BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Disney+

Plans, profiles, kids' settings and the Hulu and ESPN bundles — explained in plain English, one step at a time

A plain-English guide for families and grandparents

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

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For Disney+ in the U.S. · facts current November 2026

What's Inside

This is your Disney+ manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Whether you're signing up so the grandchildren have something to watch at your house, setting up safe profiles for the kids, trying to make sense of the Hulu and ESPN bundles, or just looking for a good movie for yourself, every feature here comes with what it actually does *for you* and slow, step-by-step directions. It's written for Disney+ in the United States as of November 2026. Disney changes its apps, plans and prices often, so if a screen or a price looks a little different, the idea is still the same.

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PART 1

Getting to Know Disney+

What Disney+ is, what's on it, what you need to watch it, and the handful of words you'll see on the screen. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe the grandchildren asked for Disney+ so they can watch their favorite movies at your house. Maybe you signed up years ago and the bill keeps creeping up and you'd like to know what you're actually paying for. Or maybe you've been told you "already have it" through a bundle and you're not sure what that means. Whoever you are, this guide is for **you**.

I'm Bill. Helping people feel at home with their technology is what I do every day, and I've written this guide the way I'd explain it sitting next to you on the couch: plainly, patiently, and without the jargon. When a word like "bundle" or "Junior Mode" comes up, I'll stop and tell you what it means.

You can't break it by exploring

You cannot hurt Disney+ by pressing the wrong button or opening the wrong menu. Browsing, playing a trailer, or opening a settings screen and backing out again costs nothing and changes nothing. The only screens that really matter are the ones about **money** (your plan and payment) and the ones about **the children's profiles**. I'll slow down and point those out when we get to them.

WHAT THIS DOES FOR YOU

Why this matters

A family that understands its streaming service gets more for its money. A few minutes of setup (the right plan, a safe profile for each child, a PIN on the grown-up profiles) means no surprise charges, no scary movies at bedtime, and no paying twice for something a bundle already covers.

What's in this guide

- **The basics**: what Disney+ is, what you need, and the words you'll see (Part 1).
- **Plans and prices**: Basic, Premium, and the bundles with Hulu and ESPN, with honest prices as of November 2026 (Part 2).
- **Disney+ on your TV**: signing in, finding your way around, and Hulu inside the Disney+ app (Part 3).
- **Profiles and kids**: a profile for everyone, kids' profiles, Junior Mode, content ratings and the profile PIN (Part 4).

- **Watching your way**: captions, audio description, downloads and watching together (Part 5).
- **Sharing, security, scams and canceling** (Parts 6 and 7), and then when to call me and a one-page cheat-sheet (Part 8).

And I'm only a phone call away

If you get stuck, you're never stuck alone. Call me at **(330) 200-8042**. No question is too small and no one will make you feel silly for asking. Now let's meet Disney+.

— Bill

CHAPTER 2

What Disney+ Is (and What's on It)

Disney+ (said "Disney Plus") is a streaming service. That means you pay a monthly fee and watch movies and shows over the internet, whenever you like, on a TV, phone, tablet or computer. There are no discs, no tapes and no fixed schedule. You pick something and it starts.

What you'll find

Brand	What it means for you
Disney	The animated classics and new films, plus Disney Channel and Disney Junior shows for young children.
Pixar	Toy Story, Finding Nemo, Up, Inside Out and the rest of the Pixar films.
Marvel	The superhero movies and series.
Star Wars	The films plus a long list of series.
National Geographic	Nature and science documentaries, often a hit with grandparents and grandchildren alike.
Hulu (with a bundle)	Grown-up shows and movies, network TV the day after it airs, and more. With a Disney+ and Hulu bundle, Hulu shows up right inside the Disney+ app (Chapter 11).

WHAT THIS DOES FOR YOU

What this does for you

One subscription covers a huge share of the movies children ask for by name. Instead of renting the same film again and again, or hunting for a disc, you open the app and it's there, any time of day.

What Disney+ is not

- **It isn't cable.** Disney+ on its own doesn't have live local channels or the evening news.
- **It isn't everything Disney makes.** A new movie usually plays in theaters first and arrives on Disney+ some months later.
- **It isn't free.** You pay every month (or every year), and the price has gone up several times. Part 2 covers what it costs today.
- **It isn't the same as ESPN.** Sports are a separate subscription, though Disney sells them together in bundles (Chapter 6).

GOOD TO KNOW

Disney+ and Hulu are coming together

Disney owns both Disney+ and Hulu, and it has been bringing Hulu into the Disney+ app. If you pay for both, you can watch Hulu shows without leaving Disney+. Chapter 11 explains where that stands today.

