



User Manual

How to use Blue 16 Media's Support System

Option 1-

How our website support works:

1. Email us your ticket update to support@blue16media.com or support@b16m.com.
2. You will receive a notification that it's received and a ticket number.
3. We will complete the updates in 48-72 business hours (typically sooner). We will keep you updated as we progress and if there's any comments or questions that we have. You can reply back directly to the email.
4. Peace of mind shall follow.

PLEASE NOTE – There are times when you may need to clear your cache to see the updates. If so, please let us know and we can send directions on how to clear your cache.

That's it!

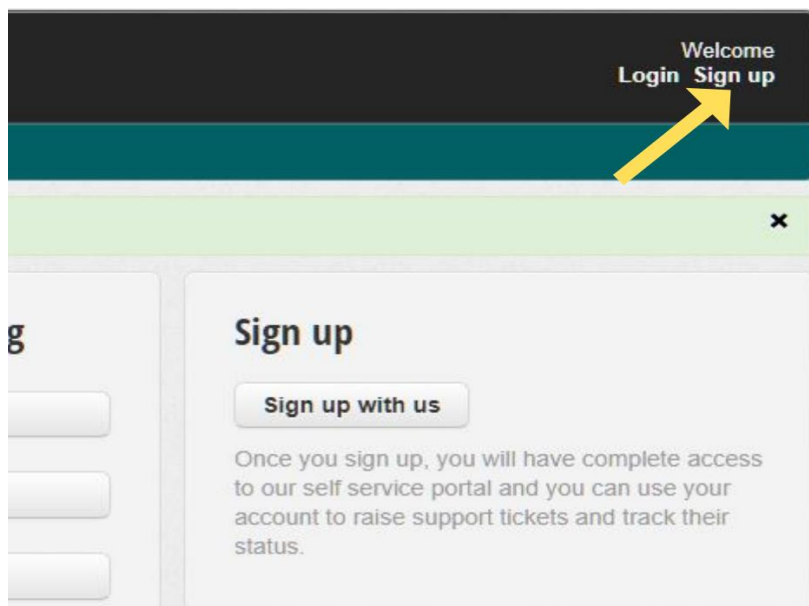
Please watch this video with more details too:

