



vianet
Flextv
IN-HOME TELEVISION APP



On-The-Go Service Instructions
WATCH TV EVERYWHERE



On-The-Go: Service Instructions

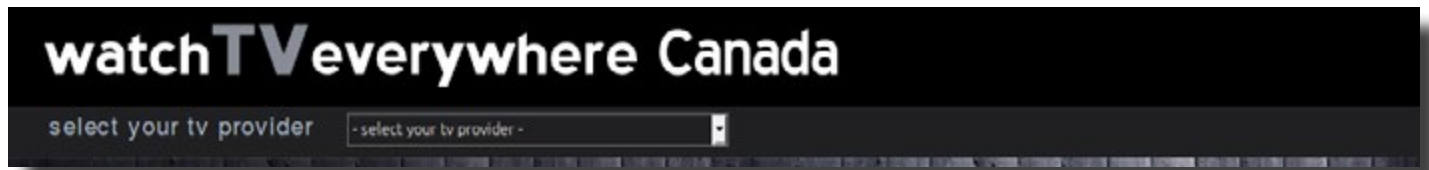
REGISTER ACCOUNT

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: 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 at 1-800-788-0363 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.



On-The-Go: Service Instructions

DOWNLOAD APPS

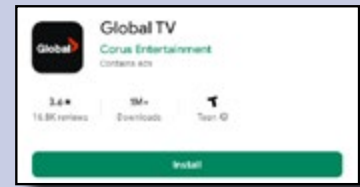
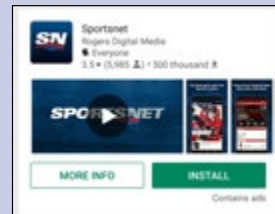
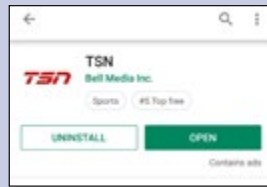
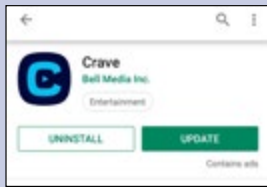
STEP 2: Download the App

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.



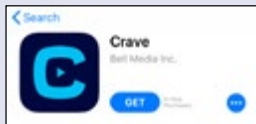
ANDROID PHONE & TABLETS:

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



APPLE PHONE & TABLETS:

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



Search for 'Crave', '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.

CRAVE: <https://www.crave.ca/en/support>

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

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

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



On-The-Go: Service Instructions

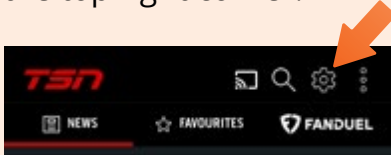
SMART PHONE / TABLET - TSN APP

STEP 3: Use On-The-Go Services

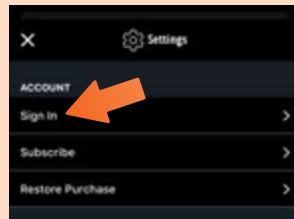


TSN App

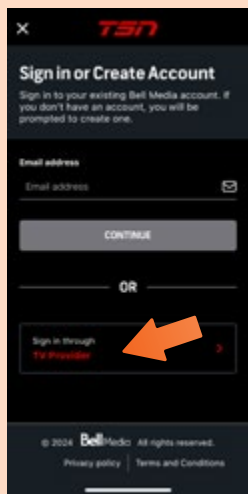
1. Select the settings 'Cog' in the top right corner.



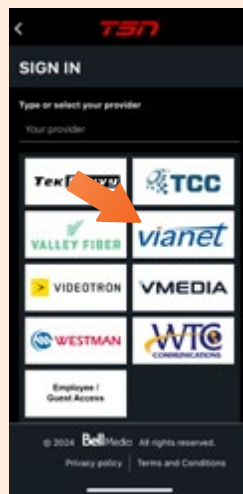
2. Click 'Sign In'.



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.



BELL MEDIA ACCOUNT:

When first connecting, you will be required to create a free Bell Media account to link with your FlexTV service using your existing WTVL login. This one-time, no-cost setup offers flexibility: you can sign in directly to Bell Media channels or continue using "Sign In Through TV Provider." Once linked, you will also benefit from synced device preferences and access to select free content.