CHAPTER 3

What You Need to Watch

Before you sign up, make sure you have the three things every streaming service needs. Most homes already do.

1. Something to watch on

- **A smart TV** (one that connects to the internet), such as a Samsung, LG, Vizio, or a TV with Roku, Fire TV or Google TV built in.
- **A streaming stick or box** plugged into an older TV: Roku, Amazon Fire TV, Google TV Streamer or Chromecast, or Apple TV.
- **A game console** such as a PlayStation or Xbox.
- **A phone, tablet or computer.** On a computer, you can simply go to disneyplus.com in your web browser.

2. A home internet connection

Disney+ streams over your Wi-Fi. A typical home internet plan is plenty. If the picture keeps pausing to load, the Wi-Fi in the TV room may be weak; Chapter 26 has a few simple fixes.

3. An account and a way to pay

You sign up with an email address and a password, and pay with a credit or debit card (or through another company, such as your phone company or app store). Disney's account is called a **MyDisney** account; it's the same sign-in Disney uses for its other apps and websites.

> **TIP**
>
> **Use an email you actually check**
>
> Disney+ often sends a one-time code to your email when you sign in on a new TV or phone. If the account uses an old email you never open, signing in becomes a headache. Use the email you read every day, and write it on the cheat-sheet in Chapter 28.

HEADS UP

One account, not one per TV

You don't need a separate subscription for each TV in the house. One Disney+ account works on all your devices at home. Chapter 21 explains who can share it.

CHAPTER 4

Words You'll See on Disney+

Disney+ uses a few words in its own way. Here they are in plain English, so nothing on the screen catches you off guard.

Word	What it means
Disney+ Basic	The lower-priced plan. It plays short ads before and during most shows and movies.
Disney+ Premium	The higher-priced plan with no ads (or almost none) and downloads for watching offline.
Bundle	Two or three services sold together for one monthly price, such as Disney+ and Hulu, or Disney+, Hulu and ESPN.
MyDisney account	Your Disney sign-in: the email and password you use for Disney+ and other Disney apps and sites.
Profile	A separate space for each person in the household, with its own watch history, list and settings.
Kids profile / Junior Mode	A profile set up for a young child, with a simpler screen and only family-friendly titles.
Content rating	The highest rating (such as TV-PG or PG-13) a profile is allowed to play.
Profile PIN	A four-digit code that locks a profile so a child can't switch into it.
Watchlist	Your saved list of things you'd like to watch later.
Continue Watching	A row on the home screen that lets you pick up exactly where you stopped.
Extra Member	A paid add-on that lets one person outside your home use your account.
Download	Saving a movie or episode to a phone or tablet so you can watch without the internet.

TIP

If a word stumps you

Come back to this chapter any time. And if the screen uses a word that isn't here, it's often just a new name for something old. Read it slowly, and if it's about money, don't press **Confirm** until you're sure.

GOOD TO KNOW

"Plus" doesn't mean extra fees

The "+" is just part of the name. Disney+ doesn't charge extra per movie for its regular library. The exceptions are clearly labeled, such as the Extra Member add-on, and Disney asks before charging you.

PART 2

Plans, Prices & Bundles

What each plan costs as of November 2026, how the Hulu and ESPN bundles work, and how to sign up, pay and change plans without surprises.

CHAPTER 5

The Plans and What They Cost

Disney+ on its own comes in two plans in the United States. They have the same movies and shows; the difference is ads and a few extras. Here are the prices for new subscribers as of November 2026.

Plan	What you get	Monthly price
Disney+ Basic (with ads)	The full Disney+ library, with ads.	$12.49
Disney+ Premium (no ads)	The full library without ads, plus downloads for offline viewing.	$21.49

Disney raised these prices for new subscribers on **September 23, 2026**: Basic went up 50 cents from $11.99, and Premium went up $2.50 from $18.99. People who already subscribed saw the new price on a bill starting in late October 2026. That followed an earlier increase in October 2025, when Premium went from $15.99 to $18.99.

GOOD TO KNOW

Check your own price

What you pay can differ if you joined through a promotion, pay yearly, or pay through your phone company or an app store. To see your real price, go to **disneyplus.com**, sign in, select your profile picture, then **Account**, and look at your subscription.

Which plan should you pick?

- **Basic** is fine for most homes, especially if the ads don't bother you. Children's shows still play, just with short breaks.
- **Premium** is worth it if ads annoy you, or if you want to **download** movies for a car trip or a flight (Chapter 19).
- **Already pay for Hulu?** Read Chapter 6 first. A bundle is usually cheaper than paying for both separately.

