



Let us be ***YourLink*** to home entertainment and Pay Per View access that puts you in control of what you see, and when you see it!

<https://wappv.shawbroadcast.com>

Site Help

This section of the site contains information about the system and browser requirements, as well as how to register and login to your account. Access to the Online Pay-Per-View Ordering and Account User Help menu will be made available upon successful login to your account.

Browser Requirements Help

This site is best experienced with Microsoft Internet Explorer 6.0 or higher. If you are using Netscape, please use version 8.1.

Language Selection

Your choice of language, English or French, is selected at the Order Your Pay-Per-View Online page. At anytime, after this page, you can switch languages by clicking the appropriate language selection radio buttons on the top right hand corner of each page.

Registering for Online Pay-Per-View Ordering

Signing up for online Pay-Per-View browsing and ordering is very simple.

This is your first step to create your user profile. It **MUST** be completed by the primary account holder, since only one registration per account is required.

Please ensure you have your Digital Box Unit Address or UA# which can be found in 2 places:

1. A 16 digit number located on a label on the back of the digital box (starts with 'UA' or 'AN')
2. You can also display this number on your TV screen if getting to the back of your digital box is not convenient, to do this follow these steps:
 - with your TV and Digital Receiver turned on press "SETTINGS" on your remote control
 - select "Prevue Main Menu" and press OK/SELECT
 - select "Setup" and press OK/SELECT – note you may have to scroll down to see this option using the ▼ button
 - select "Cable Box Setup" and press OK/SELECT
 - select "Configuration – Select to display" and press OK/SELECT
 - your digital box unit address is the "Unit ID" number at the bottom of the screen
 - press "EXIT" to return to normal TV viewing

To begin the registration process, click the 'Register' link on the Login page.

At the Subscriber Registration page, please note the following:
ALL fields MUST be entered correctly to complete the registration process.

Field 1: Digital Box

In order to properly validate your Account, please select any one of your active digital boxes and ensure you enter your digital box's 16-digit unit address (UA) in the following format, including the dashes as seen in the example: xxx-xxxxx-xxxxx-xxx

If you are unable to locate the UA of your digital box, please contact our customer service department for assistance.

Field 2: User ID

The following rules must be used when creating your User ID:

- Sample User ID – cablebox789 OR CABLEBOX789
- Must be different than your subscriber first and last name.
- Must be a minimum of 4 characters long.
- Use a combination of alpha-characters, in ALL lower or upper case, and numbers, where at least one number must be used.
- Do not use any special characters such as, comma, underscore, \$, #, etc.

Field 3: Password

The following rules must be used when creating your Password:

- Sample Password – mypassword789 OR MYPASSWORD789
- Must be a minimum of six characters long.
- Do not contain your user's name or User ID.
- Use a combination of alpha-characters, in ALL lower or upper case, and numbers, where at least one number must be used.
- Do not use any special characters such as, comma, underscore, \$, #, etc.

Important Things to Note about Your Password:

- Your password will never expire by itself.
- Your passwords will not be locked after any number of consecutive unsuccessful login attempts by the subscriber.
- If you forget your password, simply click the 'Forgot Password' link on the Login page.
- The password characters you entered are not visible to protect you from others.

Field 4: Re-Enter Password

Simply re-enter your newly created password for verification purposes.

Field 5: Email Address

Your personal email address is an essential step to validate your account and provide us a method to send you a temporary password in case you forget your original password.

Please ensure you properly enter your email address assigned to you by your internet service provider. At a minimum, the format should be as follows:
jsmith@example.ca

Your email address must follow these minimum rules:

- Have at least one period [.] after the 'AT' sign [@].
- Have only one AT sign [@].

Field 6: First Name

Simply enter your first name.

Field 7: Last Name

Simply enter your last name.

Now that ALL fields are filled in, double check that all your information is accurate and take the time to record the information in a save place. Next, click the 'Submit' button to process the registration of your account.

A successful registration process will bring you to the Maintain Digital Box Nickname page. Instructions regarding Maintain Digital Box Nickname page are found in the Online Pay-Per-View Ordering and Account User Help menu.

If for any reason the registration process is not successful, the appropriate error message will appear indicating what field(s) must be fixed. Simply follow the on screen message to fix the incorrect field(s) and click the 'Submit' button again to process the registration of your account. The 'Cancel' button is used if you do not wish to proceed with the registration process. When used, you will be redirected to the Login page.

Login

The Login page is to be used to login to your account anytime after you have first registered. The Login page will appear after the language is selected from the Order Your Pay-Per-View Online page.

At the Login page, you will be prompted to enter two items:

- 1) User ID
- 2) Password

Please enter in each item as you originally did during the registration process and then click the 'Submit' button.