<https://www.useloom.com/share/b7f8fcc29cb54531ac76b17ba65cabdd>

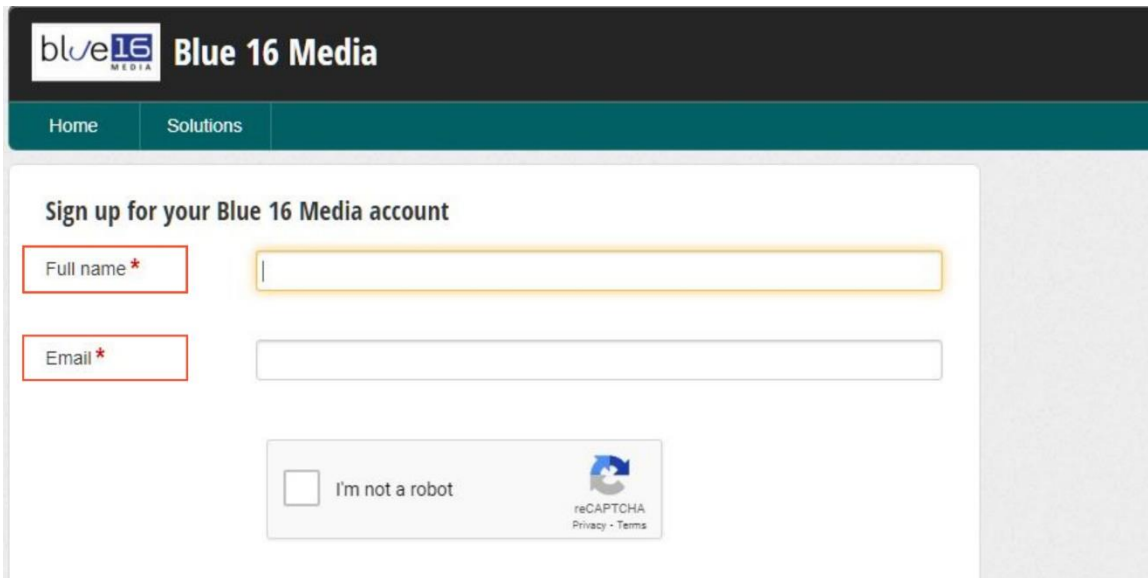
Option 2-

How to sign up

1. Head over to <https://blue16media.freshdesk.com/support/home>
2. Go to the top right of the page and click on the "Sign Up" option

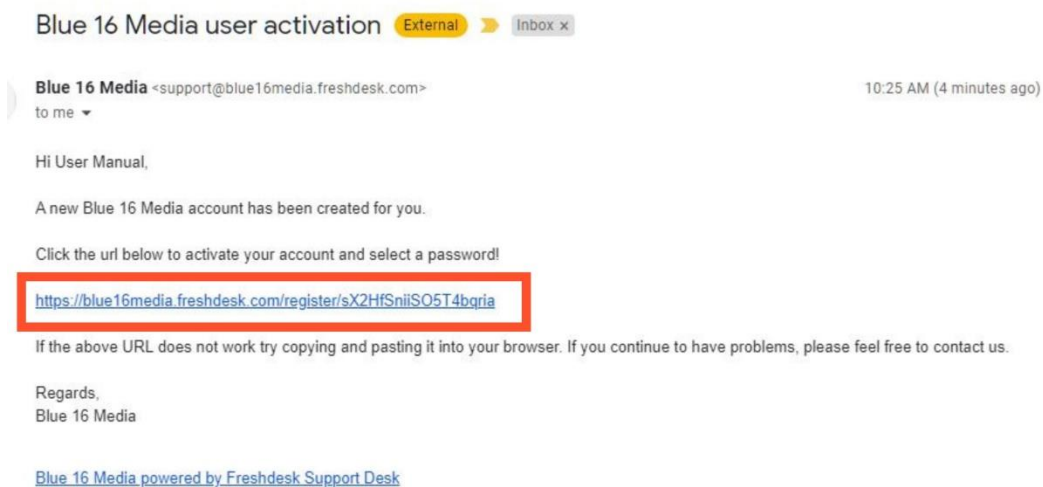


3. Now enter your full name, email and click on reCAPTCHA “I’m not a robot”



The screenshot shows the Blue 16 Media registration page. At the top, there is a navigation bar with 'Home' and 'Solutions' links. Below this is a header with the 'blue16 MEDIA' logo and the text 'Blue 16 Media'. The main content area is titled 'Sign up for your Blue 16 Media account'. It contains three input fields: 'Full name *', 'Email *', and a reCAPTCHA widget. The reCAPTCHA widget includes a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo with links for 'Privacy' and 'Terms'.

4. Click on “Register” once it’s verified that “you are not a robot”
5. Blue 16 Media support will be sending an activation link to your email



6. Click on the link sent to your email to be redirected to a Blue 16 Media page where you can edit your name and create a new password for your account, this must have at least 8 digits .

blue 16 MEDIA Blue 16 Media

ACTIVATE YOUR ACCOUNT
Please confirm your details and set a password for your account