WHAT THIS DOES FOR YOU

What this does for you

Knowing the difference in plain numbers lets you choose on purpose. The gap between Basic and Premium is $9.00 a month, about $108 a year. That's real money to spend on something else if ads don't bother you.

CHAPTER 6

The Hulu & ESPN Bundles

Disney owns Disney+, Hulu and ESPN, and it sells them together as **bundles**. One payment, one bill, and a lower total than buying each one alone. Here are the main bundles for new subscribers as of November 2026.

Bundle	With ads	No ads (Premium)
Disney+ and Hulu	$12.99 a month	$21.99 a month
Disney+, Hulu and ESPN Select	$21.99 a month	$32.99 a month
Disney+, Hulu and ESPN Unlimited	$35.99 a month	$44.99 a month

In the September 2026 changes, the Disney+ and Hulu bundle with ads stayed at $12.99, the ad-free Disney+ and Hulu bundle went up $2.00 to $21.99, the ESPN Select bundle went up to $21.99 with ads and $32.99 without, and the ESPN Unlimited bundles stayed the same.

What "ESPN Select" and "ESPN Unlimited" mean

ESPN comes in two levels. **ESPN Select** is the smaller one (it used to be called ESPN+). **ESPN Unlimited** is the bigger one that includes ESPN's main TV channels, so you can watch them without cable. If nobody in the house follows sports closely, you probably don't need either. Bill's ESPN manual explains the difference in detail.

WHAT THIS DOES FOR YOU

What this does for you

Look at the numbers: Disney+ Basic alone is $12.49, and the Disney+ and Hulu bundle with ads is $12.99. For fifty cents more a month you get Hulu too. If anyone in the house watches Hulu, a bundle almost always saves money.

HEADS UP

The older "legacy" bundle

If you've had the Disney+, Hulu and ESPN bundle for years, you may be on an older version Disney no longer sells to new customers. Its price rose to $27.99 a month on September 17, 2026. It's worth comparing it with the current bundles above before your next bill.

TIP

Don't pay twice

A common money leak: paying for Disney+ on its own *and* Hulu on its own, maybe on two different cards. Before you switch to a bundle, check both accounts, then cancel the separate subscriptions once the bundle is active. If it's confusing, that's a fine reason to call me.

CHAPTER 7

Signing Up & Paying

Signing up takes about five minutes. Doing it on a computer or phone is easier than typing with a TV remote, and you can sign in on the TV afterward.

Signing up on the Disney+ website

1. On a computer or phone, open your web browser and type **disneyplus.com**. Type it yourself rather than clicking a link in an email or ad (Chapter 23 explains why).
2. Choose **Sign Up** or the plan you want. You'll see Basic, Premium and the bundles.
3. Enter your email address. If you already have a MyDisney account (from Disney World tickets, for example), Disney will ask you to sign in with it.
4. Create a password, or enter the one-time code Disney emails you.
5. Enter your card details and review the price on the screen **before** you agree.
6. Select the button to start your subscription. Disney emails a receipt.

Other ways to pay

- **Through an app store**: if you sign up inside the Disney+ app on an iPhone, Android phone, Roku or Fire TV, the bill may come from Apple, Google, Roku or Amazon instead of Disney.
- **Through your phone or internet company**: some mobile and internet plans include Disney+ or a bundle. Then the charge is part of that bill.
- **Disney+ gift cards** sold in stores can pay for a subscription.

GOOD TO KNOW

Who bills you matters later

Whoever bills you is where you change or cancel. If Apple bills you, you cancel in your Apple settings, not on the Disney+ website. Write down who bills you on the cheat-sheet (Chapter 28). Chapter 25 walks through canceling each way.

SCAM ALERT

Disney+ never asks for gift cards over the phone

A gift card you buy in a store is a fine way to pay *yourself*, on the official site or app. But if anyone calls, texts or emails and tells you to buy gift cards to fix your Disney+ account, pay a fine, or claim a prize, it's a scam. Hang up.

CHAPTER 8

Changing Your Plan & Price-Change Emails

You can switch between Basic and Premium, or move to a bundle, whenever you like. And when Disney changes prices, it emails you first. Here's how to handle both calmly.

Switching plans on the website

1. Go to **disneyplus.com** on a computer or phone and sign in.
2. Select your profile picture at the top, then **Account**.
3. Under your subscription, select it to see options to change your plan.
4. Choose the new plan, read the price and when it starts, and confirm.

HEADS UP

If you pay through someone else

If an app store or your phone company bills you, the change-plan option may not appear on the Disney+ site. You'll make the change through that company instead.

When a price-change email arrives

Disney emails subscribers before a price increase takes effect, telling them the new price and the date. You don't need to do anything to keep watching; the new price simply applies from that bill. If you'd rather not pay it, that email is your reminder to switch plans or cancel before the date.

