

Mediaocean Password FAQ

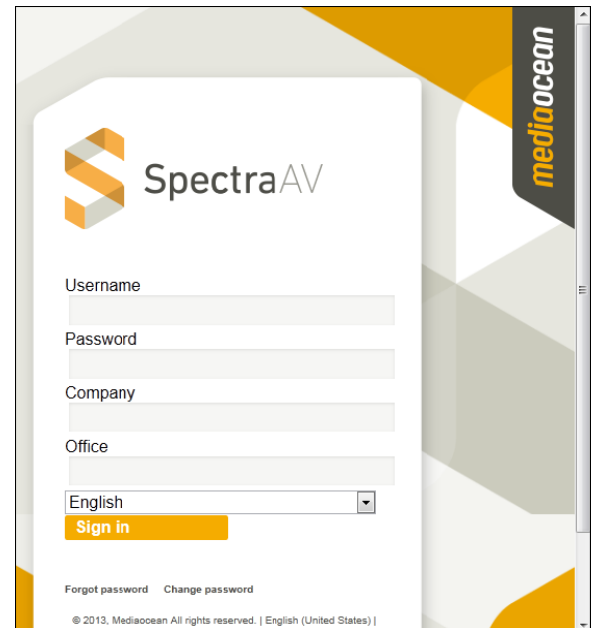
The login process for Mediaocean applications provides security as well as allows you to manage your own password.

This document will answer the following questions:

- How do I logon?
- How do I change my password?
- What do I do if I forget my password?
- What do I do if my password expires?
- What do I do if my User ID becomes disabled?
- What do I do if I am still unable to resolve my login problem?
- What are the password requirements?

How do I logon?

1. Access the Mediaocean Login screen.
2. Enter User name and Password.
3. Enter your Company and Office code.
4. Select your Language.
5. Click the <Sign In> button.



Username

Password

Company

Office

English

Sign in

Forgot password Change password

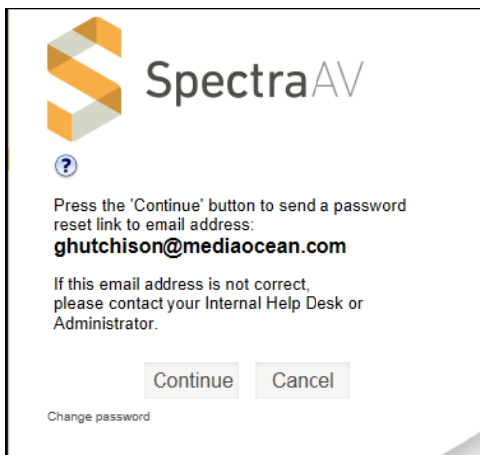
© 2013, Mediaocean All rights reserved. | English (United States) |

How do I change my password?

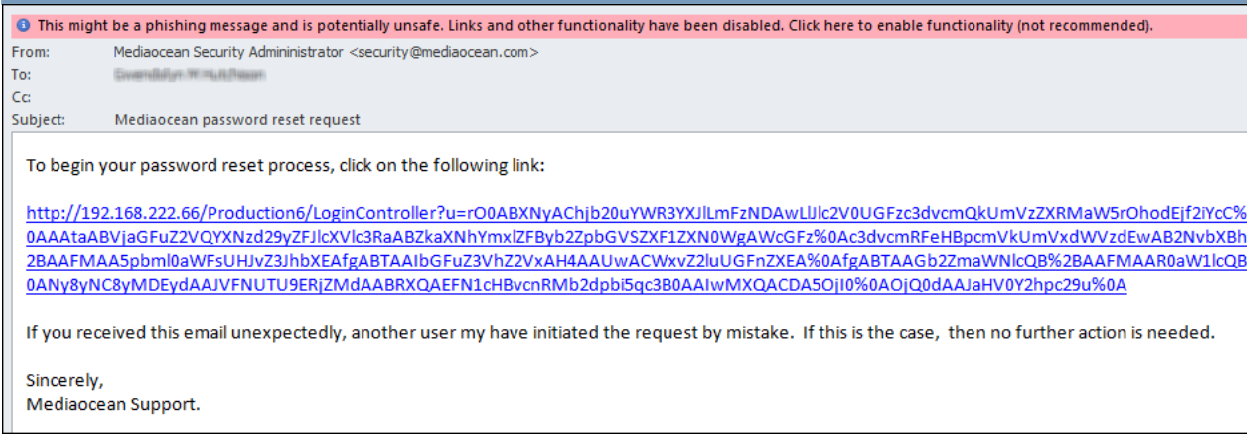
1. Access the Mediaocean Login screen.
2. Click the <Change Password> button.
3. Enter your current password in the Old Password field.
4. Enter a new password following the displayed password requirements in the New Password field.
5. Enter your new password again in the Verify New Password field.
6. Click the <Save> button.
7. You will then be logged on and will see the Mediaocean dashboard.