Full name *

Enter Password *

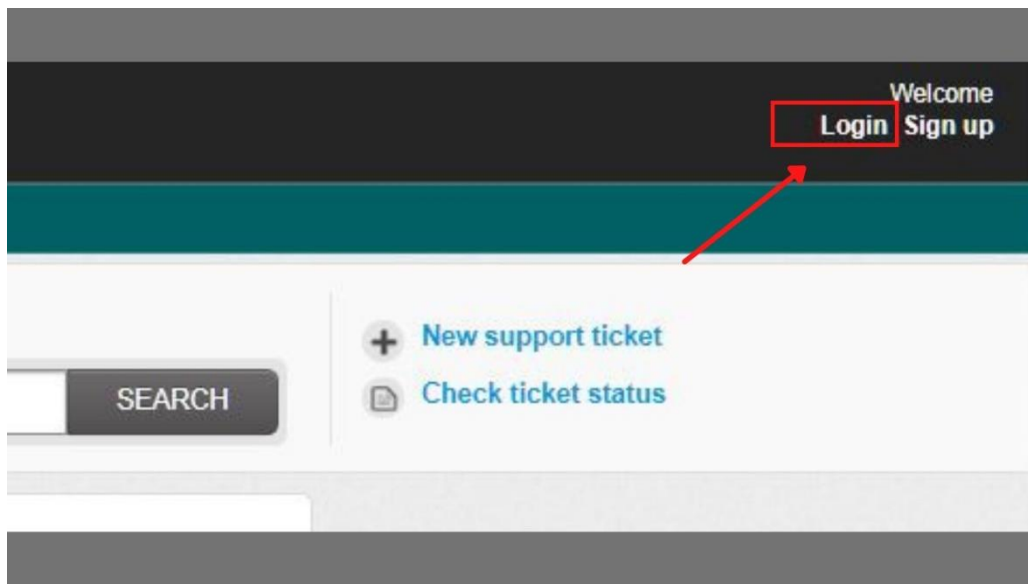
Retype Password *

Activate and Log in

7. Finally, click on "Activate and log in" and your account will be active and ready for use.

How to access to Blue 16 Media Support

1. Enter here: <https://blue16media.freshdesk.com/support/home>
2. Go to the top right of the page and click on login option.



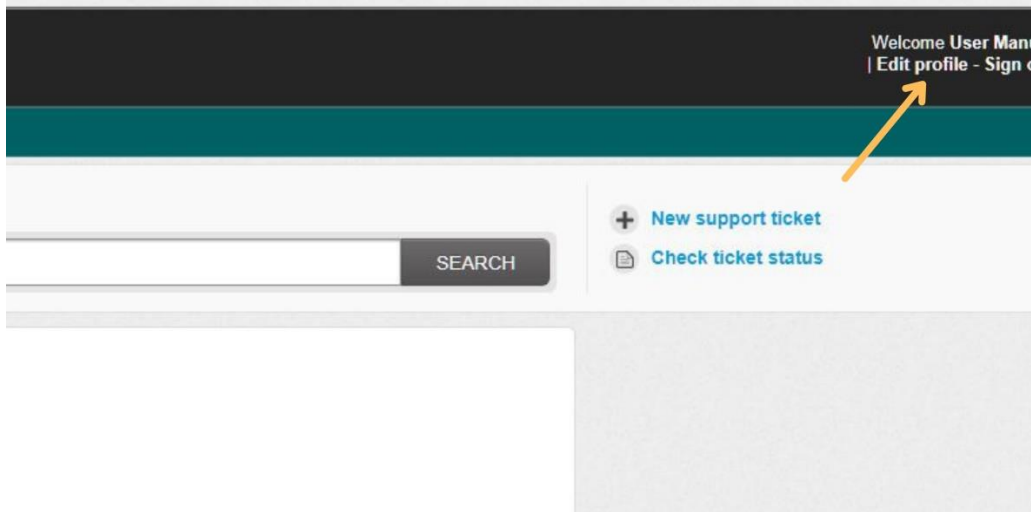
3. Then enter your email address and the password you used in your registration in the portal support box,

The image shows the login page for Blue 16 Media. At the top, there is a dark blue header with the logo 'blue16 MEDIA' and the text 'Blue 16 Media'. Below the header is a teal navigation bar with 'Home' and 'Solutions' links. The main content area is light gray and contains a login form. The form is titled 'Login to the support portal' and asks to 'Enter the details below'. It includes two input fields: 'Your e-mail address' and 'Password', each with a small icon to its right. Below the fields is a checkbox labeled 'Remember me on this computer' which is checked. There is a link 'Forgot your password?' and a dark 'LOGIN' button. To the right of the form is a section titled '...or login using' with three buttons: 'Google', 'Facebook', and 'Twitter'.