A successful login will bring you to the Pay-Per-View Schedule page. Instructions regarding Pay-Per-View Schedule page are found in the Online Pay-Per-View Ordering and Account User Help menu.

If for any reason the login process is not successful, the appropriate error message will appear indicating what field(s) must be fixed. Simply follow the on screen message to fix the incorrect field(s) and click the 'Submit' button again to login to your account.

If you are unable to login, please contact our customer service department for assistance. The 'Exit' button is used if you do not wish to proceed with the login process. When used, you will be redirected to the Order Your Pay-Per-View Online page.

Forgot Password?

Forgot your password? No worries! Simply click "Forgot Password" on the Login page. At the Forgot Password page, you will be prompted to enter two items:

- 1) User ID
- 2) Email Address

Please enter in each item as you originally did during the registration process and then click the 'Submit' button. Your temporary password will be sent, from the Online PPV Service Desk, to your personal email address you used during registration.

Use the temporary password, as is, to login to your account.

Important Things to Note about Your Temporary Password:

- Your temporary password will be valid for one login ONLY.
- When it is used, the system will ask you to change your temporary password. Please refer to the Change Password page in the Online Pay-Per-View Ordering and Account User Help menu for more details.

The 'Cancel' button is used if you do not wish to proceed in requesting a temporary password at this time. When used, you will be redirected to the Login page.



Let us be *YourLink* to home entertainment and Pay Per View access that puts you in control of what you see, and when you see it!

Online Pay-Per-View Ordering and Account User Help

This section of the site contains information about online pay-per-view browsing, ordering and changing your user account profile.

Language Selection

Your choice of language, English or French, is selected at the Order Your Pay-Per-View Online page. At anytime, after this page, you can switch languages by clicking the appropriate language selection radio buttons on the top right hand corner of each page.

Maintain Digital Box Nickname

Immediately following the successful registration process, the Maintain Digital Box Nickname page appears. It can also be displayed by clicking the "Maintain Digital Box Nickname" link from the Pay-Per-View Schedule page.

Nicknames are a convenient way to remember the digital box as opposed to remembering the 16-digit Unit Address during the ordering and canceling processes.

Please use this feature to assign nicknames to the active digital boxes in your account.

Simply type in a nickname of your choice for your digital box(es) displayed on the page.

Another convenient feature available to you is to assign the default setting to the digital box that you will primarily use for your Pay-Per-View movie or event enjoyment.

Simply click the check box beside the digital box you want to set as the default digital box for your Pay-Per-View orders.

Click the 'Submit' button to process this request. The "Update was successful" message appears. Click the "Click here to continue" link to proceed to the Pay-Per-View Schedule page.

If you do not wish to assign nicknames to your digital box(es), simply click the 'Skip' button to proceed to the Pay-Per-View Schedule page.

Online Pay-Per-View Browsing and Ordering

A successful login will bring you to the Pay-Per-View Schedule page. This page is separated into two panes. The top pane displays your current Open Orders that are ready to take place. If you have not placed any orders or the time has past for a recent order, then there will not be any orders present in this pane.

The bottom pane displays the current Pay-Per-View Schedule, which lists the first group of 20 titles, sorted by the most recent date/time to occur, then by Event Title in alphabetical order for that given time period. You will notice the online schedule will coincide with the on screen guide of your digital box.

Important Notes about Browsing and Ordering

Browsing

The default schedule will display movies and events available for the next seven (7) day period. Click the 'Next' or 'Previous' links at the bottom of the schedule table to browse the remaining pages of the schedule for the movies or events you wish order.

Searching

Search for a Title: Enter a movie or event title in the blank field beside 'Title'. Click the 'Search' button to display that movie or event, if present in the schedule. Unsure of the title, type in part of the name and click 'Search'.

Search for a Channel: This field is currently not defined. Originally it was to be used to search for a channel number. Now we are thinking to use it for a specific Start Time search. For example: To find all movies or events starting at 9:00:00PM on any day in the seven day schedule.

Search by Title: Simply click the "Event Title" link and the schedule will sort the event titles alphabetically.

Search by Start Date/Time: Simply click the "Start Date/Time" link and the schedule will sort in chronological order with the most recent start date/time first.

Search by Channel Name: Simply click the "Channel Name" link and the schedule will sort by channel number in alpha-numeric order.

Search by Channel Number: Simply click the "Channel Number" link and the schedule will sort by channel number in numeric order.

Ordering

All movies and events can be purchased up to 30 minutes before the end of that movie or event. Multiple movies and events can be ordered on the same digital box at the same time. Orders assigned to one digital box cannot be viewed on another digital box, unless the same order has been ordered for another digital box, meaning you have made two (2) or more orders to two (2) or more digital boxes, individually.

To begin the ordering process, follow these 5 easy steps:

Step 1: Search for the movie or event you wish to order.

