



Vianet On-The-Go Service Instructions

June 2020

vianet



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:



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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.

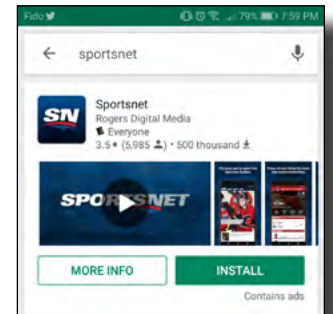
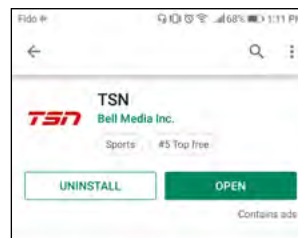
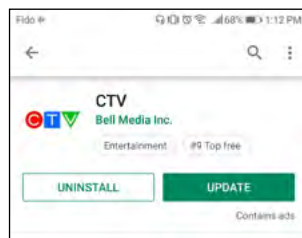
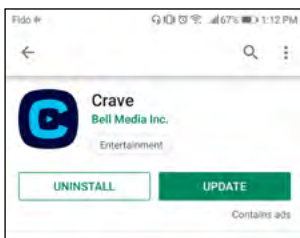
4. After you have completed registration, you are able to log in with the email and password when you registered and add up to three extra email accounts so you could use to log in On-The-Go services.

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.



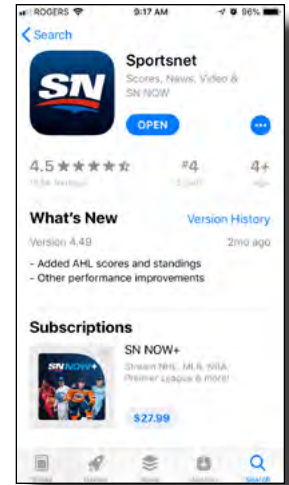
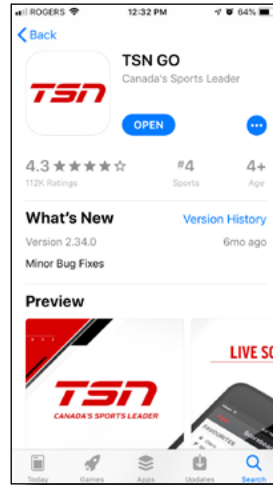
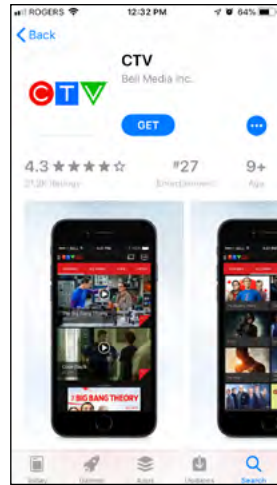
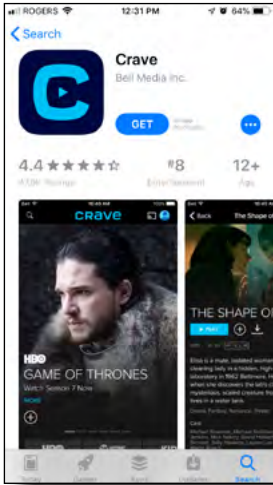


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DOWNLOAD APPS



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



Search for 'Crave' (Was previously known as TMN GO), 'CTV', 'TSN', 'Sportsnet Now'. 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 GO

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

CRAVE (Was previously known as TMN GO)