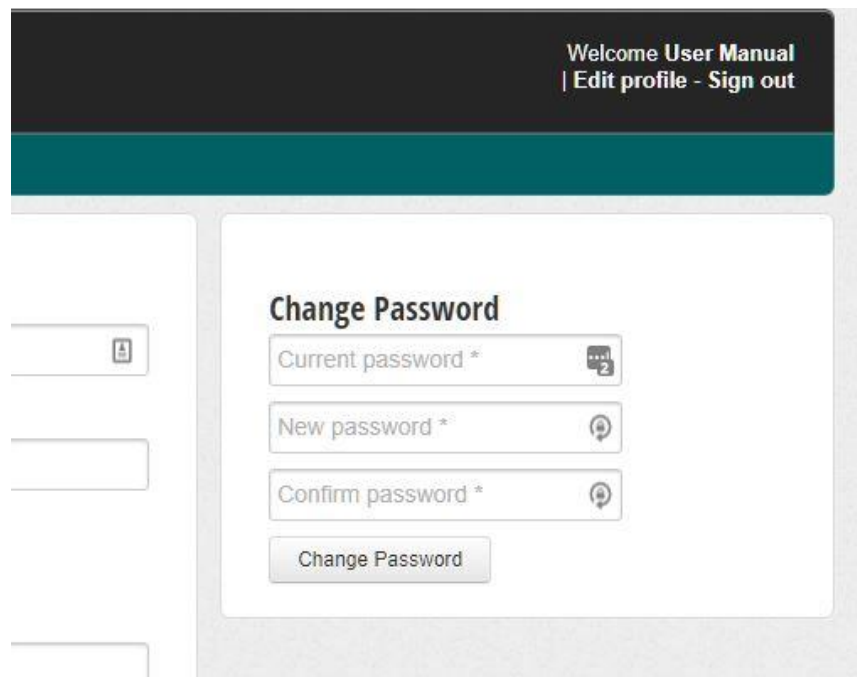
4. Finally, click on "Login" and you will be logged into your Blue 16 Media account.

How to change your password

1. Enter your Blue 16 Media account with your email and password
<https://blue16media.freshdesk.com/support/home>.
2. Go to the top right of the page and click on Edit Profile option.



3. Go to the right side of the page where you will find a change password box



4. You must enter your current password in the first box then you must enter your new password in the second box and repeat the processes in third box

➤ **Keep in mind: The password at least must have 8 digits.**

5. To finish click on "Change password" and the process will be completed.

How to change your password if you have forgotten it

1. Enter to <https://blue16media.freshdesk.com/support/home>.
2. Go to the top right of the page and click on the "login" option
3. Click on "Forgot your password?"

Home Solutions

Login to the support portal

Enter the details below

Your e-mail address

Password

Remember me on this computer

[Forgot your password?](#)

LOGIN

...or

Google

Facebook

Twitter

4. Enter your current email in forgot your password box

Home Solutions

Forgot Password

Give us your email address and instructions to reset your password will be emailed to you.

Cancel Reset my password

...or login using

Google

Facebook

Twitter

5. Blue 16 Media Support will send an email with a link for reset the password, please click on it

Blue 16 Media password reset instructions External > Inbox x

Blue 16 Media <support@blue16media.freshdesk.com>
to me ▾

Hey User Manual,

A request to change your password has been made.

