



# Get started with the BLOX Digital Help Center

Welcome to a more user-friendly,  
informative support site.

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A BLOX Digital playbook

# What's inside

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**Get started with the BLOX Digital Help Center**

# Read this first

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We're thrilled to welcome you to the new BLOX Digital Help Center—your one-stop guide through the vast landscape of the BLOX Digital solutions suite.

Whether you're a power user or new to our solutions, the BLOX Digital Help Center is packed with the information and documentation you need:

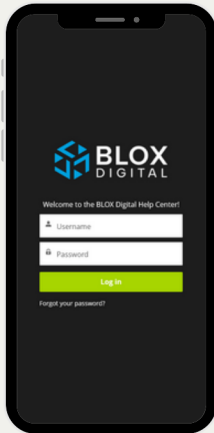
- **Thorough knowledge base:** Start your journey with handy tutorials, dive into comprehensive documentation for all our solutions, watch engaging video walkthroughs, and access in-depth developer materials.
- **Comprehensive release notes:** Stay in the loop with full release notes for all our solutions. It's like your personal news bulletin, keeping you updated on everything happening in the BLOX Digital world.
- **Smart digital assistant:** Our friendly and easy to use chat bot is here to guide you to the right document, at the right time.
- **Sleek, efficient interface:** The BLOX Digital Help Center is designed to make it effortless to find the answers you need.

More than just another help site, this represents our commitment to empower you with knowledge and resources to do your job more quickly and efficiently than ever.



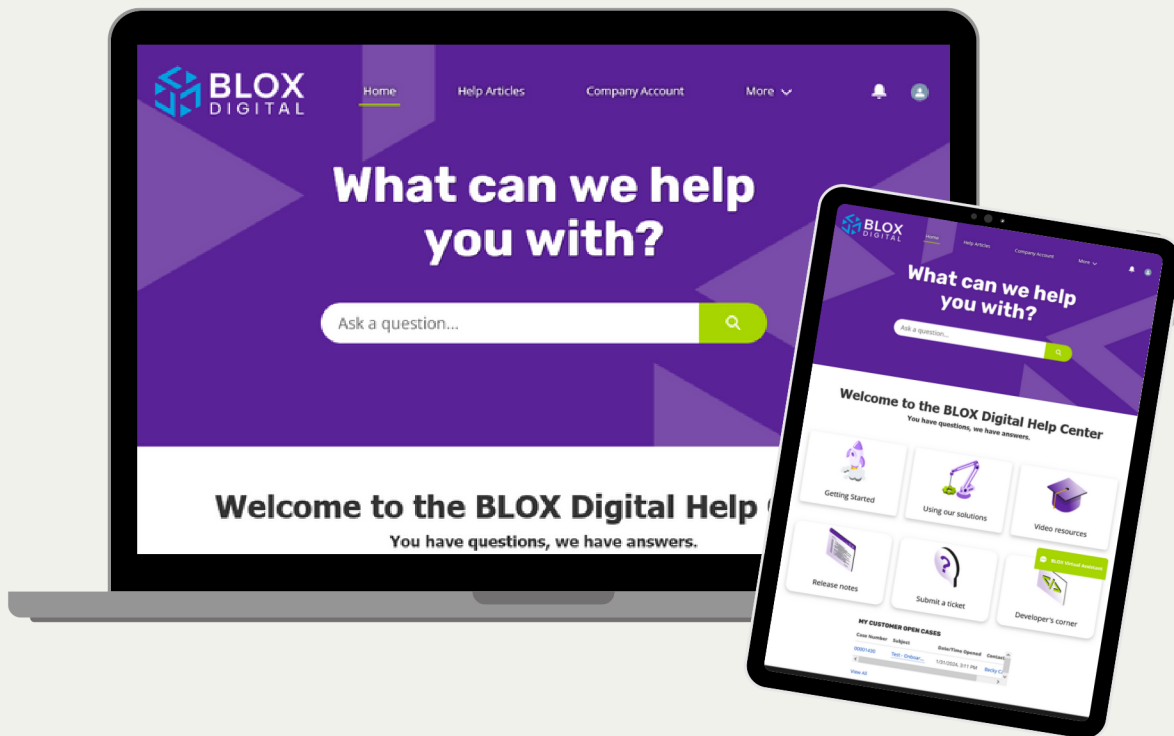
**Before you get started,  
call BLOX Digital  
Customer Support at  
800-293-9576  
to onboard with the  
BLOX Digital Help Center.**

# Logging in



Bookmark this link:  
**support.BLOXDigital.com**  
or  
follow the support options at  
**BLOXDigital.com** or  
**help.BLOXDigital.com**

Once you are on-boarded and able to login, the home screen will guide you through finding the help you need!



