



Error Messaging

RATIONALE

Specific circumstances, errors and solutions may vary by content and service provider. There are a number of common TVE sign in scenarios, issues and remediating actions that are likely to apply universally, and the recommendations below address these.

RECOMMENDATIONS

First Time TVE user (language to be adapted to MVPD messaging)

- You can watch many of your favorite shows on select devices in the home and out of the home. Simply enter your user name and password to sign in
- Don't know your user name or password? Click here for help.
- Need to set up your account to access <TV Everywhere – each MVPD to customize>? Click here.

Forgot Your User Name and/or Password?

- Click here (link takes the consumer to a help page that outlines the format for the user name (example: John.doe@cableco.com) and provides email and web links and phone numbers for customer support)
- Same with Password

Invalid credentials (user ID, email address, password)

First attempt

- The email address/user ID or password you entered is incorrect. Please try again.
- Forgot your user name or password? Click here to get your username. Click here to reset your password.

Second attempt

- The email address/user ID or password you entered is incorrect. Need help? Click here.

Third attempt

- The email address/user ID you entered is incorrect. Please call XXX.XXX.XXXX. or click here for live chat to retrieve your credentials
- The password you entered is incorrect. Please call XXX.XXX.XXXX. or click here for live chat to retrieve your credentials

Multiple Failed Sign Ins

- You have exceeded the permitted number of sign in attempts. Please click here to connect to customer care, or call XXX.XXX.XXXX.

Not currently subscribed to this <channel, network> (Optional)

- Your <MVPD> subscription does not include <content provider>. To subscribe to <content provider>, please click here or call XXX.XXX.XXXX. If your subscription currently includes <insert network>, please click here to see if <network> is viewable via the TVE experience.
- <MVPD> does not currently offer access to the <enter content provider TVE name> TV everywhere experience. We are establishing distribution partnerships regularly. Please send your email address and we will contact you as soon as your distributor makes <content provider> access available. <Insert email field and MVPD field>. Thank you.

Subscribe to this channel, but cannot access it

- It appears that your <MVPD> subscription does not include <content provider>. If <content provider> is currently included in your cable subscription, please contact your service provider.

Parental Control Exception (to be configured by each MVPD)

- Parental control settings do not allow you to view this network. Please click here to modify parental controls, or speak to the account holder for this subscription if you wish to view <Network> (applies if there are sub accounts listed).

Customer access through Content Owner Site for TVE not working

- We are experiencing difficulties with this <TVE> video programming. Please Sign In again. If you continue to experience difficulties, email customer support at <insert address> or call xxx.xxx.xxxx.

Device/Platform access to the TVE experience not working

- Please click [here](#) to see if <network> is currently viewable on select devices and platforms.