

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

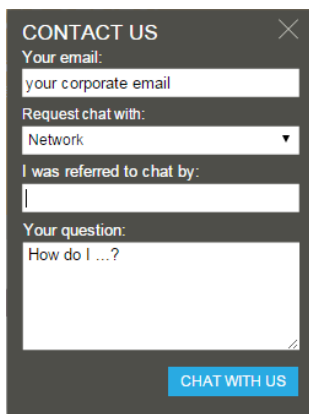
## Email us

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)

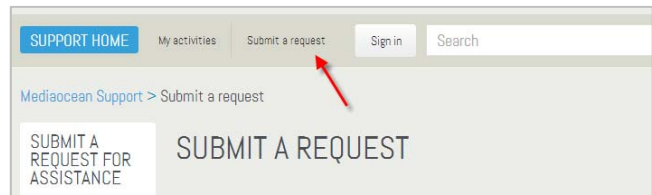
**All Media, Prod, Tech**  
9AM-7PM ET

**Finance, Canadian Spot**  
9AM-5PM ET



## 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.  |

## Issue Resolution Definitions

| Support Definition       |  |                                    |  |
|--------------------------|--|------------------------------------|--|
| Set up                   | User's issue was related to set up of client environment.  | Technical                          | Indicates a technical issue, such as hardware or connectivity, and resolution is facilitated by Mediaocean Technical Support.                                    |
| Support question         | Frequently referred to as how-to questions or consultative/workflow support. Mediaocean Support will choose this issue resolution for items that were resolved without requiring a fix or change to the application configuration. This resolution type does not indicate a recommendation for training. | Third-party related                | Issue resolution requires a setting change or fix from a third party and is not controlled by Mediaocean.  |
| Mediaocean action needed | Action required by Mediaocean to make changes a user cannot make themselves, such as order patching and user account maintenance (Spectra OX) and order patching, estimate flight dates and CFILE changes (Spectra DS).  | Redirected to internal client team | A required change is needed from a user's internal team that Mediaocean is not permitted to make on the user's behalf, such as a security-related change.        |
| No issue                 | No defect was found after involving Development/Product. Generally used to identify potential training needs for Mediaocean Support.   | Training suggested                 | Indicates the user may need further application training in order to use basic system functionality.   |
| Enhancement required     | Indicates the user is requesting an enhancement to existing functionality that is working as designed. The Mediaocean account team is notified via an internal tracking process and the support ticket is resolved. The Mediaocean feature request process takes over.                                   | Auto-solved pending user response  | Ticket was automatically solved due to no response from the user after 7 business days and 2 reminders; issue may be reopened up to 28 days prior to auto-close. |
|                          |  | Void                               | Indicates a test ticket or an "accidental" ticket where no action is required by Mediaocean Support.   |
|                          |  | Duplicate                          | Indicates there is another ticket for 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. |
| Product Defect Definitions       |   |
| Code fix                         | The issue was confirmed as a defect by Mediaocean Product and Development.  |
| Data fix                         | The issue required a data fix to resolve.   |

| 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. |
| Training registration related | User inquired about a scheduled training.   |

## 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 section in which you're interested. You can follow as many sections as you want.

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.

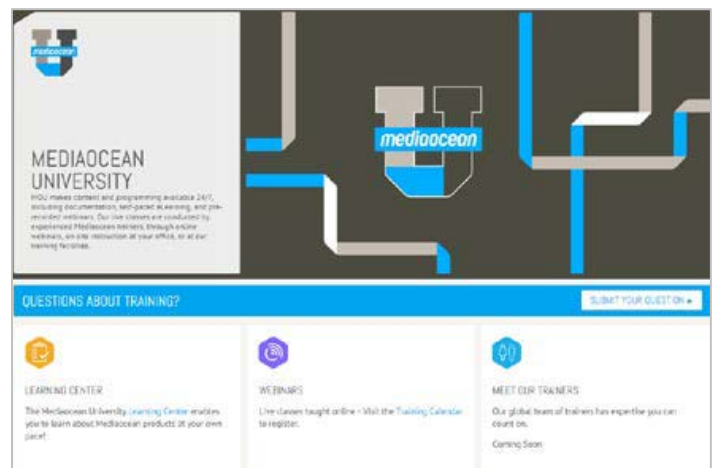
### Check out our eLearning

- ✓ 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/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**.



The screenshot shows the Mediaocean University Learning Center interface. At the top, there is a navigation bar with a "SUPPORT HOME" button on the left and a "SIGN IN" button next to a search bar labeled "Search help Center". Below the navigation bar, there are three main sections: "Resources" with a blue icon, "Live Sessions" with a blue icon, and "See all our Learning Plans!" with a pink "LEARNING PLAN" icon. To the right of these sections is a small "mediaocean" logo. Below these sections, there is a welcome message: "Welcome to the Mediaocean University Learning Center, where you can learn Mediaocean products at your own pace! Learning plans are also available for most products. Click the Learning Plan icon at the top of the table to view learning paths by job role. Select a platform to see our learning resources. You can select topics and click Build my playlist to assemble a customized learning playlist." At the bottom, there is a dropdown menu labeled "Select a platform" and a blue "BUILD MY PLAYLIST" button.