



EPlus Broadband TV EVERYWHERE

Frequently Asked Questions

www.watchtveverywhere.com

Sign-in Questions:

First Time Users will need to create a TV Everywhere account. How do I create an account?

Visit www.watchtveverywhere.com to login. Choose “EPlus Broadband” from the TV provider drop down menu. Next, click the **log in button** to sign in with your email and password. If this is your first time visiting the site, you will need to click the “New Users Register Here” button to setup your TV Everywhere account.

Helpful Tip: Use your Jackson Energy Authority account number and the last name printed on your bill statement to validate the account. Then enter your new user information, including your email address and a password to complete setup.

Do I need an email account to sign-in?

Yes, you will need an email account to sign up for TV Everywhere.

Why do I need to create an ID for HBO® and Cinemax® when I’ve already signed in?

You will be asked to create another ID to access HBO/MAX GO®. This gives the Account Owner the opportunity to apply parental controls for these channels. Parental controls are only modifiable with the Account Owner’s ID.

Helpful tip: If you subscribe to HBO® or Cinemax®, create these accounts first to establish account ownership and parental controls.

Do I use the same sign-in on all devices (i.e. tablet, computer, smartphone)?

Yes.

How many Users on my account can sign-in at one time?

Up to 3 users can sign-in at one time.

Where can I find more about TV Everywhere?

Learn more about TV Everywhere programming from the cable network content provider of your choice. To learn more about EPlus Broadband services, visit www.eplusbroadband.com

General Questions:

What is TV Everywhere with EPlus Broadband/Jackson Energy Authority?

TV Everywhere service gives you access to online programming from participating cable networks. If you subscribe to the network in your cable package, you can watch programming at home, on the go or anywhere! A list of participating networks and instructions for logging in is available at www.eplusbroadband.com.

What is the cost of this service?

This is a free service for Jackson Energy Authority cable subscribers. It’s an added value to your regular TV subscription through EPlus Broadband.

Technical Questions:

Will I need to have an active Internet connection to access TV Everywhere?

Yes, you will need an active high-speed Internet connection.

Where can I find system requirements, recommended web browsers, troubleshooting tips and information about website features?

After you create your TV Everywhere account and sign in, use the “Help” link to learn more about the cable network you selected to watch, features and technical questions. Please read website terms and conditions.

Can I access TV Everywhere from my mobile device, tablet and computer?

Access is available from your desktop or laptop browser. Additional platform and devices available to access TV Everywhere may vary per cable network. For a complete list of devices and platforms available, click on the “Help” link on the cable network website.

What types of programming will be available with TV Everywhere?

Programming available will vary for each participating cable network. Visit network website for show, episode, video and programming lists/schedules.