# What's inside

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Getting Started

**Getting Started:**  
A great place to find tutorials on how to get the basics of your BLOX Digital site down!



Using our solutions

**Using our solutions:**  
Go directly to our knowledge base to search for and utilize help articles.



Video resources

**Video resources:**  
This option will take you to the help articles that we have turned into easy-to-follow tutorials.



Release notes

**Release notes:**  
Read up on the latest Release notes written by the product team.



Submit a ticket

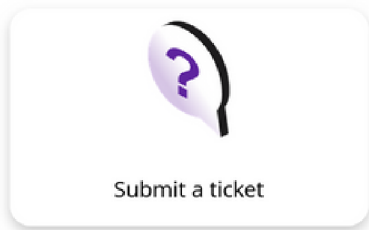
**Submit a ticket:**  
This will direct you to where you are able to submit your case.



Developer's corner

**Developer's corner:**  
An excellent place for advanced users of BLOX Digital.

# Submitting a ticket



If you are needing to submit a case with BLOX Support, the easiest way to get there is by selecting the Submit a Ticket tile.

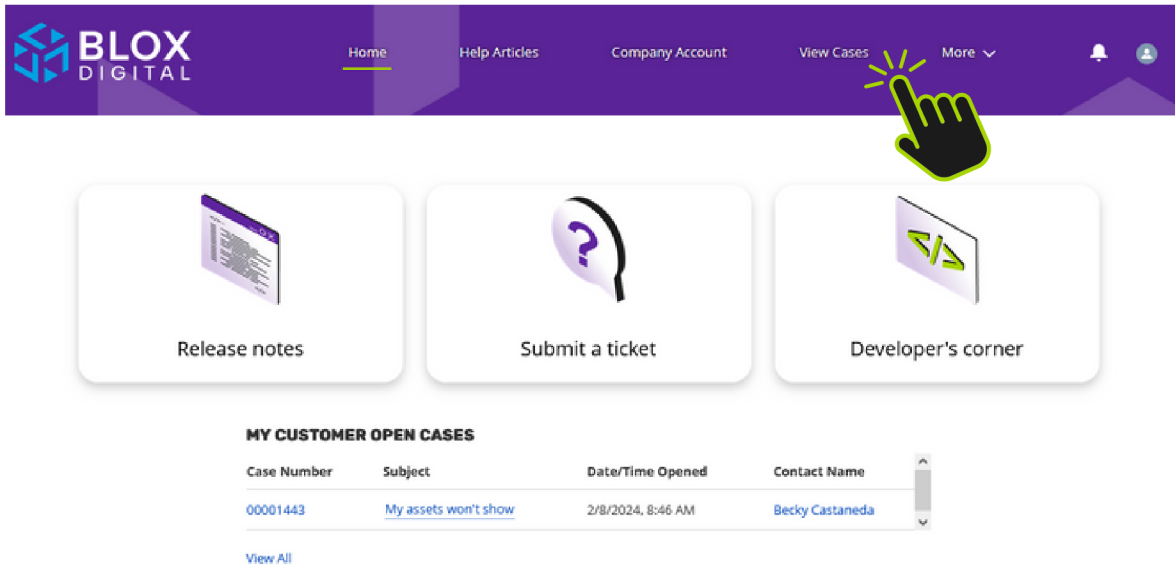
Once there, you will be met by this screen:

A screenshot of the BLOX Digital support form. The header is purple with the BLOX Digital logo and navigation icons. The form content is white and contains the following fields: a "Priority" dropdown menu set to "Normal"; a "Type" dropdown menu set to "--None--"; a required "Subject" text input field; a "Description" text area; a "Choose Affected Domains (Optional)" search input field; an "Upload files here." section with an "Upload Files" button; and a green "Submit Case" button at the bottom right.

Fill out the fields with as much information as possible, including uploading supporting files or screenshots. After you hit "Submit Case", the ticket will be sent directly to our Customer Support team to help!

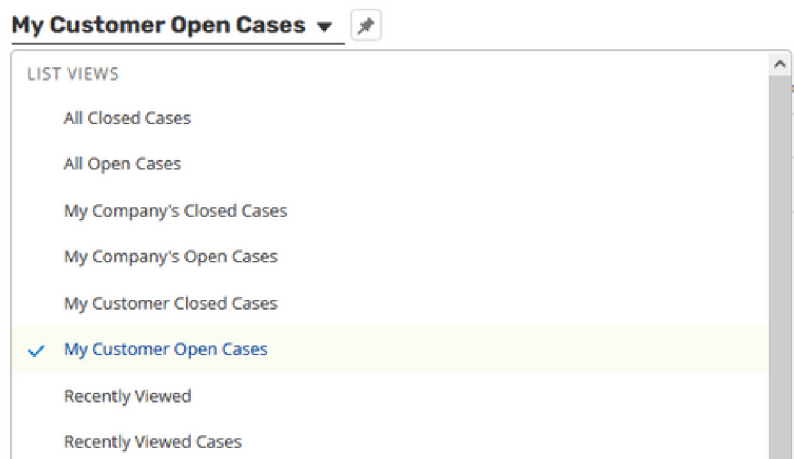
# Viewing your cases

If you'd like to check the status of support tickets you've submitted, you can view open cases on the home screen or by clicking on "View Cases."