To reset your password, click on the link below:
[Click here to reset the password.](#)

If the above URL does not work, try copying and pasting it into your browser. Please feel free to contact u

Regards,
Blue 16 Media
[Blue 16 Media powered by Freshdesk Support Desk](#)

6. Then enter the new password which must have at least 8 digits

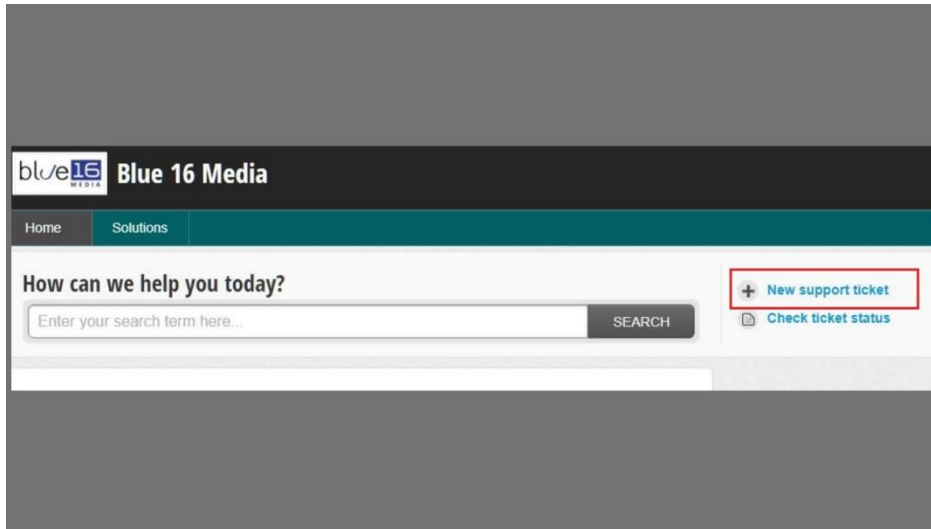
7. Finally click on "Update and log in."

How to create a ticket

Once you find an issue, bug or need to add something new to you site please create a ticket and let us know your needs, this tool also allows you to keep track of each request of the Blue 16 Media clients and give them the right solution.

These are the steps to create a ticket in Blue 16 Media Support System

1. Enter to <https://blue16media.freshdesk.com/support/home>
2. Go to the top right of the page and click on the “New Support Ticket” option.



3. Fill in the information of the new ticket you want to make:

Submit a ticket

Requester *

Subject *

Description *

B *I* U | | |

+ Attach a file

- a. In "Requester" please enter the email of your Blue 16 Media account.
- b. In "Subject" enter the specific reason for your ticket.

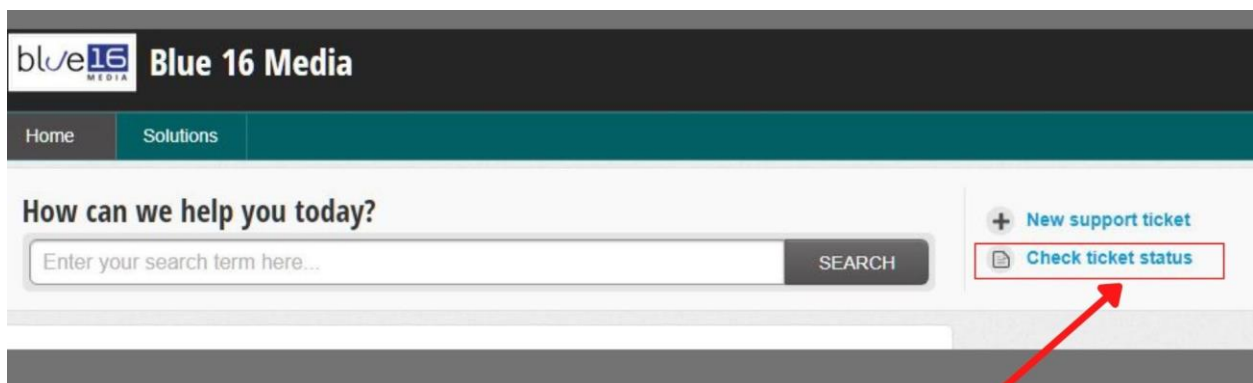
- c. In "Description" please enter a clear and detail explanation of your issue, problem or request. Please be as descriptive- What happened? When? On what device? On what web page? In which URL? Its also helps a lot to have a screenshot and/or video that shows the problem.
- d. In "+ Attach file" you can add files such as videos, screenshots, large documents that serves as an explanations for the ticket, the system has a 20 MB as limit in each ticket for these files but you may use external services and send the link like Dropbox, Google Drive or One Drive.
- e. Finally, click on "Send" option.

