



vianet
Flextv
IN-HOME TELEVISION APP



On-The-Go Service Instructions
WATCH TV EVERYWHERE



On-The-Go: Service Instructions

REGISTER ACCOUNT

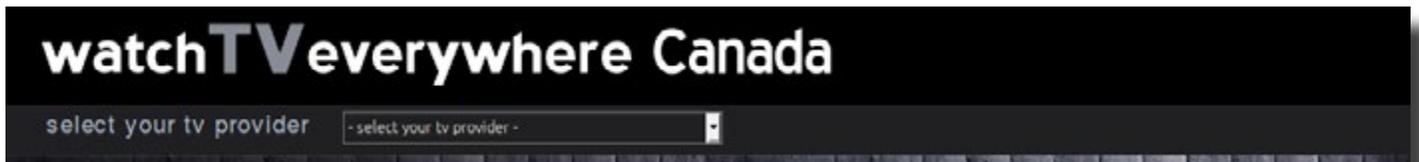
Please follow the instructions below to setup your smart phone, tablet or computer to use On-The-Go services. If you have questions, please feel free to reach us at 1-800-788-0363 (option 1) for assistance.

STEP 1: Register watchTVEverywhere Account

Please make sure to register watchTVEverywhere Account before you start to use the On-The-Go service from your smart phone, tablet or computer.

1. Visit URL: <https://www.watchtveverywhere.ca>

2. Select Vianet from provider list if it's your first time logging in.



3. Register watchTVEverywhere account, following the instructions:

The screenshot displays the registration page on the watchTVEverywhere Canada website. The page has a dark theme with a wood-grain background. At the top, the "watchTVEverywhere Canada" logo and the "vianet" logo are visible. Below the navigation links (home, register, log in, learn more), the "Registration" section is highlighted. It includes a disclaimer: "You may have up to 4 users registered on each TV service account. The first user registered must be the named account holder, age 18 or older and will be considered the Primary User." The form is divided into two main sections: "Subscriber Validation" and "New User Information".

Subscriber Validation

- Account Number: [input field]
- Last Name on Statement: [input field]
- Verification Code: [input field] Enter: 89292

New User Information

- First Name: [input field]
- Last Name: [input field]
- Create Password: [input field]
- Retype Password: [input field]
- Email Address: [input field]
- Retype Email Address: [input field]

At the bottom of the form, there is a "Register" button. Below the form, there is a small footer with the text: "© 2019 Vianet. All rights reserved. The website may contain adult content. watchTVEverywhere Canada brought to you by Vianet. www.vianet.ca 1-800-788-0363".



On-The-Go: Service Instructions

REGISTER ACCOUNT / DOWNLOAD APPS

Please be advised that in the registration form:

Account Number:

The service account ID for the TV account you activated with Vianet (Your six digit Vianet Customer ID#).

Last Name on Statement:

The last name you gave Vianet during account setup.

Email Address:

The email address you have on file with Vianet.

Please contact Vianet if you require confirmation of the above details.

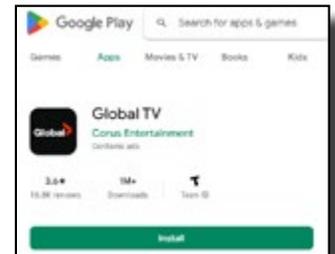
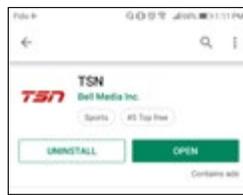
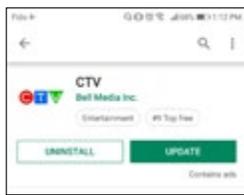
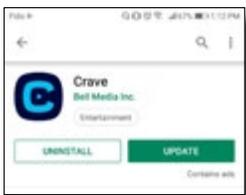
4. After you have completed registration, you are able to log in with the email and password when you registered and add up to three extra email accounts so you could use to log in On-The-Go services.

STEP 2: Download the App

Please be advised that you only need to download the relevant App for a specific service if you want to use the on-the-go service from a smart phone or tablet. No need to download if you want to watch from a computer.



Download the app on Google Play, if you are using an Android device.



