

Hello Everyone!

By now everyone has had their account for a while and should be familiar with how to log in to your account to do things like View your Invoice, Pay a Bill, and View your App Username and Password. If you do not know how to do these things please continue reading. Most importantly make sure you know how to submit help tickets. Help tickets are simple, once logged in you simply click Open Ticket and from there you can send us an email. Please be very detailed in your emails as we are unable to respond at the moment. We will be sure to handle your issue if it is something within our ability. I will be adding a few new articles to the Download section in your back office. It is very important to read them in order to stay self efficient and on top of any changes that may come. Below is some information to help with a lot of issues and FAQ's. I just wanted to send out this communication so everyone is on the same page now that we are **NO LONGER** taking on any more customers. I know many of you love the service and really want to share with family and friends but we are no longer able to accommodate new clients. Please save this email and keep it for reference in case you have any questions or issues going forward.

- How do I access my back office?
  - The website address is [jjmediagroup.net](http://jjmediagroup.net)
    - Click the "Login" button at the top of screen
    - Enter email and password you created upon signup to log in
- What if I don't remember my password?
  - You **CANNOT** reset your own password.
  - Simply go to the website and click Contact Us be sure to use the email address you signed up with. **(We will not send your password to an email not listed on account)**
  - Let us know you need to reset your password and we will send you a new one.
- What if I have an issue with my payment?
  - Be sure to read the article on [Payments](#) under the Downloads section in your back office.
    - **IT IS VERY IMPORTANT** to understand how payments work. Especially autopayments.
    - Any overpayment will just be added to the following month.
    - **PLEASE PLEASE PLEASE** if you have an issue use the Contact Us or submit a Ticket and we will take care of it.
    - **DO NOT CALL PAY PAL** Calling or contacting Pay Pal will do nothing but put a payment on hold and make it harder for us to take care of the issue.
- How do I find my username and password?
  - Once logged into your account..
    - Click Services
    - Then My Services

- Then Click on your product
- Then Click JJMedia Service Details and you'll see your App username and password
- What if I am having issues with my service
  - Please read the article under Downloads called [TV Tips and Troubleshoots](#)
  - This article will show you how to handle most issues you come across
  - **DO NOT** submit a ticket until you have tried everything mentioned in the article
    - We ask for **24 hours** to respond to tickets so rather than wait just check the article

### **IMPORTANT TO KNOW**

Now that we are no longer taking on new clients, it is important for you to keep in mind that if you let your account go 2 weeks suspended for non pay it will automatically delete your account and you will **NOT** be able to get it back. If you wish to cancel your service at anytime you can either stop paying or under My Services you can hit the **Request Cancellation** button and your service will cancel at the end of the cycle.

Remember ALL communication needs to be done through your back office going forward using Tickets or by using the Contact Us tab.