➤ **Keep in mind to fulfill these 3 fields (requester, subject and description)**

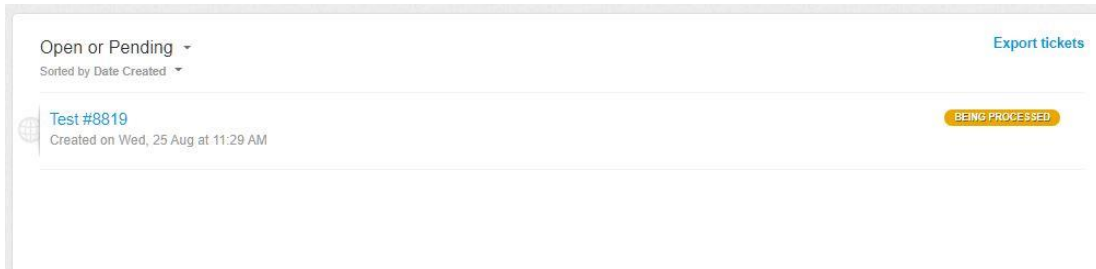
- Note: After creating a ticket, you will receive a confirmation mail updating you on the status, in the next 48-72 hours Blue 16 Media Support team will verify and respond the issue

How to answer a ticket

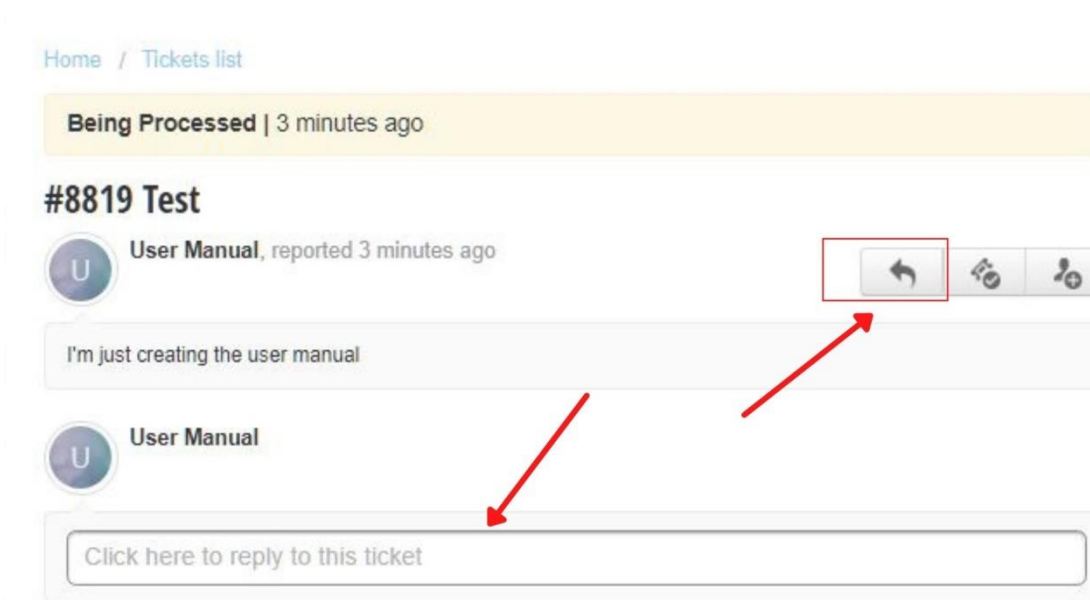
1. Login to your Blue 16 Media account with your email and password at <https://blue16media.freshdesk.com/support/home>.
2. Go to the top right of the page and click on the option "Check ticket status".



