

## **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

Movies and events can purchased up to 7 days prior and up to 30 minutes into the 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.

Enjoy!

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