

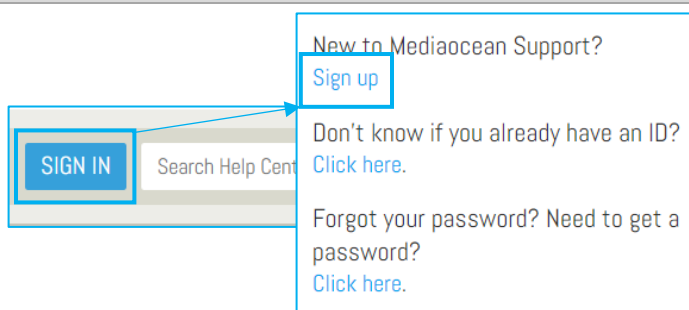
Mediaocean Support & Knowledge

Log in to Mediaocean Support for the first time

If you are entirely new to the Mediaocean Support portal, visit <https://support-na.mediaocean.com/hc/en-us> 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.

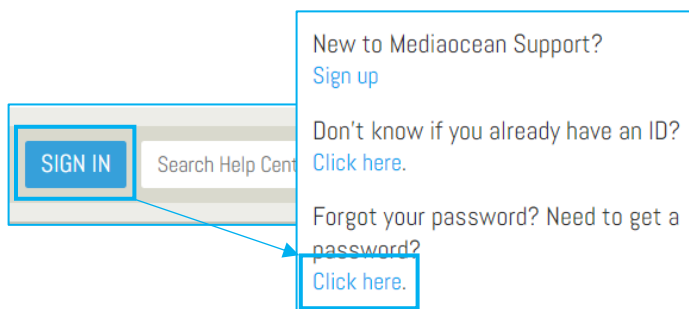


Set / Reset your Mediaocean Support password

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.

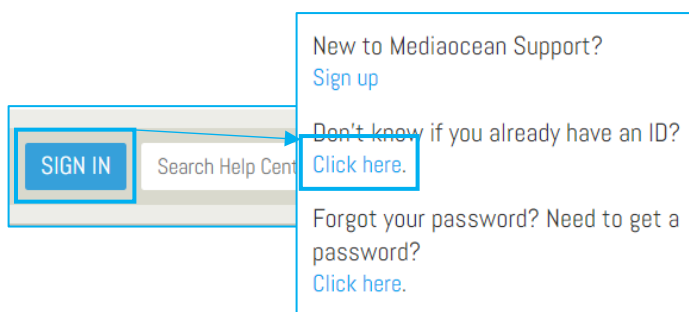


Not sure if you're already registered?

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 knowledge page

Product tiles are your source of information to quickly find and view relevant content. All users have access to our knowledge.

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



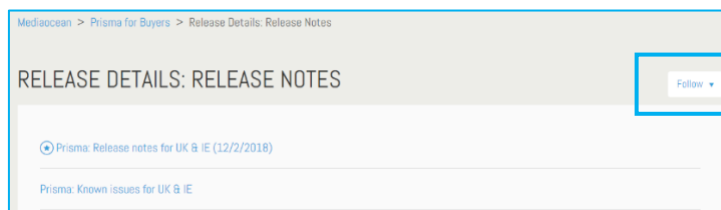
Follow a section

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

Navigate to the section you want to follow and click the **Follow** button. From the drop down, choose **New articles**. You can follow as many sections as you want.

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**.



Learn with us

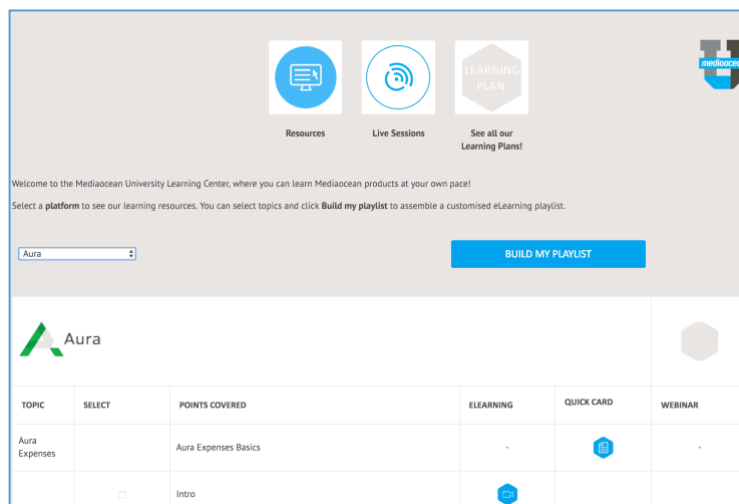
The Mediaocean University Learning Center is the window to all of our learning resources and is an easy way to access of the content you need to make the most of your Mediaocean products.

In the Learning Center, you'll find:

- eLearning videos
- Quick reference cards

You can also create custom video playlists to curate specific eLearning videos. Check out the Mediaocean University Learning Centre for all your learning needs.

Interested in scheduling a live training session? Email training@mediaocean.com for more details.

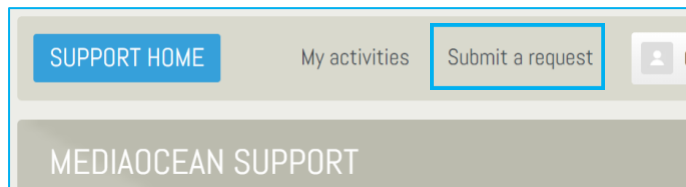


Mediaocean Support & Knowledge

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.

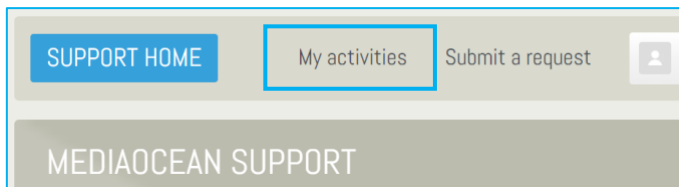
*Check with your internal Mediaocean contact on whether you can submit requests on behalf of your organisation.

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

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.
Solved	The ticket has been resolved.

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	Actions
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.

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**.