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

TSN GO

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

Sportsnet Now

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



On-The-Go: Service Instructions

SMART PHONE / TABLET - CTV GO APP

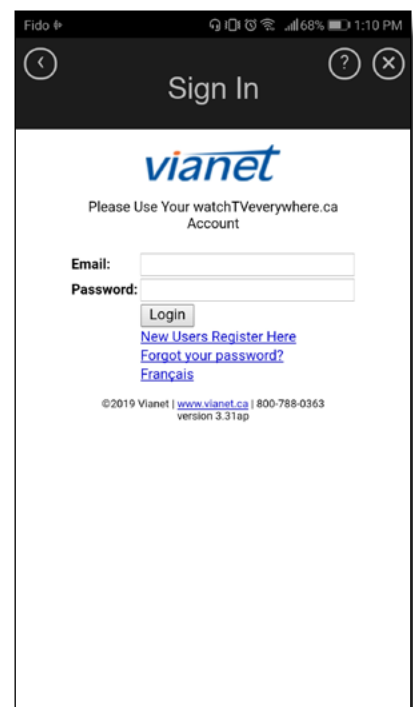
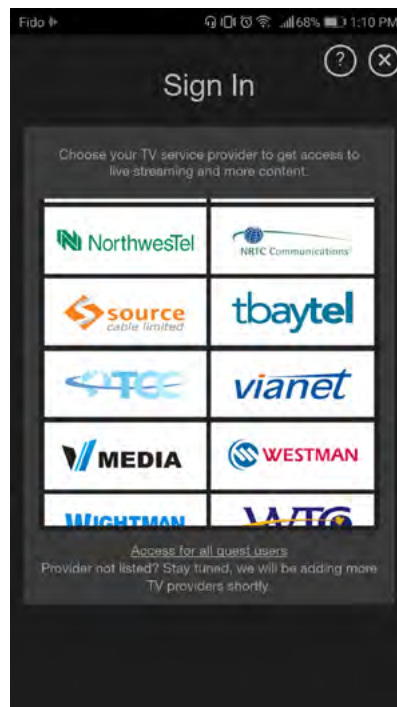
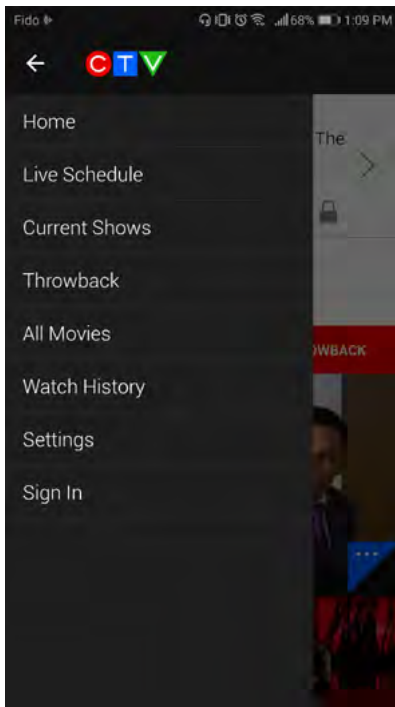
STEP 3: Use On-The-Go Services

STEP 3.1 From Smart Phone or Tablet



CTV GO App

1. Click Sign In.
2. Select 'Vianet'.
3. Sign In with the watchTVeverywhere account you created at www.watchtveverywhere.ca, using the email & password you initially provided.