What do I do if I forget my password?

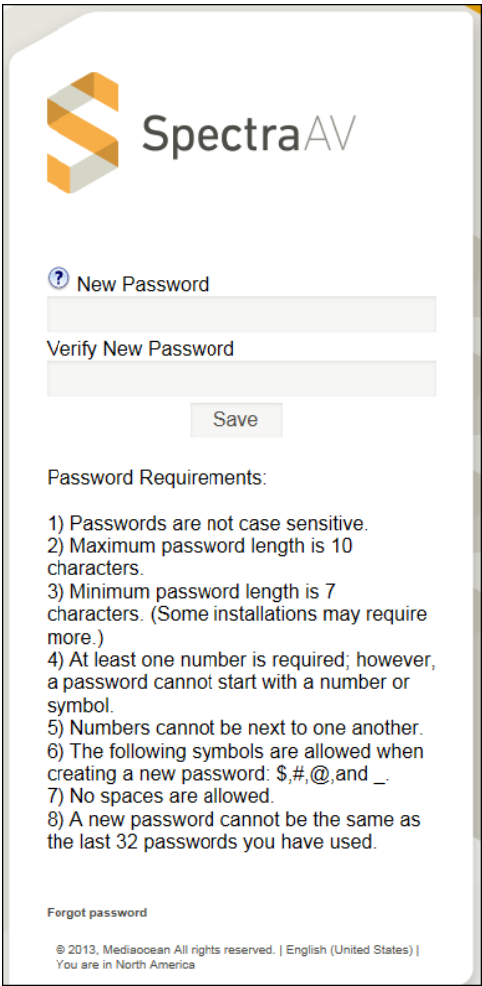
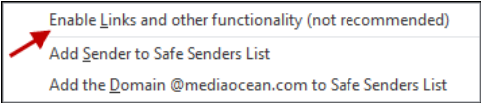
1. Access the Spectra AV Login screen
2. Click the <Forget Password?> button.



3. Verify the displayed email address to which the password reset link will be sent. If this email address is not correct, contact your Internal Help Desk or Administrator.
4. Click <Continue> to display a confirmation window informing you that a password reset link was sent to the verified email address.
5. Open your email from the Mediaocean Security Administrator.



6. Click the link to display the Password Reset Window where you enter your new password. **Note:** If you receive a “Phishing” message highlighted in PINK at the top of your email, right click the message and click “Enable Links and Other Functionality”.



7. Enter your password in the New Password field following the displayed password requirements.
8. Verify your password by entering your password again in the Verify New Password field.
9. Click <Save> to save your password.

10. You will then be logged on and will see the Mediaocean dashboard.

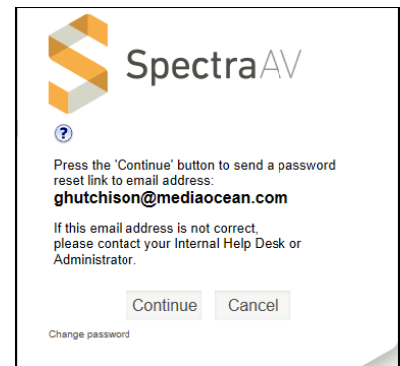
What do I do if my password expires?

1. If your password expires, the “Your Password Expired” Window displays.
Note: Passwords expire every 90 days or less.
2. Enter your expired password in the Old Password field.
3. Enter your new password following password requirements in the New Password field.
4. Verify your password by entering your password again in the Verify New Password field.
5. Click <Save>.

