

Login to [mediaocean.com/support](https://mediaocean.com/support) at any time for all 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

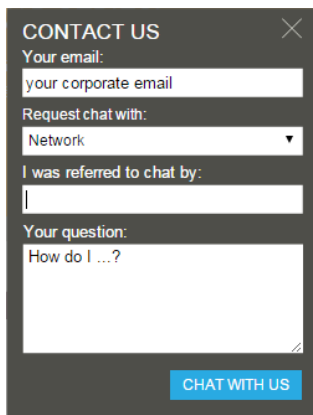
## Email us

Send an email to your support team. Visit [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

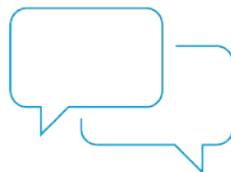
Click the **Chat** button on the right side of the page to chat with support specialists in real time. All chats are converted to tickets.



### Chat hours (Mon-Fri)

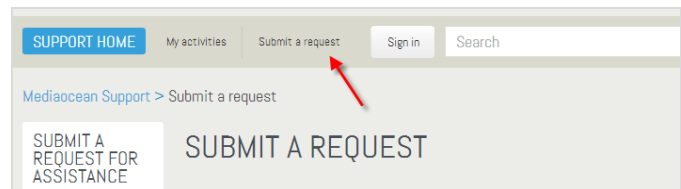
**All Media, Prod, Tech**  
9AM-7PM ET

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



## Submit & track a support ticket

Click the **Submit a request** link and fill in the form.



### Ticket Status

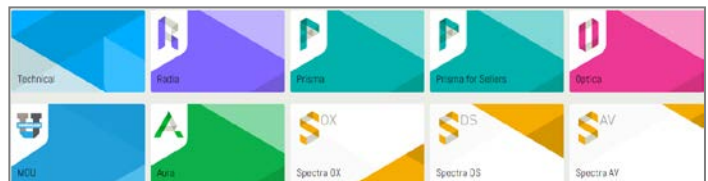
<b>Open</b>	Ticket is open and either with our support staff or pending with our product/development team.
<b>Awaiting your reply</b>	Mediaocean requires information or confirmation from the ticket requestor.
<b>Solved</b>	The ticket has been resolved.

## 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 subscribed, you are notified of new articles in your subscribed sections.

To stop receiving updates on a section, select the **Unfollow** button.



## Get trained with us

### View our resources

- ✓ Explore available documentation, eLearning, live and pre-recorded webinars, and live classes.

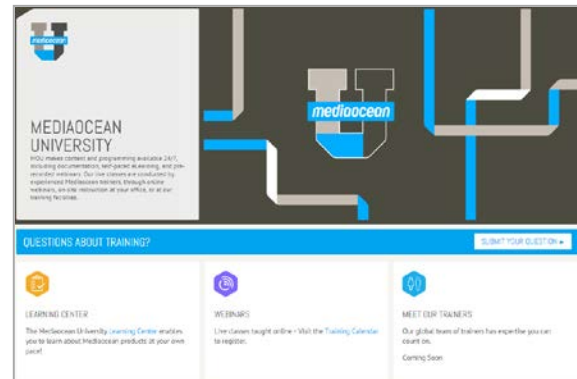
### Check out our eLearning

- ✓ 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 [mediaocean.com/mou](http://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 your 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**.