For more information about the Bell Media Account or how to link it with your Vianet FlexTV service please refer to page 12.



On-The-Go: Service Instructions

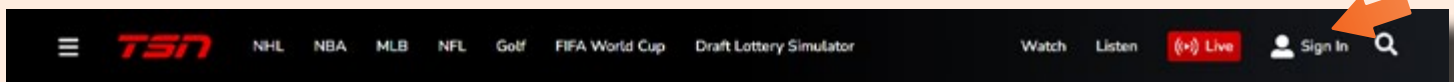
COMPUTER - TSN WEBSITE



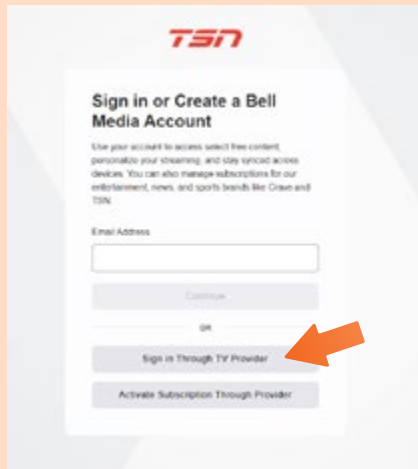
TSN Website

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

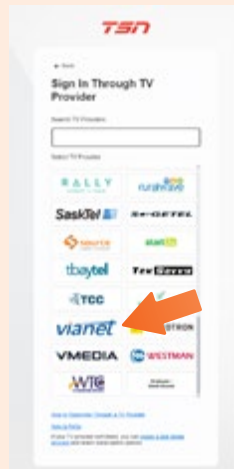
1. Select the profile icon in the top right corner and from the drop down click 'Sign In'.



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.



BELL MEDIA ACCOUNT:

When first connecting, you will be required to create a free Bell Media account to link with your Flextv service using your existing WTVE login. This one-time, no-cost setup offers flexibility: you can sign in directly to Bell Media channels or continue using "Sign In Through TV Provider." Once linked, you will also benefit from synced device preferences and access to select free content.

For more information about the Bell Media Account or how to link it with your Vianet Flextv service please refer to page 12.



On-The-Go: Service Instructions

SMART PHONE / TABLET - CRAVE APP

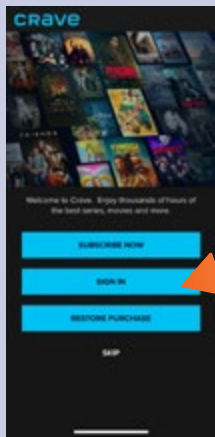


CRAVE App

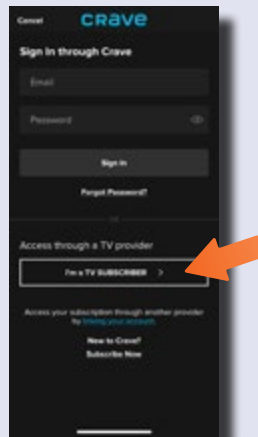
Take your Flextv entertainment anywhere. When you subscribe to these channels through Flextv, you unlock on-the-go access to their content directly through the Crave app.



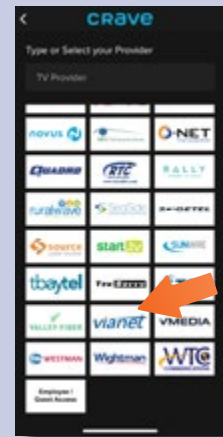
1. Click Sign In.



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.



BELL MEDIA ACCOUNT:

When first connecting, you will be required to create a free Bell Media account to link with your Flextv service using your existing WTVL login. This one-time, no-cost setup offers flexibility: you can sign in directly to Bell Media channels or continue using "Sign In Through TV Provider." Once linked, you will also benefit from synced device preferences and access to select free content.

For more information about the Bell Media Account or how to link it with your Vianet Flextv service please refer to page 12.