SCAM ALERT

Real notice or fake?

A real price-change email informs you; it doesn't demand that you click and "confirm your card" right away. If an email threatens to stop your service unless you update payment through its link, don't click. Type **disneyplus.com** yourself and look at **Account**. If there's a real problem, it will show there.

WHAT THIS DOES FOR YOU

What this does for you

Treat every price email as a free checkup. Ask: do we still watch this? Would the bundle, or Basic, do? Five minutes once or twice a year keeps the streaming bill from quietly growing.

PART 3

Disney+ on Your TV

Getting the app on the TV, signing in the easy way, finding your way around, and watching Hulu inside the Disney+ app.

CHAPTER 9

Getting the App & Signing In on Your TV

Most smart TVs and streaming sticks either have Disney+ already, or can add it in a minute from their app store. The app itself is free; your subscription is what you pay for.

Add the app

1. Press the **Home** button on the TV or streaming remote.
2. Open the app store. It may be called **Apps**, **Channel Store** (Roku), **Find** (Fire TV) or **App Store** (Apple TV).
3. Search for **Disney+** and choose **Install**, **Add** or **Get**.
4. Open the app from your home screen.

Sign in the easy way: with your phone

Typing an email with a TV remote is slow. Disney+ usually offers a shortcut: the TV shows a short code or a square barcode (a QR code), and you finish signing in on your phone.

1. On the TV, open Disney+ and choose **Log In**.
2. The TV shows a web address and a code, often with a QR code.
3. On your phone, point the camera at the QR code and tap the link that appears, or type the web address into the phone's browser.
4. Sign in on the phone with your MyDisney email and password (or the one-time code Disney emails you).
5. Enter the code from the TV if asked. In a few seconds the TV signs in by itself.

TIP

Prefer the remote?

You can always choose to sign in on the TV itself and type your email and password with the on-screen keyboard. It just takes longer.

SCAM ALERT

Only enter TV codes you asked for

A sign-in code is only safe when **you** are standing in front of the TV that's showing it. If anyone calls or messages you and asks you to enter a code or read one to them, it's a trick to get into your account. Say no and hang up.

WHAT THIS DOES FOR YOU

What this does for you

Signing in with your phone takes a minute and avoids the frustrating letter-by-letter typing. It's also the quickest way to get Disney+ working on a TV at a vacation rental or a family member's home.

CHAPTER 10

Finding Your Way Around

The Disney+ screen looks busy, but it's built from just a few pieces. Once you know them, you'll find anything quickly.

The main pieces

On the screen	What it does
Home	The starting screen: big pictures at the top, then rows of suggestions.
Brand tiles	Large buttons for Disney, Pixar, Marvel, Star Wars, National Geographic and, with a bundle, Hulu and ESPN. Each opens that brand's collection.
Search	The magnifying glass. Type a title, an actor, or a word like "dogs" or "Christmas."
Continue Watching	A row on Home that picks up where you stopped.
Watchlist	Things you've saved for later.
Your profile picture	Switch profiles, edit profiles, open settings and your account.

Finding something specific

1. Open **Search** (the magnifying glass; on a TV it's in the menu at the side or top).
2. Type the first few letters of the title. Results appear as you type.
3. Select the title to see its page: a description, its rating, and a **Play** button.
4. To save it for later, select the **+** (Add to Watchlist) button on that page.

> TIP
> **Use your voice**
> Many TV remotes have a microphone button. Hold it and say "Disney Plus, Moana" or "Bluey on Disney Plus," and the TV may open it directly. It's far easier than typing.

Playing, pausing and skipping

- Press **OK** or the play/pause button to pause and resume.
- Use left and right on the remote to move backward or forward.
- Look for **Skip Intro** or **Skip Recap** buttons at the start of episodes, and **Next Episode** at the end.

- Press **Back** to stop and return to the title's page.

WHAT THIS DOES FOR YOU

What this does for you

The Watchlist and Continue Watching rows mean you never have to remember where you left off or what someone recommended. Save it once and it's waiting for you.

CHAPTER 11

Hulu Inside the Disney+ App

Disney owns Hulu, and since 2025 it has been bringing Hulu into the Disney+ app. Here's where things stand in November 2026, in plain terms.

What's true today

- **With a Disney+ and Hulu bundle**, you can watch Hulu shows and movies right inside the Disney+ app. Look for the **Hulu** tile or section.
- **Bundle subscribers can sync their Hulu profiles** and viewing history into Disney+, so "Continue Watching" picks up Hulu shows too.
- **Hulu-only subscribers** can sign in to the Disney+ app with their Hulu account to watch Hulu there.
- **The separate Hulu app still exists.** In May 2026 Disney said it had no current plans to shut down the Hulu app, even though it had earlier described a plan to fully combine the two.