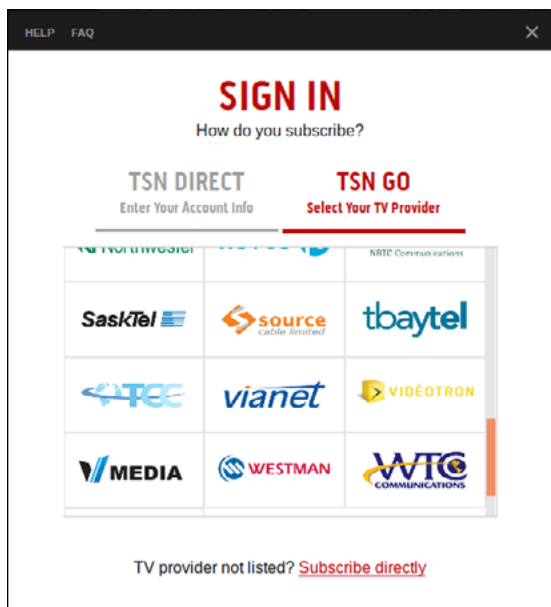
On-The-Go: Service Instructions

SMART PHONE / TABLET - TSN GO APP

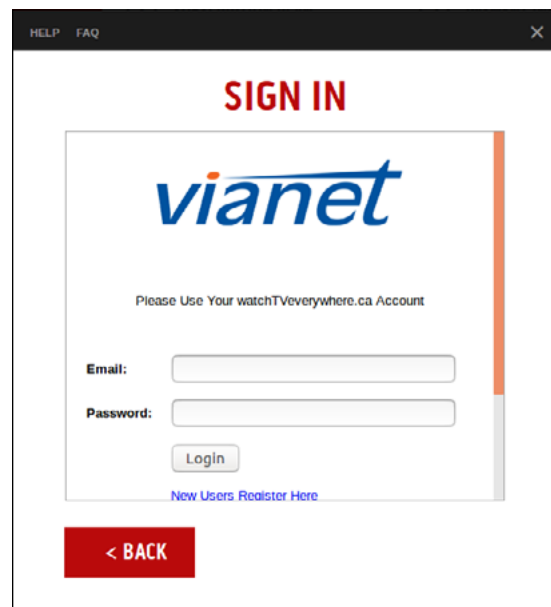


TSN GO App

1. Click Sign In and select 'Vianet'.



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





On-The-Go: Service Instructions

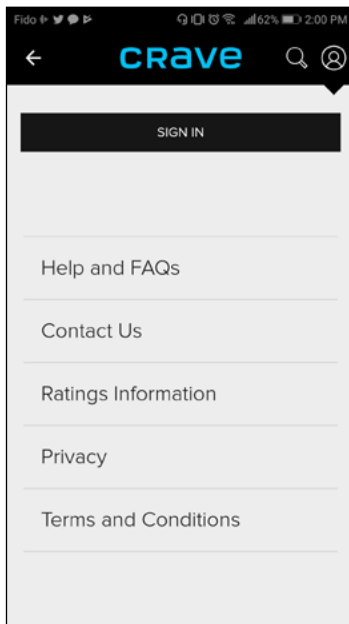
SMART PHONE / TABLET - CRAVE APP



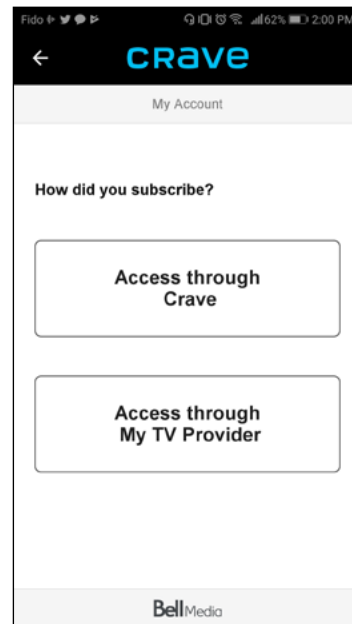
CRAVE App

(Was previously known as TMN GO)

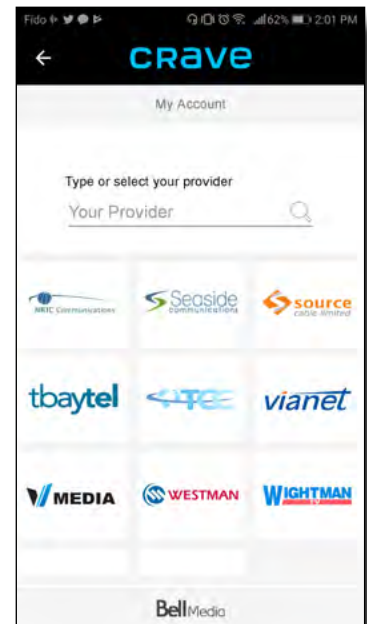
1. Click Sign In.



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.