Step 2: Click the "movie or event title" link for the movie or event you wish to order.

Step 3: Select the Digital Box you wish to view the movie or event on. If you have more than one digital box, select the appropriate digital box. Click the 'Continue' button. If you do not wish proceed, click the 'Cancel' button.

Step 4: To accept the order, confirm the title, start date/time, channel and price information displayed is correct. If correct, click the 'Accept Order' button. This will process your order and the "Order was successful" message appears. Click the "Click here to continue" link to return to the Pay-Per-View Schedule page, where you will now see the order in the Open Orders pane. If you do not wish to proceed with your order, click the 'Cancel' button. Remember, if the current time is past the movie or event start time, this order will not be displayed in the Open Orders pane.

Step 5: To view the Pay-Per-View movie or event you ordered, remember to set your digital box to the channel number assigned in your order. The movie or event will appear at the date/time assigned in your order.

Canceling an Open Order

You can cancel any Pay-Per-View order from the Open Orders pane, provided the Start Date/Time has not passed.

To cancel an open order, follow these 2 easy steps:

Step 1: Click the 'Cancel' link beside the order you wish to cancel.

Step 2: The following message appears, "You have elected to cancel the Pay-Per-View order. If you are sure click 'Cancel Order'." Confirm the title, start date/time and digital box listed is correct. If so, click the 'Cancel Order' button. This will process your cancellation request and the "Event cancelled successfully" message appears. Click the "Click here to continue" link to return to the Pay-Per-View Schedule page, where you will now see that order has been removed from the Open Orders pane. If you do not wish to proceed in canceling your order, click the 'Exit' button to return to the Pay-Per-View Schedule page, where you will continue to see your order in the Open Orders pane.

My Account

To change your login password or your user profile, click the "My Account" link on the Pay-Per-View Schedule page.

At the My Account Information page, you are presented with two options:

- 1) Change Password
- 2) Change User Profile

Click the respective link above to make the necessary changes as required.

Change Password

At the Change Password page, you will be presented with three (3) fields.

Field 1: Old Password

Type in the most recently used valid password.

Field 2: New Password

Enter in your new password. As a reminder, the following rules must be used when creating your New Password:

- Must be a minimum of six characters long.
- Do not contain your user's name or User ID.
- Use a combination of alpha-characters, in lower or upper case, and numbers, where at least one number must be used.
- Do not use any special characters such as, comma, underscore, \$, #, etc.

Important Things to Note about Your Password:

- Your password will never expire by itself.
- Your passwords will not be locked after any number of consecutive unsuccessful login attempts by the subscriber.
- If you forget your password, simply click the 'Forgot Password' link on the Login page.
- The password characters you entered are not visible to protect you from others.

Field 3: Re-Enter Password

Simply re-enter your newly created password for verification purposes.

Click the 'Submit' button to process the password change request for your account.

The "Password changed successfully" message appears. Click the "Click here to continue" link to return to the My Account Information page. Click the 'Exit' button to return to the Pay-Per-View Schedule.

The 'Cancel' button is used if you do not wish to proceed in changing your password. When used, you will be redirected to the My Account Information page. Click the 'Exit' button, again, to return to the Pay-Per-View Schedule.

Change User Profile

At the Change User Profile page, you will be presented with three (3) fields. Each field will be populated with your user information entered at time of registration or when you last changed this information.

Field 1: First Name

If required, simply enter a new first name.

Field 2: Last Name

If required, simply enter a new last name.

Field 3: Email Address

If your personal email address has changed, please enter your updated new email address. Remember to ensure you properly enter your new personal email address assigned to you by your internet service provider. At a minimum, the format should be as follows:
jsmith@example.ca

Your email address must follow these minimum rules:

- Have at least one period [.] after the 'AT' sign [@].
- Have only one AT sign [@].

Click the 'Submit' button to process the user profile change(s) requested.

The "User account updated successfully" message appears. Click the "Click here to continue" link to return to the My Account Information page. Click the 'Exit' button to return to the Pay-Per-View Schedule.

The 'Exit' button is used if you do not wish to proceed in changing your user profile. When used, you will be redirected to the My Account Information page. Click the 'Exit' button, again, to return to the Pay-Per-View Schedule.

Logout

At anytime, after a successful login, you can logout of the system by simply clicking on the 'Logout' link in the top right corner of any page.

This will bring you back to the Login page. Unless you want to order more Pay-Per-View movies or events, close this browser session and get ready to enjoy your movie or event.

Prior to Watching your PPV purchase

Please make sure that prior to watching your movie or event, you hit 'Exit' on your remote control (to exit from any menus or guides that may be on your TV screen) and enter the specific 3-digit channel number your movie or event will be on to go to that channel.