GOOD TO KNOW

Why you may have heard "Hulu is going away"

In August 2025 Disney announced it would fully fold Hulu into Disney+ with a combined app in 2026. Later it said it had no current plans to retire the Hulu app. So both apps work today. If Disney does change this, it will tell subscribers by email and in the apps.

Should you use one app or two?

If you have the bundle, using just the Disney+ app is simpler: one app, one set of profiles, one place to search. If you're used to the Hulu app and like it, there's no need to change today. Either way you're paying the same.

HEADS UP

Kids' profiles and Hulu

Hulu has a lot of grown-up programming. If Hulu appears in your Disney+ app, make sure each child's profile is set up as described in Chapters 13 and 14, so only suitable titles show up for them.

WHAT THIS DOES FOR YOU

What this does for you

One app on the TV instead of two, and one search box that finds a show whether it's on Disney+ or Hulu. Fewer apps to remember means less hunting and more watching.

PART 4

Profiles & Kids

A profile for everyone, safe profiles for children, content ratings, and the PIN that keeps little hands out of the grown-up profiles.

CHAPTER 12

Profiles: Everyone Gets Their Own

A **profile** is a separate space inside one Disney+ account. Each person gets their own picture, their own Continue Watching row, their own Watchlist and their own suggestions. One account can have several profiles.

WHAT THIS DOES FOR YOU

What this does for you

Grandpa's war documentaries don't get mixed up with a six-year-old's cartoons, and the suggestions on your screen fit *your* taste. Profiles are also the key to keeping children safe (the next three chapters).

Add a profile

1. Open Disney+ and go to the profile screen ("Who's watching?"). If you're already in, select your profile picture.
2. Choose **Add Profile**.
3. Pick a picture (an avatar) and type a name.
4. Answer the questions about the person, such as their birth date, if asked. If it's for a child, read Chapter 13 before you save.
5. Select **Save**.

Change or delete a profile

1. From the profile screen, choose **Edit Profiles**.
2. Select the profile you want to change.
3. Change the name, picture or settings, then select **Save**. To remove it, choose **Delete Profile**.

HEADS UP

Deleting is permanent

Deleting a profile erases its watch history and Watchlist. It doesn't cancel anything or change the bill, but you can't undo it. Edit instead of deleting when in doubt.

TIP

A profile for visitors

If the grandchildren visit often, give each one their own kids' profile on your account. Their favorites are waiting when they arrive, and nothing they watch clutters your suggestions.

CHAPTER 13

Kids' Profiles & Junior Mode

Disney+ gives you two levels of protection for children. Pick the one that fits the child's age.

Option	What it does
Junior Mode (kids' profile)	For young children. The profile shows only titles suitable for all ages, with a simpler, child-friendly screen. You don't choose a rating; Disney keeps it to family-friendly programming.
A regular profile with a content rating	For older children and teens. You choose the highest rating the profile may play, such as TV-PG or PG-13 (Chapter 14).

Turn on Junior Mode for a child

1. Go to the profile screen and choose **Edit Profiles** (or **Add Profile** for a new one).
2. Select the child's profile.
3. Turn on **Junior Mode**.
4. Select **Save**.

GOOD TO KNOW

The main profile can't be a kids' profile

The account's first, main profile belongs to the account holder and can't be put in Junior Mode. Make a separate profile for each child.

HEADS UP

A kids' profile only helps if the child uses it

Junior Mode protects the child's profile, not the whole account. A clever youngster can simply tap a grown-up's profile instead. Chapter 15 shows how to lock the grown-up profiles with a PIN.

WHAT THIS DOES FOR YOU

What this does for you

Hand a young child the remote or a tablet and know that whatever they pick will be appropriate. No hovering, no surprises in the middle of a cartoon marathon.

TIP

Moving up as they grow

When a child outgrows Junior Mode, turn it off and set a content rating instead (Chapter 14). Disney may ask for the account password before relaxing a child's settings, which is a good thing: the child can't do it on their own.

CHAPTER 14

Content Ratings: Choosing What Each Profile Can Watch

For older children, Disney+ lets you set a **content rating limit** on each profile. The profile will only show and play titles at or below the rating you choose.

The ratings you'll see, from mildest to strongest

TV shows	Movies	Roughly means
TV-Y, TV-Y7	G	Made for young children.
TV-G, TV-PG	PG	Family viewing; some scenes may need a parent's guidance.
TV-14	PG-13	Some material may not suit children under 13 or 14.
TV-MA	R	For adults.