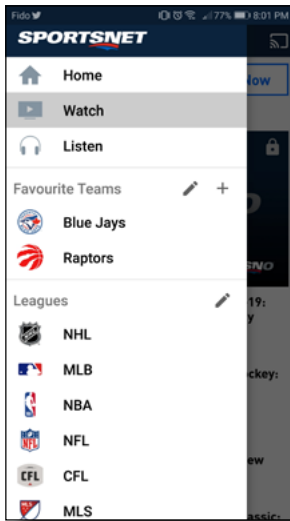
On-The-Go: Service Instructions

SMARTPHONE - SPORTSNET NOW APP

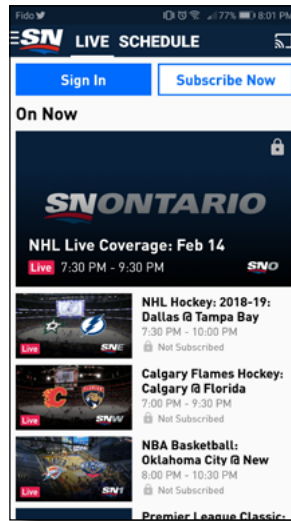


Sportsnet NOW App

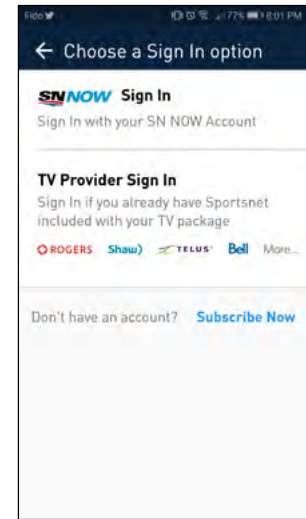
1. Click 'Watch'.



2. Click 'Sign In'.



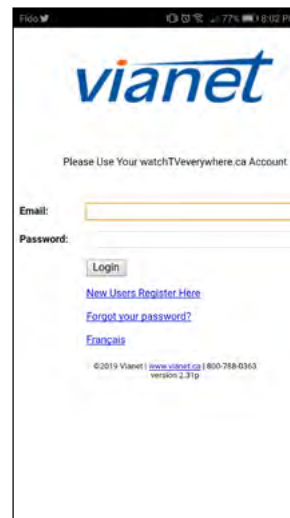
3. Click 'More' under 'TV Provider Sign In' beside 'Bell'.