3. Click on the ticket you would like to check.



4. You can reply a ticket by clicking on the first option "Reply" or in the box below.



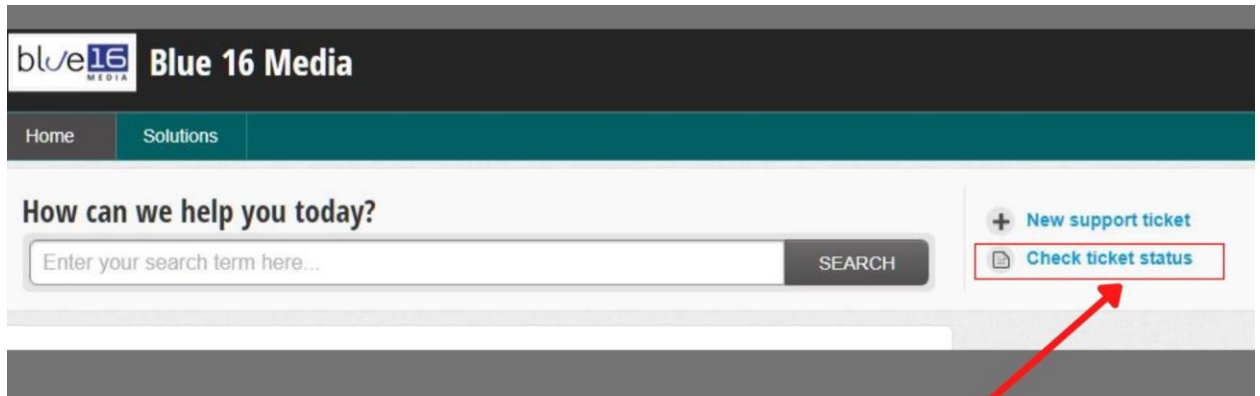
5. After you reply the ticket click on "answer"

- Note: Once the Blue 16 Media Support team responds to a ticket, you will be notified via email. Keep in mind; you can answer the ticket directly from that email

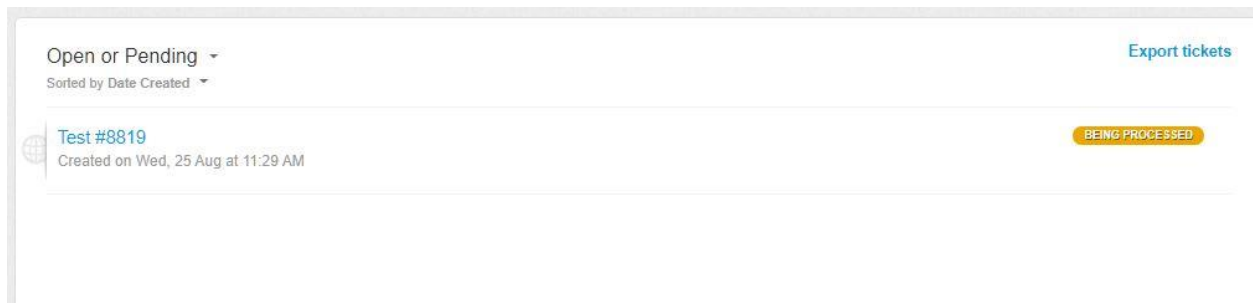
How to close a ticket

A closed ticket is considered when the issue has been closed and it's in production and can be closed either by Blue 16 Media or the client. We mark a ticket as resolved if it's been fixed and we've taken action.