On-The-Go: Service Instructions

COMPUTER - CRAVE WEBSITE



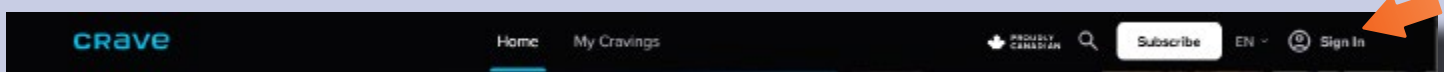
CRAVE Website

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

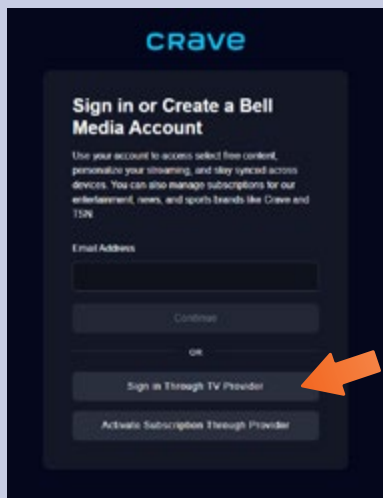
Take your Flextv entertainment anywhere. When you subscribe to these channels through Flextv, you unlock on-the-go access to their content directly through the Crave website.



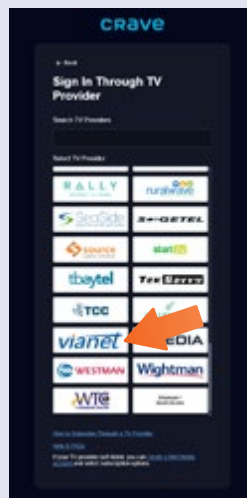
1. Sign In from Top Right Menu Bar



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.



BELL MEDIA ACCOUNT:

When first connecting, you will be required to create a free Bell Media account to link with your Flextv service using your existing WTVE login. This one-time, no-cost setup offers flexibility: you can sign in directly to Bell Media channels or continue using "Sign In Through TV Provider." Once linked, you will also benefit from synced device preferences and access to select free content.

For more information about the Bell Media Account or how to link it with your Vianet Flextv service please refer to page 12.



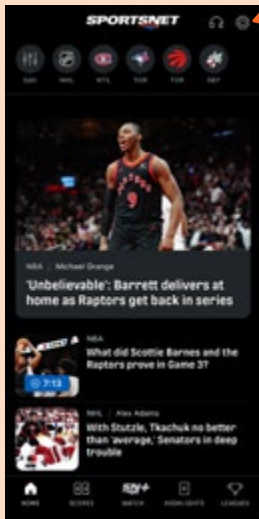
On-The-Go: Service Instructions

SMART PHONE / TABLET - SPORTSNET APP

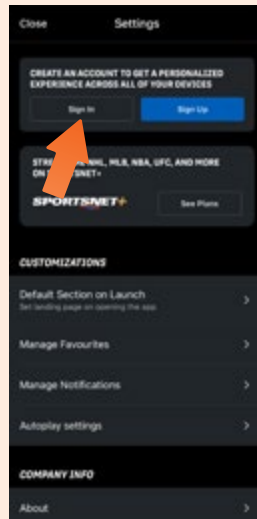


Sportsnet App

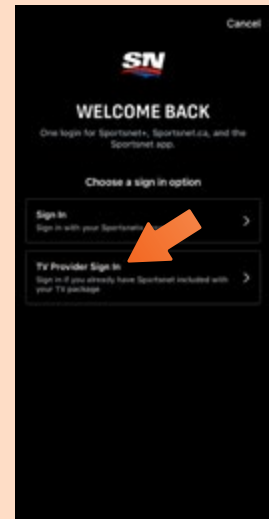
1. Select the settings 'Cog' in the top right corner.



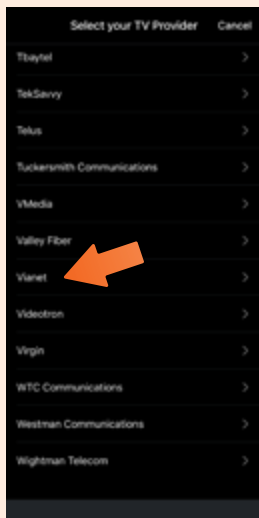
2. Click 'Sign In'.