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 - CTV GO WEBSITE

STEP 3.2 From Computer



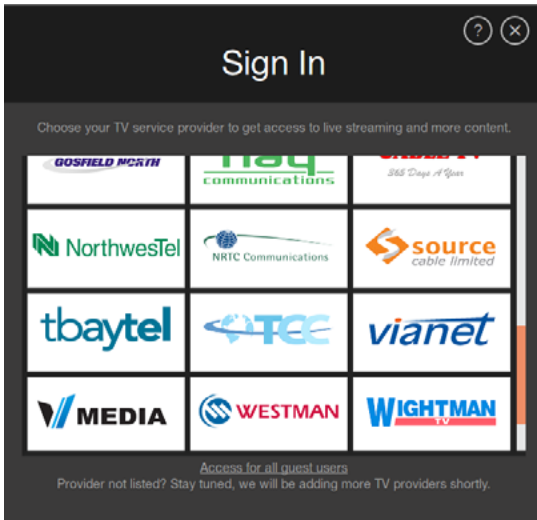
CTV GO Website

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

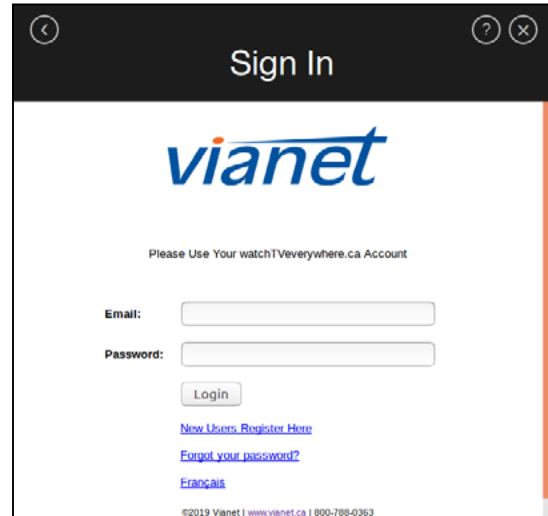
1. Sign In from Top Right Menu Bar



2. Select 'Vianet'.



3. 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 GO WEBSITE



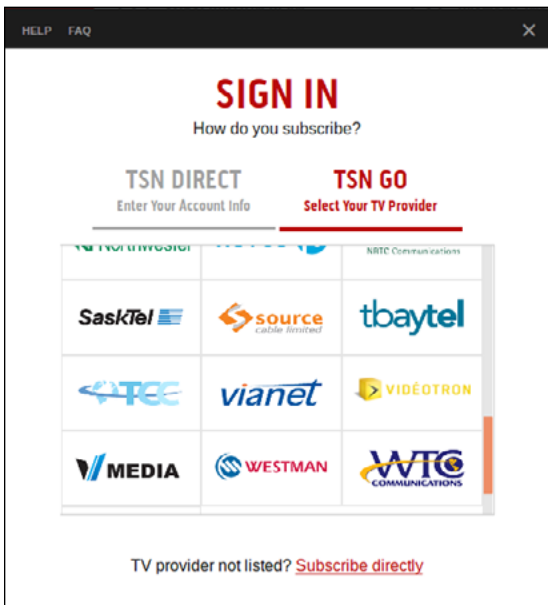
TSN GO Website

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

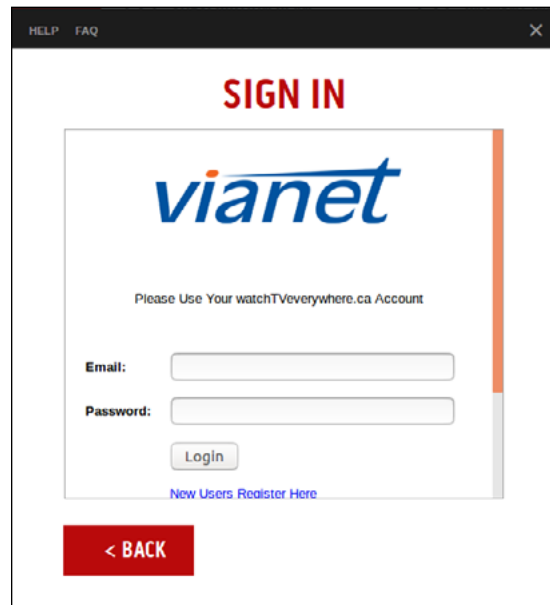
1. Sign In from Top Right Menu Bar



2. Switch to the 'TSN GO' Tab and select 'Vianet'.



3. 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



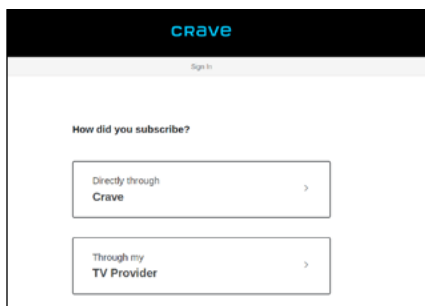
CRAVE Website

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

1. Sign In from Top Right Menu Bar



2. Click 'Through My TV Provider'



3. 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

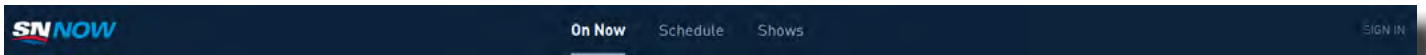
COMPUTER - SPORTSNOW WEBSITE



Sportsnet NOW Website

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

1. Sign In from Top Right Menu Bar



2. Select 'Vianet' from right section of 'Select your Television Service Provider'.

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