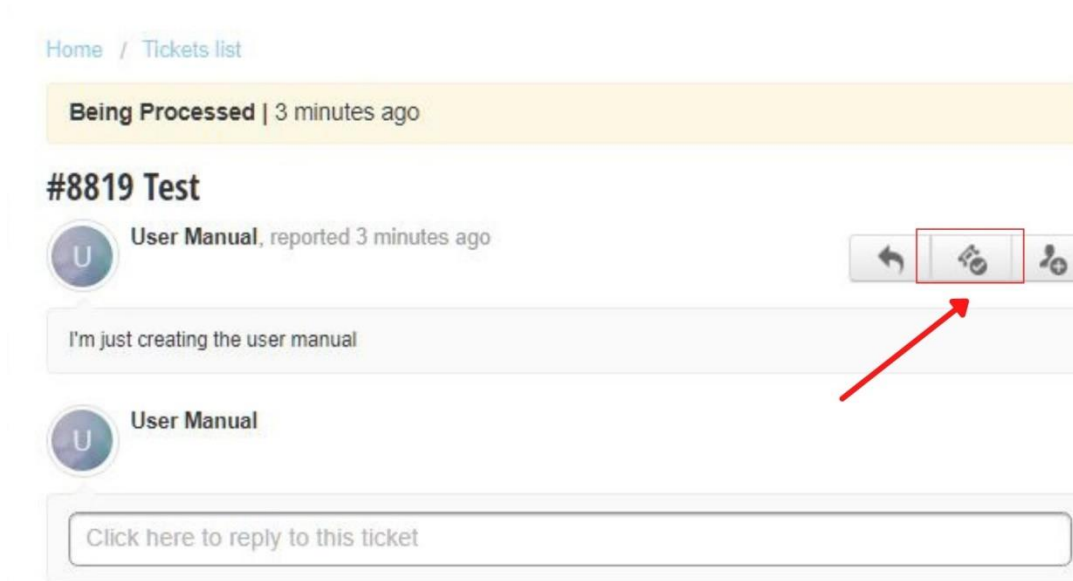
1. Login to your Blue 16 Media account with your email and password at:
<https://blue16media.freshdesk.com/support/home>.
2. Go to the top right of the page and click on the option "Check ticket status".



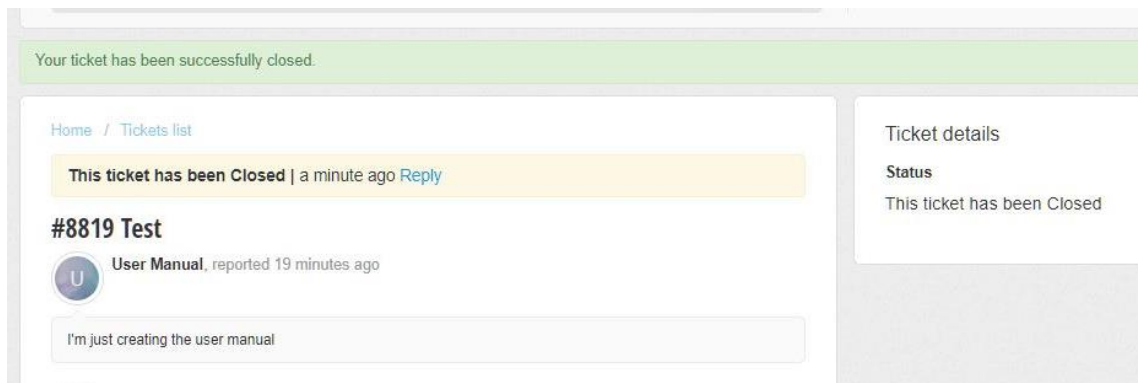
3. Click on the ticket you would like to close



4. Select the second option "Mark ticket as closed" in options offered in ticket in process



5. Finally this ticket will be marked as closed.



6. You can also view the different tickets using the 'status' option in the dropdown