These are the standard U.S. TV and movie ratings. Disney+ shows each title's rating on its page, so you can always check before pressing Play.

Set the rating limit

1. From the profile screen, choose **Edit Profiles** and select the child's profile.
2. Find **Content Rating** (it's under the parental controls section).
3. Disney+ asks for your account password. That keeps children from changing it.
4. Choose the highest rating this profile may watch, then save.

GOOD TO KNOW

Hulu and grown-up titles

Hulu and some Disney+ titles go up to TV-MA and R. With a sensible rating limit on a child's profile, those titles don't appear for them, even when Hulu is part of your Disney+ app.

TIP

Not sure about a movie?

Ratings are a starting point, not the whole story. Watch the trailer together, or look the title up on a family review site before saying yes. You know your grandchild best.

WHAT THIS DOES FOR YOU

What this does for you

A teenager gets room to grow, and you still get a say. Set it once and revisit it on their birthday.

CHAPTER 15

Profile PIN & Restrict Profile Creation

Kids' profiles and rating limits only work if children can't get around them. Two settings close the obvious loopholes: a **Profile PIN** on the grown-up profiles, and **Restrict Profile Creation** on the account.

Lock a profile with a PIN

A Profile PIN is a four-digit code. Once it's set, nobody can open that profile without typing the code.

1. From the profile screen, choose **Edit Profiles** and select **your** profile (the one to protect).
2. Find **Profile PIN** under the parental controls section.
3. Enter your account password when asked.
4. Turn on the PIN and type a four-digit code you'll remember but a child won't guess. Save.
5. Repeat for every grown-up profile on the account.

TIP

Pick a good PIN

Avoid 1234, 0000, birth years and the house number; children try those first. Write the PIN in the cheat-sheet (Chapter 28) and keep it somewhere the kids won't look.

GOOD TO KNOW

Forgot the PIN?

Not a disaster. Because changing a PIN asks for the account password, the account holder can reset it from **Edit Profiles**. If you've also forgotten the password, see Chapter 22.

Stop new profiles being made

The other loophole: a child simply creates a brand-new, unrestricted profile. **Restrict Profile Creation** means only someone with the account password can add a profile.

1. Select your profile picture and open your **Account** settings (on the website, or in the app's settings).
2. Find **Restrict Profile Creation** and turn it on.
3. Confirm with your account password.

WHAT THIS DOES FOR YOU

What this does for you

With a PIN on each grown-up profile and profile creation locked, the kids' settings actually stick. You can leave a grandchild with the remote and relax.

CHAPTER 16

A Family Safety Checklist for Disney+

Here is everything from Part 4 in one place. Work down the list once, and the account is set up well for the whole family. It takes about 15 minutes.

1. Make a separate profile for each grown-up and each child (Chapter 12).
2. Turn on **Junior Mode** for young children (Chapter 13).
3. Set a **content rating** for older children and teens (Chapter 14).
4. Put a **Profile PIN** on every grown-up profile (Chapter 15).
5. Turn on **Restrict Profile Creation** (Chapter 15).
6. Check who bills you and whether children could start a purchase through an app store (Chapter 7).
7. Make sure the account password is strong and not shared outside the home (Chapter 22).

WHAT THIS DOES FOR YOU

What this does for you

Fifteen minutes now saves a lot of "what is that?" moments later. And when the grandchildren visit, you won't have to think about it at all.

Talk to the kids, too

- Show children which profile is theirs and tell them it's just for them.
- Explain that if something on screen upsets or scares them, they can turn it off and come get you.
- Remind older children never to give out the family's Disney+ password or type it on a website someone sends them.

HEADS UP

Settings on other devices

Disney+ settings protect Disney+. YouTube, other apps and the TV's web browser have their own controls. If you'd like the whole TV or tablet locked down, look at that device's own parental controls, or ask me to help set them up together.

TIP

Revisit twice a year

Children grow fast. When a birthday comes around, or a new school year starts, take a minute to check each child's rating and decide whether it still fits.

PART 5

Watching Your Way

Captions you can read, audio description, downloads for trips and waiting rooms, and how to watch together with family who live far away.

CHAPTER 17

Captions & Subtitles

Captions put the words on the screen. They're a gift for anyone with hearing loss, but plenty of people turn them on simply because dialogue can be hard to catch over music and sound effects.

Turn captions on while watching

1. Start playing a show or movie.
2. Press **OK** or move the remote up to bring up the on-screen controls (on a phone or tablet, tap the screen).
3. Select the **speech-bubble** or settings icon, usually in a top corner. It opens the audio and subtitle choices.
4. Under **Subtitles**, choose **English [CC]** or **English**. Choose **Off** to turn them off.
5. Press **Back** to return to the show.