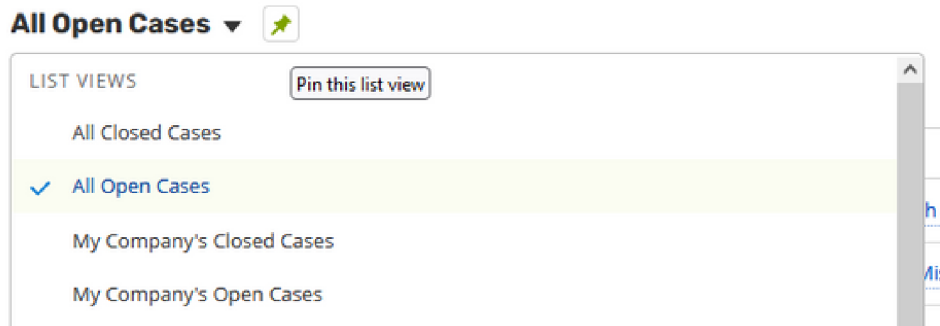
Clicking on "View All" on the bottom, left-hand corner of the quick view will also take you to view your submitted cases.

In the full screen view, you can toggle between the case views:

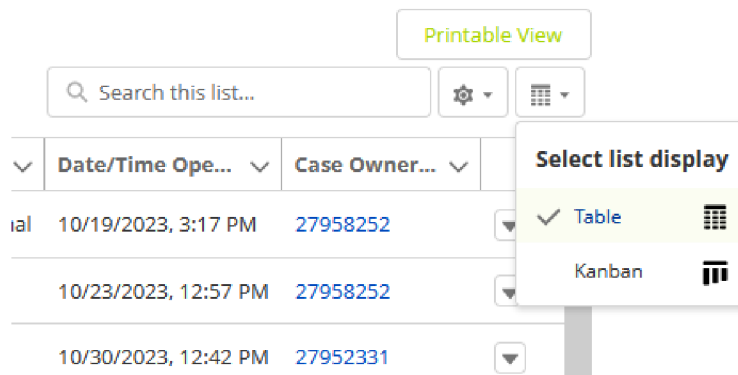


## Viewing your cases cont.

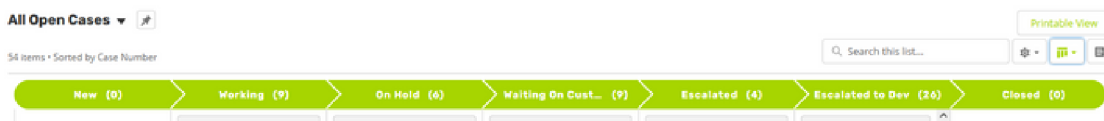
To set the default view that is most useful for you, select the view you'd like to see and click on the thumbtack image next to it:



When viewing your case list, you can choose from list view, kanban view, or create a printable view in the top right-hand corner.



Kanban view shows where your ticket is in the process from being worked on all the way to closed.



**Look for more quick start guides, tutorials, and helpful videos at [support.BLOXDigital.com](https://support.BLOXDigital.com)!**



# About BLOX Digital

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BLOX Digital was founded on the understanding that change in media is a constant. We are committed to the continued support of our partners and their ongoing digital transformation. This is accomplished with our ever-evolving solutions and ongoing focus on delivering an innovation-first experience.

We are a leading digital solutions provider for media organizations across the United States and beyond. With over 2,000 clients in all 50 U.S. states, Canada, Puerto Rico, Guam, and other U.S. territories, BLOX Digital has established itself as a reliable and effective partner for media companies of all sizes.

Our comprehensive suite of solutions encompasses everything from content management systems to managed digital advertising services, ensuring that you have access to the latest technology and strategies to succeed in today's ever-changing media landscape.

## Contact Us

**800-293-9576**

[support.BLOXDigital.com](mailto:support.BLOXDigital.com)

[help.BLOXDigital.com](mailto:help.BLOXDigital.com)

[BLOXDigital.com](http://BLOXDigital.com)

[info@bloxdigital.com](mailto:info@bloxdigital.com)

