



A|V and F|P Client Service Program

Mediaocean A|V and F|P Client Service provides a variety of methods for getting support for your Mediaocean A|V and F|P products!

Online Help

You can get detailed answers for How-to questions about Mediaocean A|V and F|P products in the Online Help system.

- You'll find a Help icon in the title bar of every Mediaocean A|V and F|P application. Browse through the topics or use the search function.
- Online Help includes detailed instructions and illustrations of all screens and samples of reports that are generated by a menu option.
- Use the Print function to save a hard copy of a topic for future reference.

eTicket

This is an option to submit detailed support requests.

- You'll find an eTicket icon in the title bar of every Mediaocean A|V and F|P application. Just fill in the form, attach any appropriate screenshots, and submit the request.

E-mail

This is another option that you can use to submit support requests via E-mail.

<u>Application/Department</u>	<u>Address</u>
AdClock	adclock@mediaocean.com
Broadcast	spot@mediaocean.com
Financials	finhelp@mediaocean.com
Network	net@mediaocean.com
Print, Out-of-Home, Interactive	print@mediaocean.com
Production	prodacc@mediaocean.com
Security Issues	securitymb@mediaocean.com
Training (any application)	training@mediaocean.com

Support Line – 800-626-2027

Call us at anytime between 8:30 a.m. - 9:00 p.m. ET M-F.

- Calls are routed to Client Support Specialists in New York, San Francisco, Louisville, and Toronto.
- The Voice Mail System automatically notifies a Client Support Specialists when a client leaves a message.

Training

Training sessions are available online or on-site.

- Mediaocean A|V and F|P product training sessions can be requested for new employees and/or for those who have recently changed responsibilities. This request can be made via e-Help, e-mail, or phoning us on the Support Line above.
- Refresher training, which can also be requested via the same e-mail, improves understanding of Mediaocean A|V and F|P features after users have a few months' experience on our system.

Newsletters

Newsletters keep you up-to-date on product enhancements.

- Before enhancements to Mediaocean A|V and F|P products are released, you will personally receive an electronic newsletter detailing each new enhancement via the “Messages” icon located on the blue icon bar at the top of the Browser window. When a newsletter is sent, a popup will display a brief description of the message announcing the newsletter along with a Link to the newsletter. Simply click the Link located in the popup to open the newsletter.
- An archive of the most recent newsletters is available in each product's Online Help system.

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