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

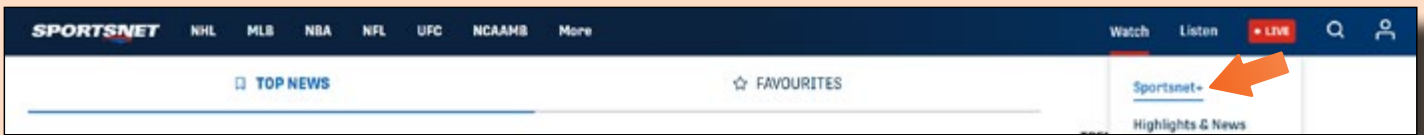
COMPUTER - SPORTSNET+ WEBSITE



Sportsnet+ Website

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

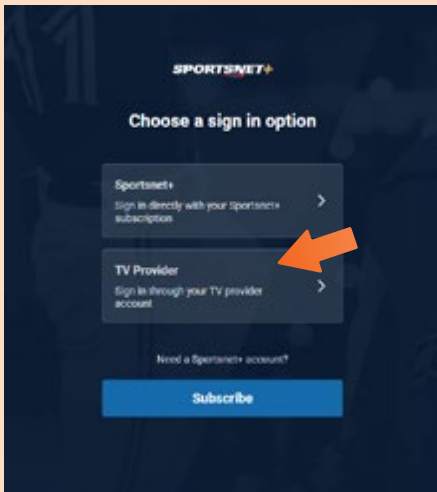
1. On the top right menu bar on sportsnet.ca, select 'Watch', then choose 'Sportsnet+'.



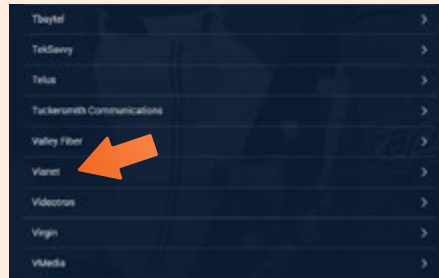
2. Sign In from Top Right Menu Bar on watch.sportsnet.ca



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

SMART PHONE / TABLET - GLOBAL TV APP



Global TV App

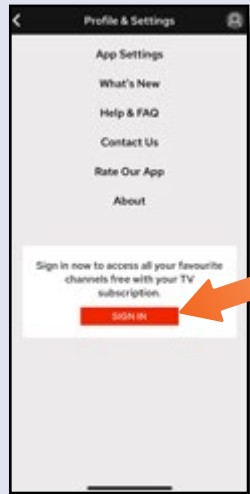
Take your Flextv entertainment anywhere. When you subscribe to these channels through Flextv, you unlock on-the-go access to their content directly through the Global app.



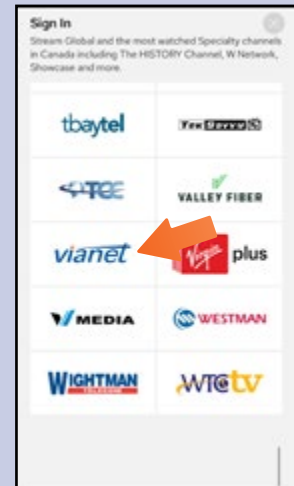
1. Select the 'Profile' icon in the top right corner.



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 - GLOBAL TV WEBSITE



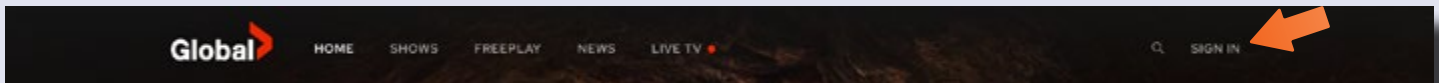
Global TV Website

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

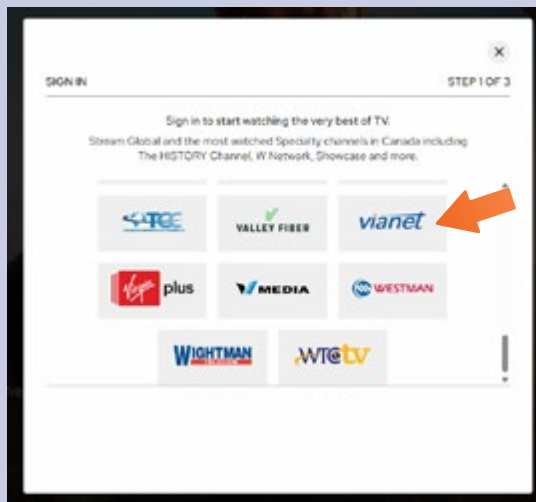
Take your FlexTV entertainment anywhere. When you subscribe to these channels through FlexTV, you unlock on-the-go access to their content directly through the Global app.