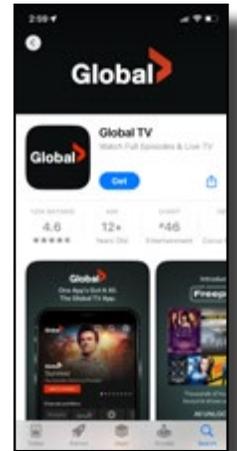
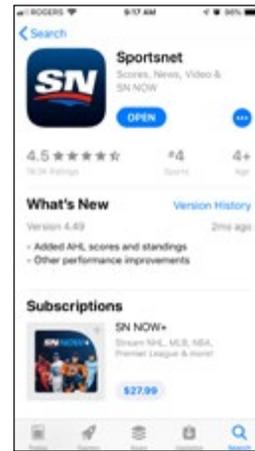
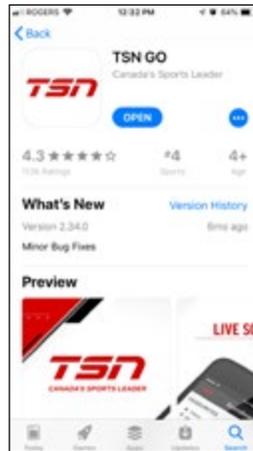
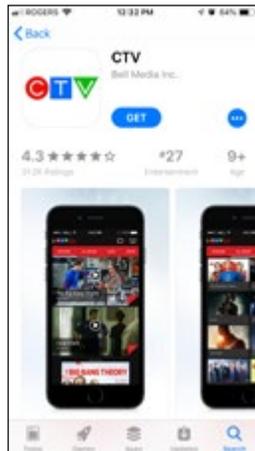
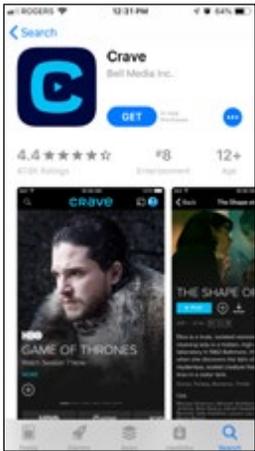


On-The-Go: Service Instructions

DOWNLOAD APPS



Download the app on the App Store, if you are using an Apple device.



Search for 'Crave', 'CTV', 'TSN', 'Sportsnet', 'Global TV'.

Each service has its own app that you use your watchTVEverywhere credential with.



For more information and for some helpful links on how to use each App.

CTV

<https://www.ctv.ca/HELP/Contact-us>

CRAVE

<https://www.crave.ca/help-and-frequently-asked-questions-74295754>

TSN

<https://www.tsn.ca/help>

Sportsnet Now

<https://www.snow.ca/faq>

Global TV App

<https://www.globaltv.com/faq/>



On-The-Go: Service Instructions

SMART PHONE / TABLET - CTV APP

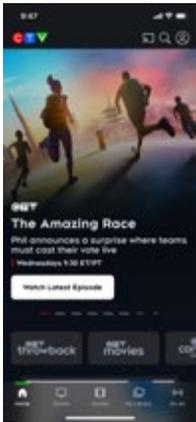
STEP 3: Use On-The-Go Services

STEP 3.1 From Smart Phone or Tablet



CTV App

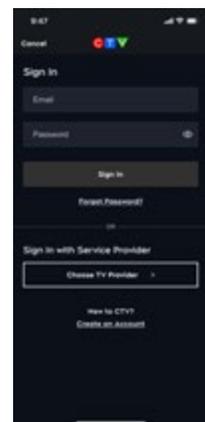
1. Select the 'Profile' icon in the top right corner.



2. Click 'Sign In'.



3. Click 'Choose TV Provider'.



4. Scroll down and select 'Vianet'.



5. Sign In with the watchTVEverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.





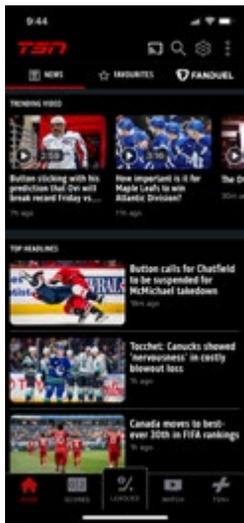
On-The-Go: Service Instructions

SMART PHONE / TABLET - TSN GO APP

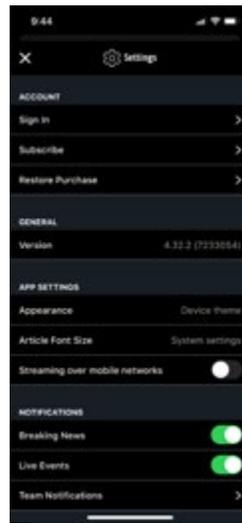


TSN GO App

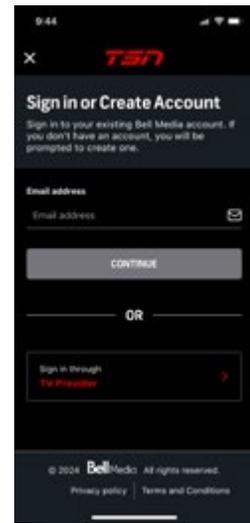
1. Select the settings 'Cog' in the top right corner.



