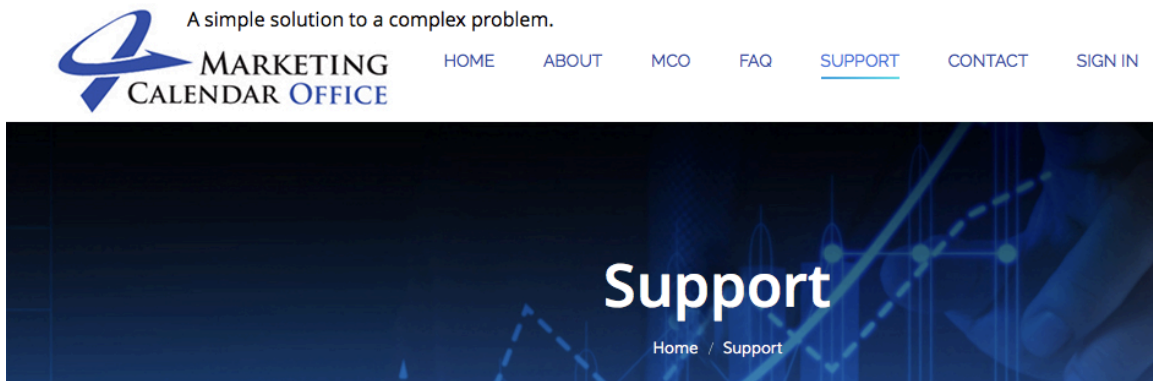


How To Use and Connect to MCO Support

To enhance our support to all Marketing Calendar Office Users, a Support page can be found on our website www.MarketingCalendarOffice.com. This is available 24/7 and contains all of our User Guides and Updates, which are downloadable. You will find a description for each Guide and Update that explains what each one contains, to find answers to your questions. Screen shots are included with each step-by-step “how-to”. At the bottom of the page is a link you can click to send in a question or request to MCO Support. Just fill out the Contact page, include your name, email address and enter your question/request in the message box, then click Submit. A link to the Support page is provided, within the MCO software, as well. You can also send an email directly within the software to Support. This is all shown below.

This screen shot shows the Support Tab and the beginning of the Support page.



Below is an example of one of the User Guides on the Support page, with a description of the Guide and the downloadable PDF file icon on the left.



MCO Users Guide

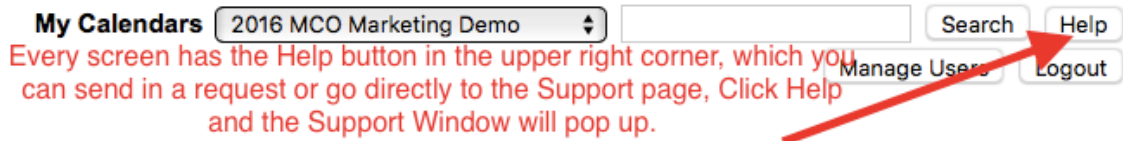
In this guide you will find the following: how to login to your account, create and view calendars, add Campaigns, Projects, Tasks, Events and Marketing Communications; Details about the features of Projects and Tasks (creating templates, groups, attaching files); How to add a link to News Releases, sending email reminders for Tasks and Approvals. How to view specific tasks and projects; Details and explains the Budget Worksheet; Add embedded videos; All calendar roll-up in Reports; how the Administrator can set permissions for each User; Gives a description of each manager screen under Manage My Office; and printing and Editor window.

Bottom of Support page where you can submit question/request assistance.

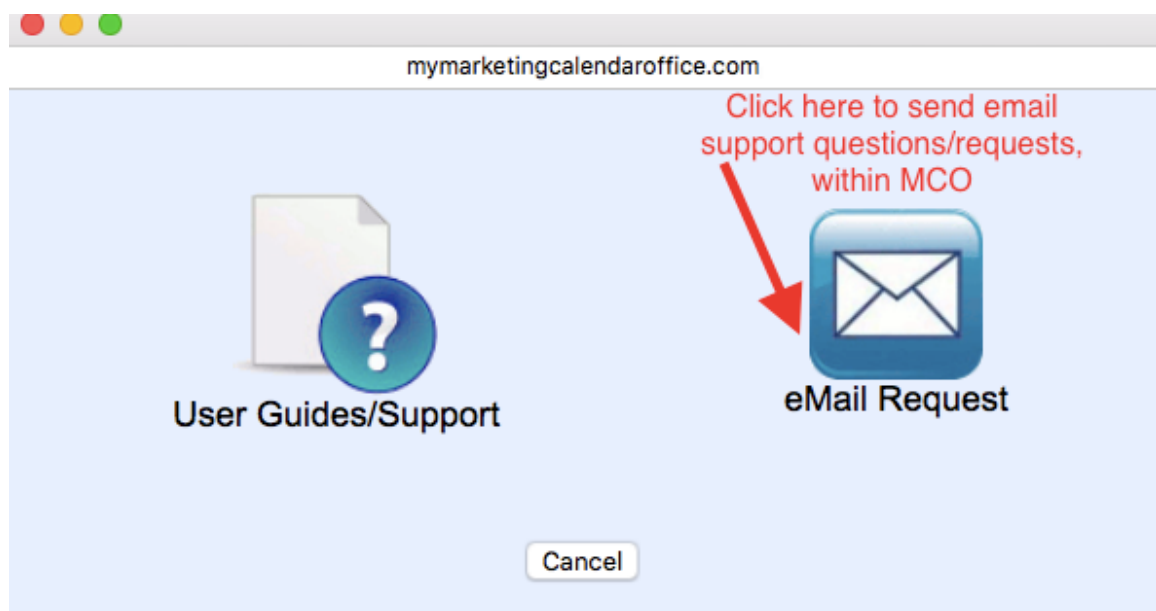
To contact support with a question or request assistance [click this link](#)

To send a question from the Support page, Click this link, fill in the Contact page and send

Within the MCO software (your account) you can access the Support page or send an email with your question(s).



Once you click on the Help button, you will get this pop-up window.



When clicking on the eMail Request icon, you will see this pop-up window; just proceed with your request. It is simple and fast to do.

mymarketingcalendaroffice.com

eMail Request

Your Email Address: fanderson@marketingcalendaroffice.com

Topic:

Your Request:

OK Cancel

Your email address will automatically be filled in.

Once you have clicked on the eMail Request icon, this window pops up, just fill in the topic and your request, then click OK. This will send your email to Support.