Cooptel

GO SERVICES

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This document is intended for Cooptel members.

For any question or comment regarding this document, please contact our Technical Support Department by email or by phone: support@cooptel.qc.ca or 1-866-532-2252.

Please note that this document is subject to change with no advance notice.

GO SERVICES—WHAT IS IT?

Cooptel's Go Services lets you view certain channels via a high-speed Internet link with a computer, a laptop, a smartphone or a tablet.

To be eligible for Go Services, you must have subscribed to the channels on your Cooptel television package. You will then be able to access these channels from **anywhere in Canada** (not elsewhere because of copyright matters).

WHICH CHANNELS ARE ACCESSIBLE?

You can then view certain channels directly through the Watch TV Everywhere portal (e.g. with your PC) or though smart device applications (Android and iOS).

*The RDS application also includes content from RDS 2 and RDS Info.

HOW TO ACCESS GO SERVICES

To access Go services, you will first need to register with the Watch TV Everywhere platform. You can then view certain channels directly through the **Watch TV Everywhere** portal (e.g. with your PC) or through smart device applications (Android and iOS).

1. Access Watch TV Everywhere at the following address: *www.wtve.ca*.

2. Select Cooptel as your provider.

3. Click on **Register** at the top of the screen.

4. Fill out the **Subscriber Validation** fields as follows:

- **Account number:**
  This is the account number you received when you subscribed for our services. If you don't know your account number, you can find it in your Mon Cooptel Customer area or on your statement.

- **Last Name on Statement:**
  The last name must be written exactly the same as on your statement.

- **Verification Code:**
  You need to retype the code that is displayed in the **Enter** box right next to it.

  For the other information, enter what is required.

- Click on **Register**

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5. Click on the **Login** tab. Enter your email address and the password you just created, then click on **Login**.

Warning! *If you forget your password, Cooptel will not be able to recover it for you.*

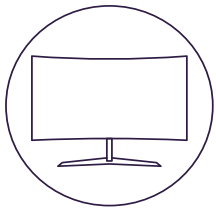
6. Once your account is opened, you will be able to access the channels you are subscribed to, on your computer through the *www.wtve.ca* site or via each channel's IOS or Android application.

You will always have to authenticate yourself in 2 ways:

• By creating an account on the site of the selected channel (independent from your Cooptel account). You can connect directly with your Facebook, Twitter, etc. account.

• You can connect by selecting **Cooptel** as the television provider (with your username and password created on page 5).

Note: For applications, authentication is required only at the time of the first connection.



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