions	
Training completed	Indicates the requested training was completed.
Training cancelled	Indicates the requested training was cancelled.
Utilized eLearning	User was directed to Mediaocean University for eLearning and training collateral.

## Check out our knowledge page

Product tiles are your source of information to quickly find and view relevant content.

You can click on each tile to view **FAQs**, **Training and Documentation**, and **Release Details** sections. You can also view:

- eLearning videos and quick cards
- Release notes

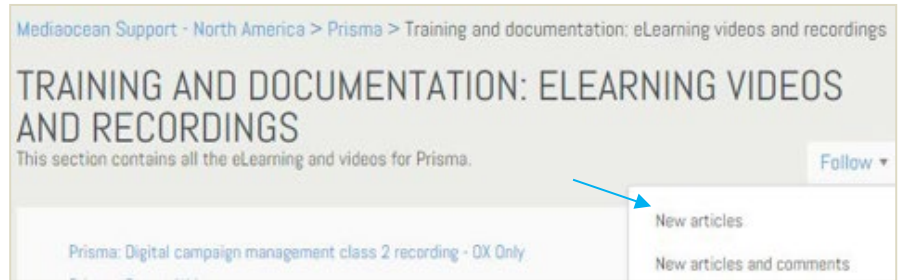


## Follow a section

You can follow articles and sections to keep up-to-date with the latest information from Mediaocean Support.

Display and select your subscription options by clicking the **Follow** button in the desired section, and follow as many sections as you need.

Once submitted, you are notified of new articles in your subscribed sections. To stop receiving updates on a section, select the **Unfollow** option.



## Get trained with us

### View our resources

- ✓ Explore available documentation, eLearning, live and pre-recorded webinars, and live classes.

### Check out our eLearning

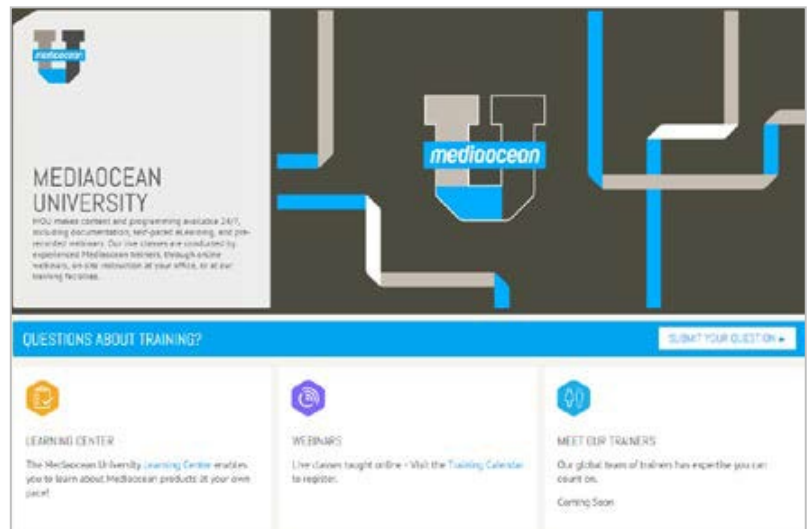
- ✓ Learn about Mediaocean platforms and services, with our eLearning courses at your own pace, 24/7. Our courses are updated regularly, and serve as precursors to classroom training.

### Sign up for free webinars

- ✓ Webinars are offered every month for all key topics. Select a webinar to register.

*Have questions? Need a custom training?*

Visit Mediaocean University at <https://mediaocean.com/uk/mou>.

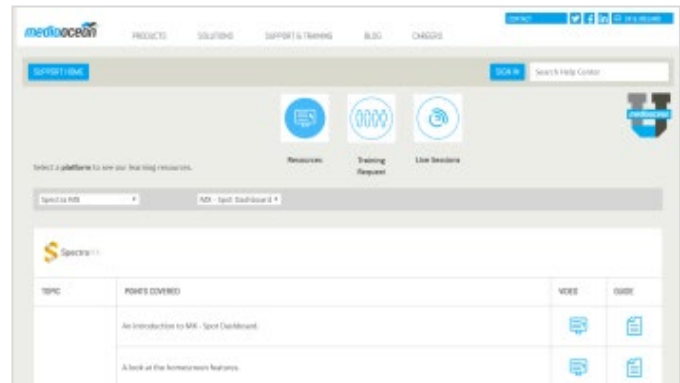


## Learn with us

The Mediaocean University Learning Center is the window to all of our learning resources. It's an easy way to access the content you need to make the most of our MOU learning.

- ✓ Documents
- ✓ Videos
- ✓ Learning plans
- ✓ Webinar links

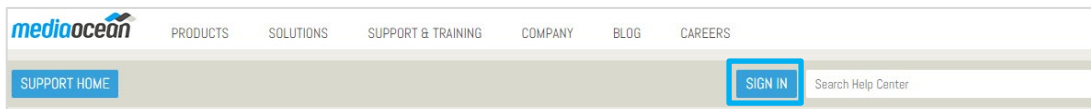
Select your **Platform/Media** and browse for your content. Build a custom playlist by selecting topics, and clicking **Submit**.



## Log in to Mediaocean Support for the first time

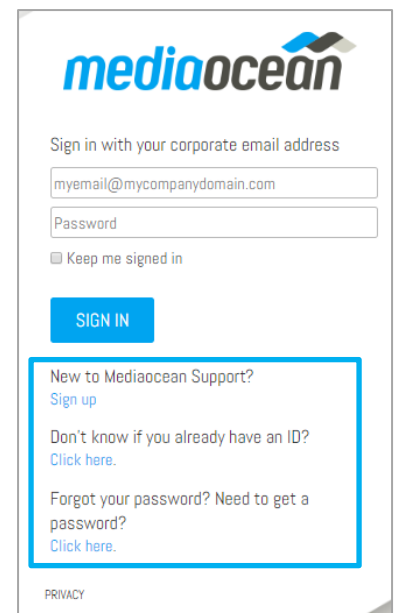
If Mediaocean has contacted you directly about the Support portal, you already have an ID and only need to set your password.

1. Click **Sign In** at the top of the page.
2. Choose **Click here** under **Forgot your password?**
3. Enter your company email address and click **Submit**.
4. Follow the instructions in the email to set your password.



If you haven't been contacted about your Support portal login:

1. Click **Sign In** at the top of the page.
2. Choose **Sign up** under **New to Mediaocean Support?**
3. Fill in all relevant details and click **Sign me up!**



If you are unsure whether you've already registered, you can check your ID by clicking **Don't know if you already have an ID?** And follow the instructions on screen.

## Set / Reset your Mediaocean Support password

If you've forgotten your Mediaocean Support password, or are not sure if you already have an ID, you can set or reset your password from our Support portal.

1. Click **Sign In** at the top of the screen.
2. Choose **Click here** under **Forgot your password?**
3. Enter your company email address and click **Submit**.
4. Follow the instructions in the email to reset your password.

