Mediaocean Support & Knowledge
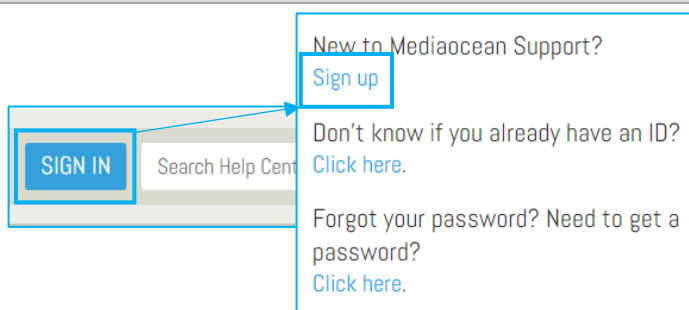
Log in to Mediaocean Support for the first time

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.

New to Mediaocean Support?
Sign up

Don't know if you already have an ID?
Click here.

Forgot your password? Need to get a password?
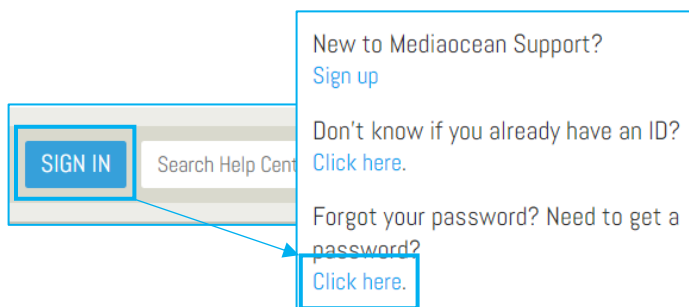Click here.

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.

New to Mediaocean Support?
Sign up

Don't know if you already have an ID?
Click here.

Forgot your password? Need to get a password?
Click here.

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.

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Click here.