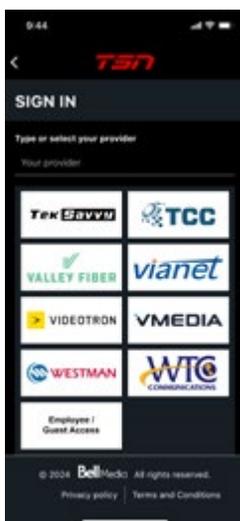
2. Click 'Sign In'.



3. Click 'Sign In through TV Provider'.



4. Scroll down and select 'Vianet'.



5. Sign In with the watchTVEverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.





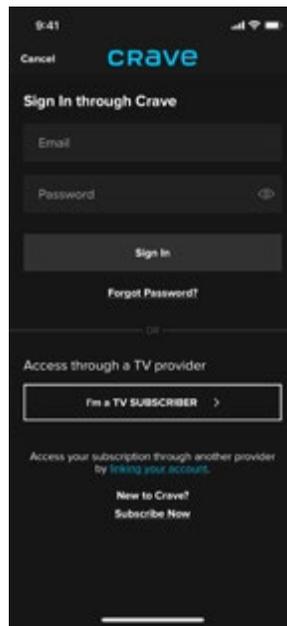
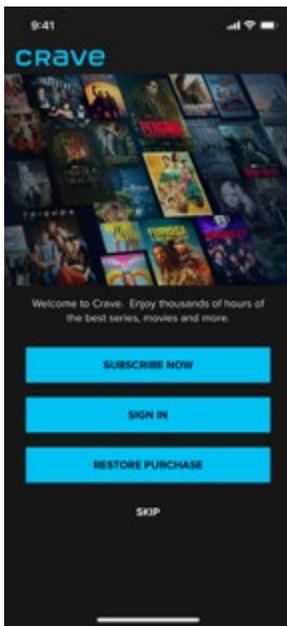
On-The-Go: Service Instructions

SMART PHONE / TABLET - CRAVE APP



CRAVE App

1. Click Sign In.
2. Switch 'Access through My TV Provider'
3. Select 'Vianet'.



4. Sign In with the watchTVEverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.





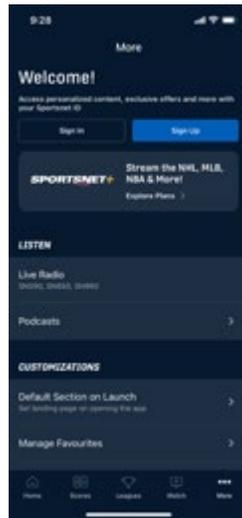
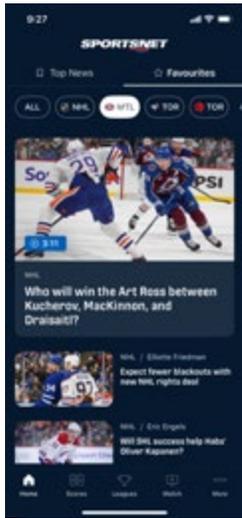
On-The-Go: Service Instructions