GOOD TO KNOW

"[CC]" versus plain subtitles

English [CC] (closed captions) includes sound cues like [door creaks] or [music playing], which helps if you can't hear well. Plain **English** subtitles show only what's spoken. Pick whichever you prefer.

Make captions bigger or easier to read

On many devices you can change the caption size, color and background so they're easier to read from the couch. Depending on the device, this is in Disney+ app settings or in the TV's or streaming stick's own **Accessibility** or **Captions** settings. Look for options like **Text size** and **Background**.

TIP

Captions follow the profile

Disney+ often remembers your caption choice for your profile, so you don't have to turn them on every time. If they keep disappearing, check you're watching in your own profile.

WHAT THIS DOES FOR YOU

What this does for you

No more turning the volume up and up, or asking "what did he say?". Captions let the whole family watch at a comfortable volume, and they help children practice reading, too.

CHAPTER 18

Audio Description & Easier Listening

Audio description is an extra narration track that describes what's happening on screen during the pauses in dialogue: who walked in, what someone's face shows, what the scene looks like. It's made for people who are blind or have low vision, and many titles on Disney+ have it.

Turn on audio description

1. Start playing the title.
2. Bring up the on-screen controls and select the same **speech-bubble** or settings icon you use for captions.
3. Under **Audio**, choose the track labeled **English - Audio Description** (the wording varies slightly).
4. Press **Back**. The narration starts at the next pause.

GOOD TO KNOW

Not every title has it

If you don't see an Audio Description track, that title doesn't have one. Many Disney, Pixar and Marvel films do. The title's details page often lists the audio languages available.

Other ways to make listening easier

- **Turn on captions as well** (Chapter 17). Words plus sound work better than either alone.
- **Use the TV's own voice or dialogue setting.** Many TVs and soundbars have a mode that makes voices clearer; look in the TV's sound settings for words like "Clear Voice" or "Dialogue Enhancement."
- **Try headphones.** Some streaming remotes and TVs let you listen through wireless headphones so you can turn it up without disturbing anyone.

TIP

Screen readers on phones and tablets

The Disney+ app works with the screen readers built into phones and tablets: **VoiceOver** on an iPhone or iPad and **TalkBack** on Android. They read buttons and menus aloud.

WHAT THIS DOES FOR YOU

What this does for you

A grandparent with failing eyesight can still enjoy movie night with the family, following the story through narration instead of sitting it out.

CHAPTER 19

Downloads for Trips & Waiting Rooms

With Disney+ **Premium** (or a Premium bundle), you can **download** movies and episodes to a phone or tablet and watch them later without an internet connection: on a plane, in the car, at a cabin, or in a doctor's waiting room.

HEADS UP

Downloads need Premium

The Basic plan with ads doesn't include downloads. If you don't see the download button, that's usually why.

Download a movie or episode

1. Connect the phone or tablet to your **home Wi-Fi** (downloads are big).
2. Open the Disney+ app and find the title.
3. On its page, select the **download** button (a downward arrow). For a series, the arrow is next to each episode.
4. Wait for it to finish. You'll find it in the **Downloads** section of the app.

Watch it offline

1. Open the Disney+ app, even with no internet.
2. Go to **Downloads**.
3. Select the title and press Play.

TIP

Download before you leave home

Do it the night before a trip, on Wi-Fi. Airport and hotel Wi-Fi can be slow, and downloading on mobile data can use up a data plan quickly. Choose a lower download quality in the app's settings if storage on the phone is tight.

GOOD TO KNOW

Downloads don't last forever

Downloaded titles expire after a while, and the app needs to go online now and then to keep them. If a title leaves Disney+, its download disappears too. Delete finished downloads to free up space on the phone.

WHAT THIS DOES FOR YOU

What this does for you

A long car ride or a delayed flight becomes a lot calmer with a few favorite movies saved on the tablet, no Wi-Fi needed.

CHAPTER 20

Watching Together from Far Away

Families often ask how to watch a movie "together" with grandchildren who live in another state. Disney+ used to have a feature for this, called **GroupWatch**. Here's what changed and what you can do instead.

GroupWatch is gone

Disney removed GroupWatch in September 2023. If you read an older article or see an old video about it, that's why you can't find the button. Disney hasn't brought it back.

A simple way that still works

1. Agree on a movie and a time with the family.
2. Each household opens Disney+ on its own TV, using its own subscription (or a profile on a shared account; see Chapter 21 for what the sharing rules allow).
3. Start a phone or video call on a phone or tablet beside you.
4. Count down together and press Play at the same moment. Pause together for snack breaks.

TIP

Keep the call quiet during the movie

Mute the call while the movie plays and unmute to chat during pauses. Otherwise each household hears the other's TV with a slight delay.

