

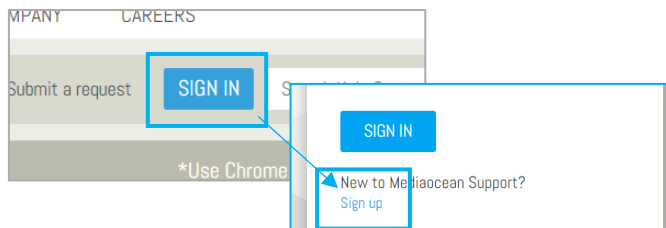
Mediaocean Support & Knowledge

Log in to Mediaocean Support for the first time

If you haven't been contacted about your Mediaocean Support login, and are new to the Mediaocean Support portal, visit <https://support.mediaocean.com> and do the following*:

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

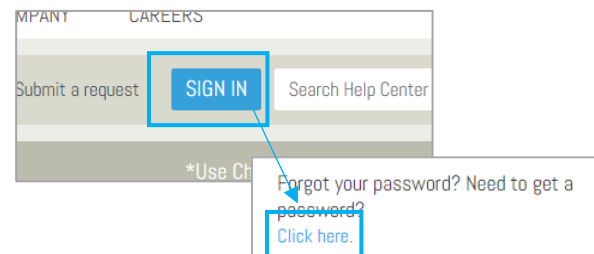
*Use Chrome for the best experience.



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

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 set your password.

*Enter the email address associated with your company's account.

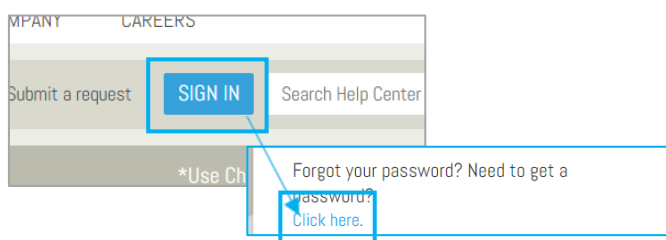


Set/Reset your Mediaocean Support password

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.

*Enter the email address associated with your company's account.

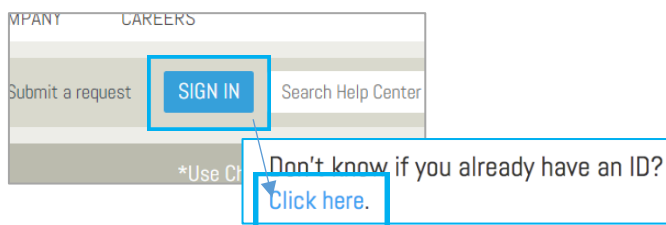


Check out if you are already registered

If you're not sure whether you're already registered, you can check on your ID.

1. Click **SIGN IN** at the top of the screen.
2. Choose **Click here** under **Don't know if you already have an ID?**
3. Enter your company email address* and click **Submit**.
4. Follow the instructions in the email to check on your ID.

*Enter the email address associated with your company's account.



Mediaocean Support & Knowledge

Check out our Learning Centre

The Mediaocean University Learning Center is now available in the same view as all the support content. You now have an easy way to access all MOU learning content alongside the product or platform support content to make the most of your learning experience.

- ✓ Quick Cards
- ✓ eLearning Videos
- ✓ Customized Playlists
- ✓ Training Calendar
- ✓ Release Notes
- ✓ User Guides and FAQs



Click the appropriate product tile to view resources for each platform workflow.

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 like.

Once you're subscribed to a section, you'll receive notifications each time a new article is added to that section.

To stop receiving updates for a given section, select **Unfollow**.

CAMPAIGN MANAGEMENT AND SEARCH ORDER Follow

[Prisma: New media plan quick guide](#)

[Prisma: Submit proposal without macros \(Windows\)](#)

[Prisma: Submit proposal without macros \(Mac\)](#)

Get trained with us

View our resources

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

Check out our eLearning

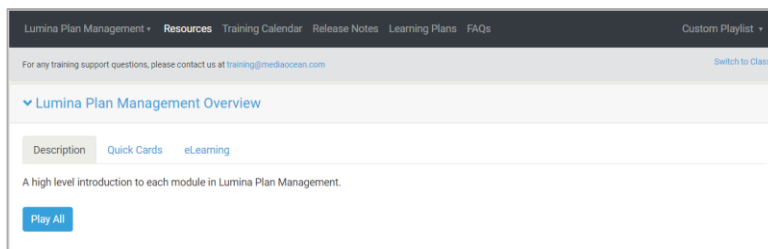
- ✓ Learn about Mediaocean platforms and services, with our eLearning courses at your own pace, 24/7. Our courses are updated regularly, and serve as precursors to classroom training.

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/mou>.

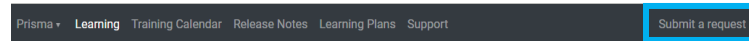


Mediaocean Support & Knowledge

Submit & track a support ticket

Creating a new support request

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



Choose the issue type that best fits your needs and enter all relevant details. You can also attach any relevant files and copy additional people.

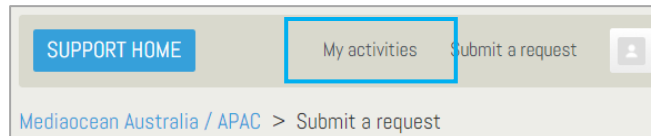
*Check with your internal Mediaocean contact on whether you can submit requests on behalf of your organization.

The form includes fields for: Issue type (Support Request), CC, Subject (Sample subject), Description (Sample description), Region and support team (Application Support), and Attachments. A 'Submit' button is at the bottom.

When you're finished, click **Submit**.

Tracking an existing support request

Click the **My activities** link to see the status of your open tickets.



Click the **Ticket ID** or **Subject** to view the ticket.

Id	Requester	Subject	Status
153457	Test Client	Test	Open
153389	Test Client	Test	Open

Enter a search term and click **Search Requests** to do a keyword search. You can also choose **Export as CSV** to download a list of your open tickets as a CSV file. Your CSV will reflect any filters applied.

The interface shows a search bar with 'Search Requests' and a 'Search Requests' button. Below are filters for Status, Account Name, Ticket Form, Client Priority, Platform, and Media. An 'Export as CSV' button is highlighted.

Ticket Status	Description
Open	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.

Update ticket details

If Mediaocean needs additional information from you regarding a ticket, you can enter it directly in the ticket interface. You access the ticket from the **My activities** section.

- You can copy additional people by adding their email address in the **Add emails** field.
- Enter the additional ticket details.
- Attach any relevant files if necessary.
- Click **Submit**.

The form includes an 'Add emails' field, a text area for 'Additional ticket details', an 'Add file or drop files here' button, and a 'Submit' button.