

Login to mediaocean.com/support for all your support needs

- ✓ Simple one-time sign-up
- ✓ Access FAQs, videos & training docs
- ✓ Get the most recent updates
- ✓ Subscribe to system notifications & release notes
- ✓ View system availability
- ✓ Submit & track support cases

Contact Us



Chat with us for real-time support! Available within some applications, or at Mediaocean.com/support.



Send an email to your support team. Visit mediaocean.com/support_contacts for a full list of direct-to-team emails.



Submit and track cases through our support portal at Mediaocean.com/support.

Submit & Track Cases

Home **Cases** Knowledge Product Subscription

You can track your open Cases using the case list view on the Case tab.

Case Number	Case Record Type	Subject
00005234	Case (Client Support)	test
00005210	Case (Client Support)	Test-0539
00004398	MOU Case	MediaOcean University Course Selections

Click the **Create New Case** button and fill in the form to open a new case.

Subscribe to Updates

Home Cases Knowledge **Product Subscription**

Subscriptions are a useful way to keep up-to-date with the latest information from Mediaocean Support. Click the Product Subscription tab to view your subscriptions and toggle them off or on depending on your requirements.

Learning Center

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 your MOU learning.

- ✓ Documents
- ✓ Videos
- ✓ Learning plans
- ✓ Webinar links



Select your Platform/Media and browse for your required content. Build a custom resource list by selecting items and clicking submit.

Knowledge Tab

Home Cases **Knowledge** Product Subscription

The Knowledge tab is a dynamic source of information where you can quickly find and view relevant content.

You can search keywords and use additional filters such as article type, suite/platform and region. Focus on using simple keywords that best describe what you are looking for eg – 'placement', rather than 'How to add in Prisma'.

Tips and Tricks

- Certain case notifications are system generated. Please do not respond to emails you receive from do_not_reply@mediaocean.com.
- A solved case can be reopened by logging in at Mediaocean.com/support. We are unable to reopen a solved case via email.
- Please enable browser pop-ups from Mediaocean Support to successfully reopen a case.