SMARTPHONE - SPORTSNET APP

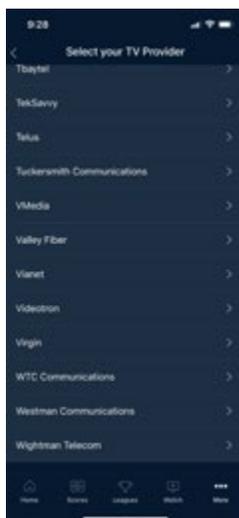


Sportsnet App

1. Select 'More' in the bottom right corner.
2. Click 'Sign In'.
3. Click 'TV Provider Sign In'.



4. Scroll down and select 'Vianet'.



5. Sign In with the watchTVeverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.





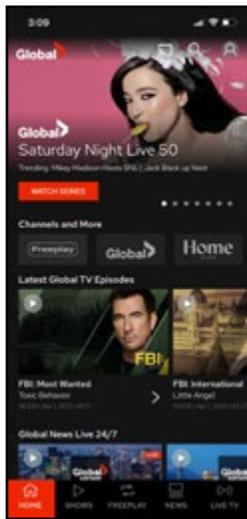
On-The-Go: Service Instructions

SMARTPHONE - GLOBAL TV APP

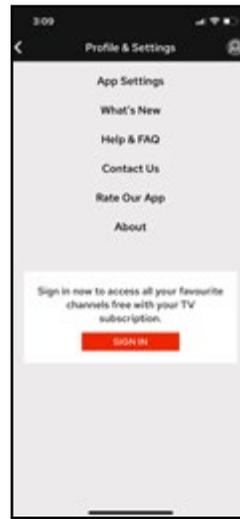


Global TV App

1. Select the 'Profile' icon in the top right corner.



2. Click 'Sign In'.



3. Scroll down and select 'Vianet'.



4. Sign In with the watchTVEverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.





On-The-Go: Service Instructions

COMPUTER - CTV WEBSITE

STEP 3.2 From Computer



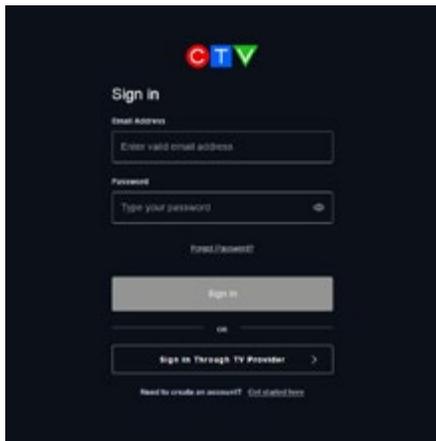
CTV Website

Website URL: <https://www.ctv.ca>

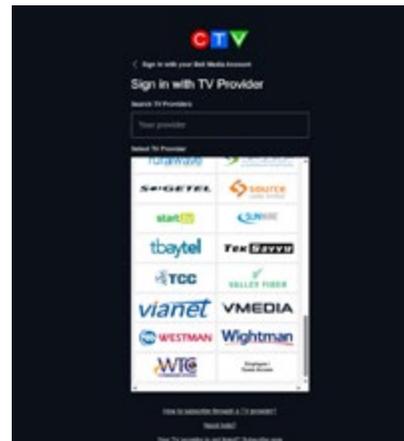
1. Sign In from Top Right Menu Bar



2. Select 'Sign In Through TV Provider'.



3. Scroll down and select 'Vianet'.



4. Sign In with the watchTVEverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.





On-The-Go: Service Instructions

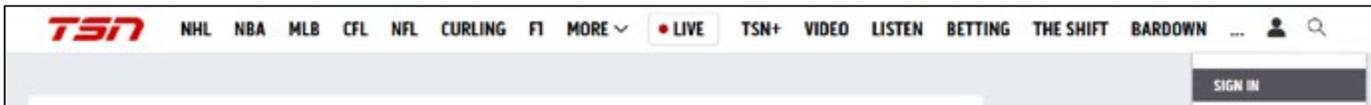
COMPUTER - TSN WEBSITE



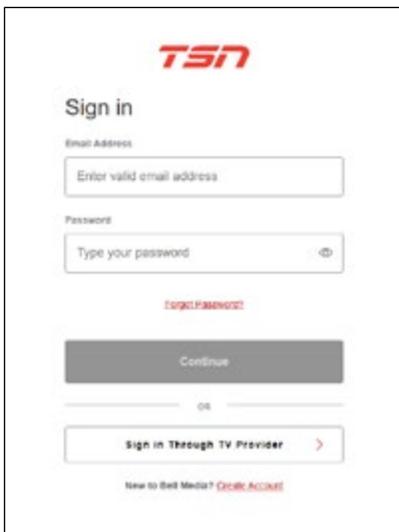
TSN Website

Website URL: <https://www.tsn.ca/>

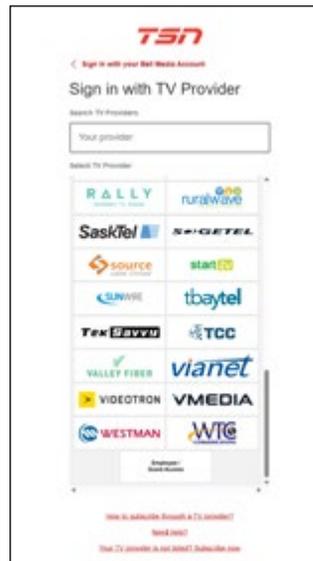
1. Select the profile icon in the top right corner and from the drop down click 'Sign In'.



