

## **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:
  - o with your TV and Digital Receiver turned on press "SETTINGS" on your remote control
  - o select "Prevue Main Menu" and press OK/SELECT
  - o select "Setup" and press OK/SELECT – note you may have to scroll down to see this option using the ▼ button
  - o select "Cable Box Setup" and press OK/SELECT
  - o select "Configuration – Select to display" and press OK/SELECT
  - o your digital box unit address is the "Unit ID" number at the bottom of the screen
  - o 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 anyone 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 it self.
- 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.

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