Help request (instructions)

**Account management:**

Upload head photo: when click on the dropdown box on the left-bottom or top-right of the page, click the setting button, then you can add/modify personal file and head photo.

Modify password: when login sign in page, click the modify password button to modify password.

Find lost password: when login sign in page, click the forgot password button to reset the password.

**Media file management:**

Upload media: click the upload button on the left of the homepage, the upload page will be shown, then click upload to upload media files.

Download media:

1. PDF: click the file, the detail will be shown in a new page, then you can see the download button at the bottom right corner.
2. Photo: click the file, the detail will be shown in a new page, then right click the photo to download
3. Music: right click the “play” button to download
4. Video: right click the “play” button to download

Delete media: click delete button under each specific media item to delete

Search media: on the top of the page, you will find the search bar, which can search everything by type, name, keyword, etc.

Rename media: click rename button under each specific media item to rename

Play media in media vault: click the specific media item to play media online

**User experience:**

FAQ: When users meet some problems when they are using media vault, they can high-possibly find the answers through FAQ. The most frequent Q & A are collected and integrated from user feedbacks.

Check capability: Users can check the capability, which is shown on the top-right of user interface.

*Any other problems you meet in media vault, you can contact our manager with the contact information in ‘About us’ page. Our manager will reply you as soon as possible.*