

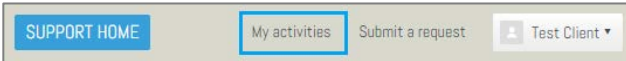
MediaOcean Client Services
support.mediaocean.com

TABLE OF CONTENTS

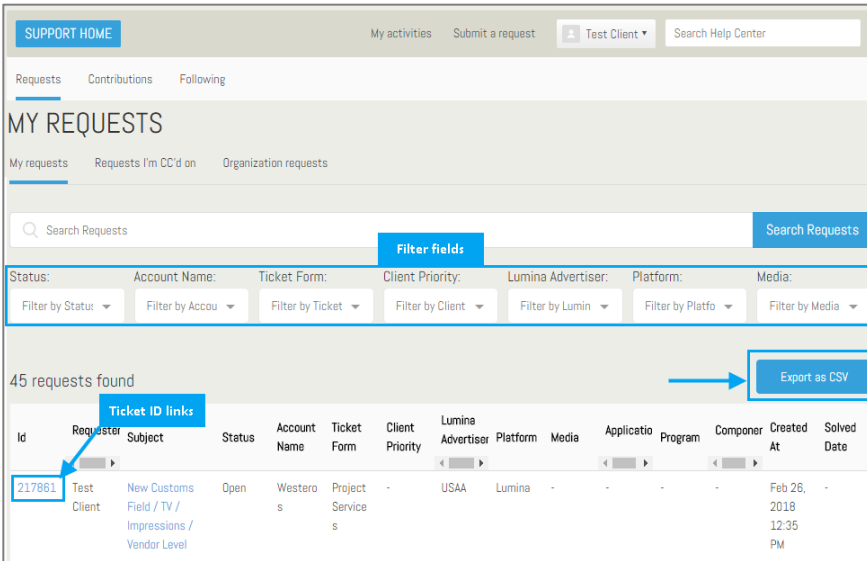
1. Review your tickets.....	1
2. Review a specific ticket	1
3. Ticket field glossary.....	2

1. Review your tickets

1. Log into the help center. For instructions on logging in, please see the [MediaOcean Support & Knowledge](#) quick card.



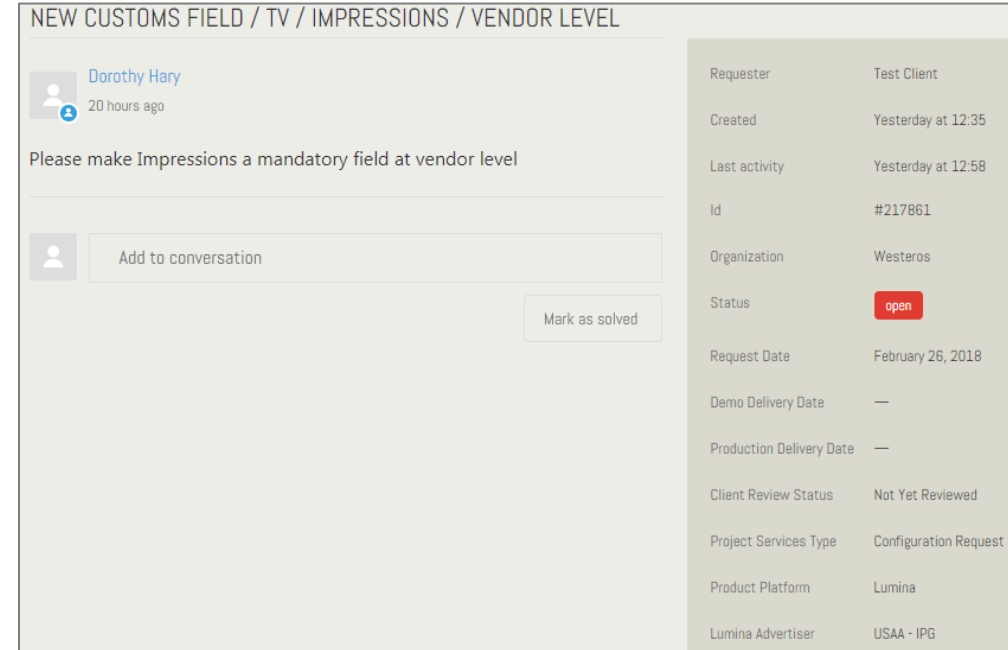
2. Once logged into the help center, click the **My activities** link. The **My requests** page displays, listing all of your support and project services tickets. This view was built to display support ticket fields, so you may see several columns with blank values for your project services tickets.



3. If desired, you can limit the results displaying in your ticket table by using the filter fields. Select values in the **Status**, **Account Name**, **Ticket Form**, **Client Priority**, **Lumina Advertiser**, **Platform**, and/or **Media** field(s) to filter down to specific tickets.
4. Click **Export as CSV** to export the table to Excel.

2. Review a specific ticket

1. In your ticket listing table, click the **Ticket ID** to display ticket details.



2. Review ticket field values on the right hand side of the screen (glossary below).
3. You can update this ticket with questions or comments by typing in the **Add to conversation** field and clicking the **Submit** button.

* You can also update the ticket by replying to the ticket's emails/notifications in Outlook.

3. Ticket field glossary

Field	Definition
Request Date	Date of the initial request
Demo Delivery Date	Date the request was added to Demo environment
Production Delivery Date	Date the request was added to Production environment
Client Review Status	
Not Yet Reviewed	Request is pending review
In Review	Client is reviewing this request
Approved	Client has approved the request
Rejected	Client has rejected the request
Project Services Type	
Configuration Request	The change requested by the client can be done via configuration
New Feature Request	The change requested by the client is not available via configuration and requires development work
API/Data Feed Request	API or data feed requests
Platform	MediaOcean product the configuration request is for (for example, Lumina)
Lumina Advertiser	Advertiser the Lumina request is for