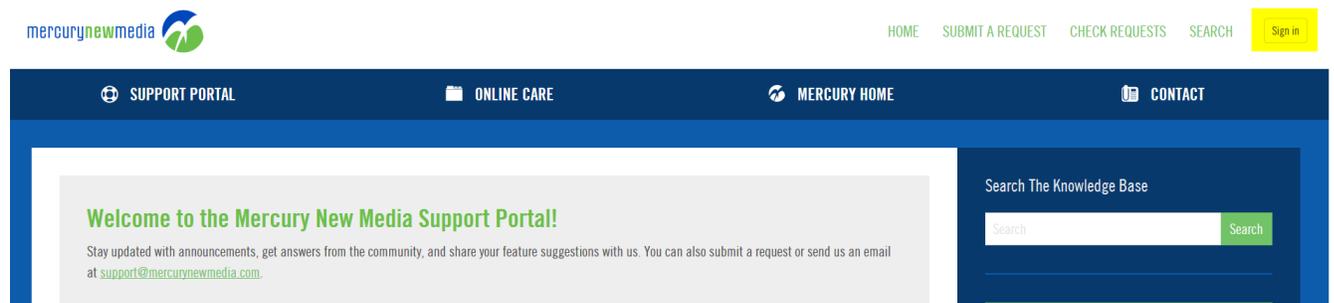


## HOW TO REGISTER WITH MERCURY NEW MEDIA

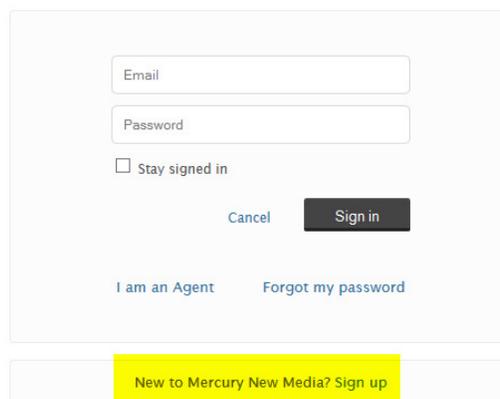
1. Go to <https://www.support.mercurynewmedia.com>
2. Click 'Sign in'



3. Click 'Sign Up'



### Sign in to Mercury New Media



The sign-in form contains the following elements: an Email input field, a Password input field, a checkbox for "Stay signed in", a "Cancel" link, a "Sign in" button, a link for "I am an Agent", and a link for "Forgot my password". Below the form is a yellow button that says "New to Mercury New Media? Sign up".

Have you emailed us? [Get a password](#)  
If you've communicated with our support staff through email previously, you're already registered.  
You probably don't have a password yet, though.

4. Enter your
  - a. Full Name
  - b. Email Address
  - c. Captcha
5. Click 'Sign up'

### Sign up to Mercury New Media

Please fill out this form, and we'll send you a welcome email to verify your email address and log you in.

Your full name \*

Your email \*



Different text please  
I want audio instead | I want an image instead

Please verify text \*

[cancel](#)

6. The page will redirect you to the Support Portal homepage
7. You will receive a Welcome email from our support team which will include a link to setup your password

### WELCOME TO MERCURY NEW MEDIA

Welcome to Mercury New Media. Please follow the link below to choose a password, and we will log you in right away.

<https://support.mercurynewmedia.com/verification/email/xpCWtHkcZIFD5JAxUKlkMBR/>

This email is a service from Mercury New Media.

8. Click the link and set up your password
9. Your password must meet the following requirements
  - a. Must be at least 6 characters
  - b. Must include letters in mixed case and numbers
  - c. Must include a character that is not a letter or number

### Choose your secret password

You'll use this password to sign in to Mercury New Media.

Your name

Your password

Password requirements:

- must be at least 6 characters
- must include letters in mixed case and numbers
- must include a character that is not a letter or number

10. Once you create your password you will be able
  - a. Submit a request
  - b. Check your existing requests
  - c. Search restricted Knowledge base articles