2. Select 'Sign In Through TV Provider'.



3. Scroll down and select 'Vianet'.



4. Sign In with the watchTVeverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.





On-The-Go: Service Instructions

COMPUTER - CRAVE WEBSITE



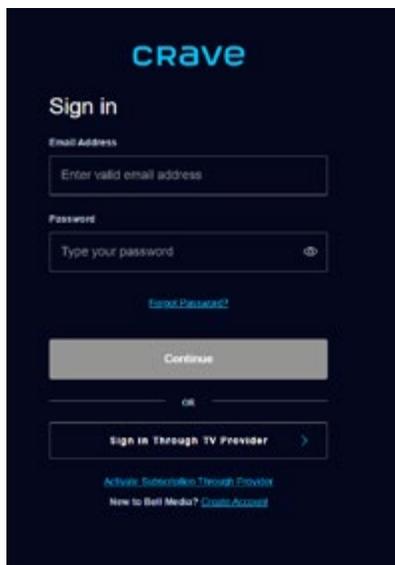
CRAVE Website

Website URL: <https://www.crave.ca/>

1. Sign In from Top Right Menu Bar



2. Click 'Through My TV Provider'



3. Scroll down and select 'Vianet'.



4. Sign In with the watchTVEverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.





On-The-Go: Service Instructions

COMPUTER - SPORTSNET+ WEBSITE



Sportsnet+ Website

Website URL: <https://watch.sportsnet.ca/>

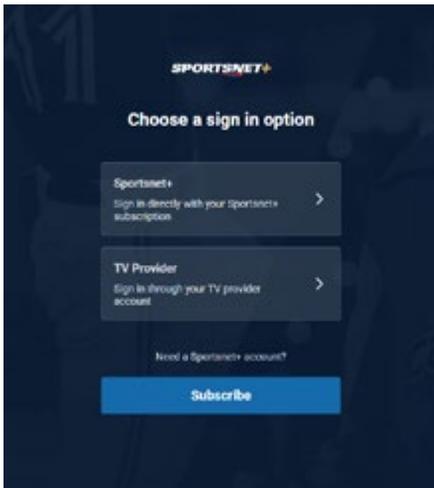
1. On the top right menu bar on sportsnet.ca, select 'Watch', then choose 'Sportsnet+'.



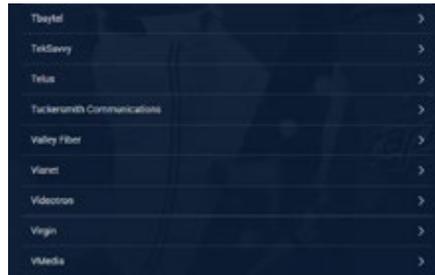
2. Sign In from Top Right Menu Bar on watch.sportsnet.ca



3. Click 'TV Provider'.



4. Scroll down and select 'Vianet'.



5. Sign In with the watchTVeverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.





On-The-Go: Service Instructions

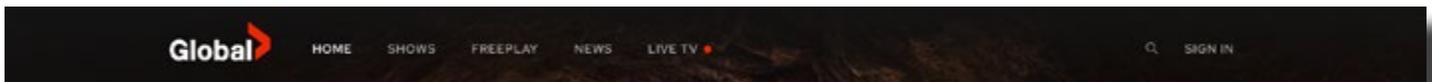
COMPUTER - GLOBAL TV WEBSITE



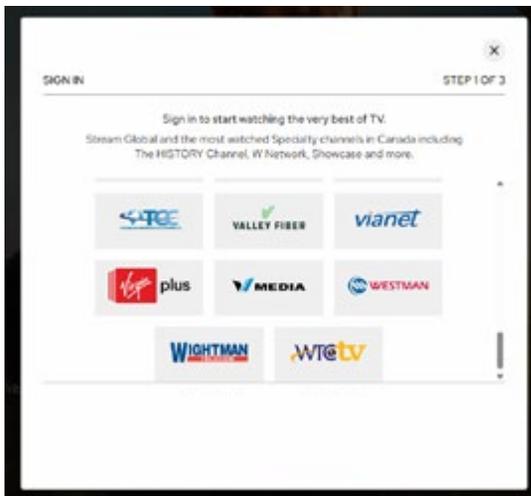
Global TV Website

Website URL: <https://watch.globaltv.com/>

1. Sign In from Top Right Menu Bar



2. Scroll down and select 'Vianet' from list of Television Service Provider.



3. Sign In with the watchTVeverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.