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.watchteverywhere.ca, using the email & password you initially provided.





On-The-Go: Service Instructions

BELL MEDIA ACCOUNT REGISTRATION



Bell Media Account

Website URL: <https://account.bellmedia.ca/login/>

BELL MEDIA ACCOUNT - ONE TIME ACCOUNT LINK:

When first connecting, you will be required to create a free Bell Media account to link with your Flextv service using your existing WTVÉ login. This one-time, no-cost setup offers flexibility: you can sign in directly to Bell Media channels or continue using "Sign In Through TV Provider." Once linked, you will also benefit from synced device preferences and access to select free content.

If you are having trouble logging directly into the CRAVE, TSN or RDS services. Please login into account.bellmedia.ca to confirm services are linked.

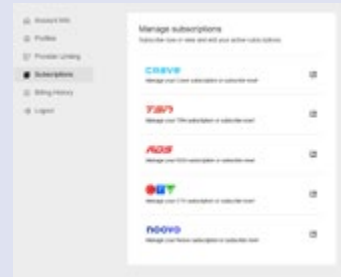
PROVIDER LINKING:

Confirm Vianet is connected.



SUBSCRIPTIONS:

Confirm Channels you subscribe to through Vianet are active.



Bell Media Channels

Take your Flextv entertainment anywhere. When you subscribe to these channels through Vianet, you unlock on-the-go access to their content directly through the Bell channel apps.

With your Bell Media Account you can access to CRAVE, TSN and RDS.





On-The-Go: Service Instructions

BELL MEDIA ACCOUNT REGISTRATION

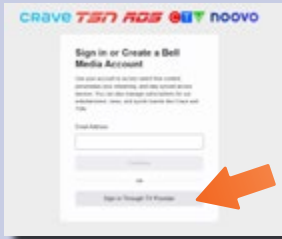


Bell Media Account

Website URL: <https://account.bellmedia.ca/login/>

1. Visit 'account.bellmedia.ca/login/' and select 'Sign in Through TV Provider' -OR- Click 'Activate Subscription Through Provider' on the CRAVE, TSN or RDS.

Bell Media Account Login:



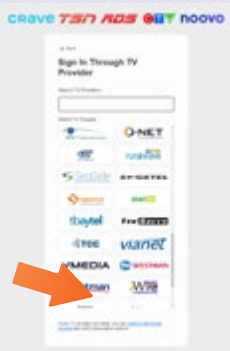
CRAVE Login:



TSN Login:



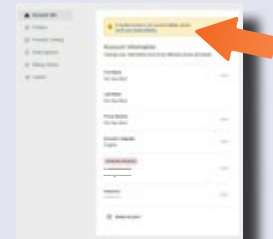
2. Scroll down and select 'Vianet'.



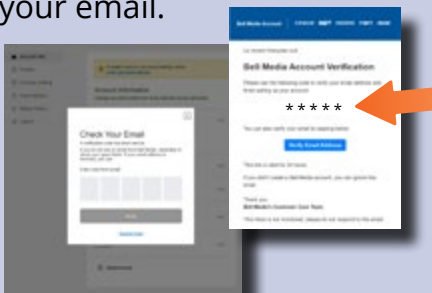
3. Sign In with the watchTVEverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.



4. Your WTVE email address should already be in the Account Information Form. Select the top notification 'verify your email address'.



5. A modal pop-up to Enter the code that will be sent to your email.



6. Your email address should now be verified. To confirm account linked properly and channel subscription that you subscribe are correct. Select 'Provider Linking' and Subscriptions in the side bar menu.