What do I do if my User ID becomes disabled?

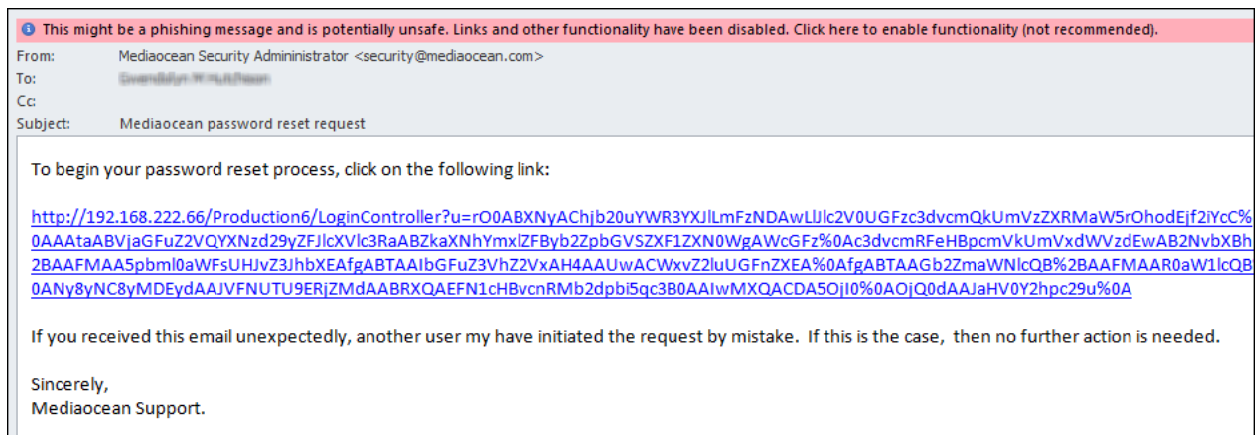
A User ID will become disabled if you incorrectly type your password three times in a row.

1. If you incorrectly type your password three times in a row, the email verification window displays.
2. Verify the displayed email address to which the password reset link will be sent. If this email address is not correct, contact your Internal Help Desk or Administrator.
3. Click <Continue> to display a confirmation window informing you that a password reset link was sent to the verified email address.

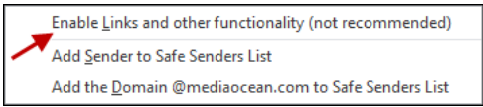


A password reset link was sent to your email: **ghutchison@mediaocean.com**

4. Open your email from the Mediaocean Security Administrator.



5. Click the link to display the Password Reset Window where you enter your new password. **Note:** If you receive a “Phishing” message highlighted in PINK at the top of your email, right click the message and click “Enable Links and Other Functionality”.





? New Password

Verify New Password

Save

Password Requirements:

- 1) Passwords are not case sensitive.
- 2) Maximum password length is 10 characters.
- 3) Minimum password length is 7 characters. (Some installations may require more.)
- 4) At least one number is required; however, a password cannot start with a number or symbol.
- 5) Numbers cannot be next to one another.
- 6) The following symbols are allowed when creating a new password: \$, #, @, and _.
- 7) No spaces are allowed.
- 8) A new password cannot be the same as the last 32 passwords you have used.

[Forgot password](#)

© 2013, Mediaocean All rights reserved. | English (United States) |
You are in North America

6. Enter your password in the New Password field following the displayed password requirements.
7. Verify your password by entering your password again in the Verify New Password field.
8. Click <Save> to save your password.

What do I do if I am still unable to resolve my login problem?

- The onsite Database Administrator can check your e-mail address, and perform other password maintenance operations.
- If the onsite Database Administrator is unable to resolve my login problem, contact Mediaocean Client Service department.

What are the password requirements?

- Passwords are not case sensitive.
- Maximum password length is 10 characters.

- Minimum password length is seven characters.
(Some installations may require more than seven characters.)
- At least one number is required; however, a password cannot start with a number or a symbol.
- Numbers cannot be next to one another.
- The following symbols are allowed when creating a new password: \$, #, @, and _.
- No spaces are allowed.
- A new password cannot be the same as the last 32 passwords you have used.