HEADS UP

Be careful with "watch party" add-ons

You'll see browser extensions and websites offering watch-party features for Disney+. Some are fine, but some ask for broad permissions or your Disney+ password. Never type your Disney+ password anywhere except the official app or disneyplus.com.

WHAT THIS DOES FOR YOU

What this does for you

Distance doesn't have to mean missing movie night. A phone call and a shared countdown is low-tech, free, and works on any TV.

PART 6

Sharing & Security

Who can use your account, the Extra Member add-on, keeping your account safe, and the scams that use the Disney+ name.

CHAPTER 21

Sharing Your Account & the Extra Member Add-On

Disney+ is meant for the people who live in **your household**. Since 2024, Disney has limited sharing passwords with people who live elsewhere, and offers a paid add-on called **Extra Member** instead.

Who's in your household

Everyone who lives at your home can use the account, on any of their devices, at home or away. Disney uses the devices and internet connection at your main home to figure out your household.

The Extra Member add-on

- It lets **one person outside your home** use your account, with their own profile and their own sign-in.
- It costs an **extra monthly fee**, billed to the account holder. The price is shown before you confirm.
- Only **one** Extra Member can be added per account.
- It isn't available on every plan. Some bundles, and accounts billed through a partner such as an app store or a phone or cable company, can't add one.

Invite an Extra Member

1. On **disneyplus.com**, sign in, select your profile picture and then **Account**.
2. Look for your subscription details and the option to **Invite an Extra Member**.
3. Review the price, then enter the email address of the person you're inviting.
4. Choose whether to give them a new profile or move one of your existing profiles to them.
5. They get an email invitation and create their own sign-in to accept.

GOOD TO KNOW

If you don't see the option

If **Extra Member** doesn't appear, your plan or the company that bills you probably doesn't offer it. That isn't something you've done wrong.

WHAT THIS DOES FOR YOU

What this does for you

A grandchild away at college, or a parent living on their own, can keep watching on your account legitimately, with their own sign-in. And because they have their own password, you don't have to hand out yours.

TIP

Compare before you add

An Extra Member costs money every month. For someone who watches a lot, their own Basic plan or a bundle may make more sense. Check both prices on the screen before you decide.

CHAPTER 22

Keeping Your Account Safe

Your Disney+ account is tied to a payment card and to your MyDisney sign-in, which may also be used for Disney park tickets and other Disney purchases. It's worth a few minutes to protect it.

Use a strong, unique password

- Use a password you don't use anywhere else. If another website is ever breached, your Disney+ account stays safe.
- Longer is better: three or four unrelated words strung together are strong and easy to remember.
- Keep it in a password manager, or written down at home where only you can see it.

Change your password

1. On **disneyplus.com**, sign in, select your profile picture, then **Account**.
2. Select the option to change your password.
3. Enter the code Disney emails you if asked, then type the new password.

Sign everyone out at once

If you've shared your password in the past, lost a phone, or signed in on a hotel TV and forgot to sign out, Disney+ can sign out every device in one step.

1. On **disneyplus.com**, go to **Account**.
2. Choose **Log Out of All Devices** and confirm with your password.
3. Sign back in on your own TVs and devices. Anyone else will need the password to get back in.

TIP

Change the password first

If you think someone has your password, change it **before** logging out all devices. Otherwise they can simply sign in again with the old one.

Signs something is wrong

- A profile you don't recognize, or shows in Continue Watching nobody in the house watched.
- An email about a sign-in or a password change you didn't make.
- A charge you don't recognize on your card.

STAY SAFE

If you see those signs

Change your password, log out of all devices, check your payment method under **Account**, and call your card company about any charge you didn't make. If you can't get into your account at all, use the help link on disneyplus.com. Don't search for a "Disney+ support number" and call the first one you find (Chapter 23).

CHAPTER 23

Disney+ Scams & How to Spot Them

Scammers love famous names, and Disney+ is one of the most famous. These scams repeat the same few tricks, and once you know them, they're easy to spot.

SCAM ALERT

"Your Disney+ subscription has expired"

An email or text says your subscription has expired, your payment failed, or your account is on hold, with a link to "renew" or "update your payment." The link leads to a look-alike page that steals your card number and password. Don't click. Type **disneyplus.com** yourself and check **Account**.

SCAM ALERT

"Free year of Disney+" offers

Posts, texts and pop-ups promise a free year, a free bundle, or a prize just for filling in a survey. Then they ask for a card number "to cover shipping" or "to verify." Real promotions don't work that way. If a deal is real, you'll find it by going to disneyplus.com or your phone company's own site yourself.

SCAM ALERT

Fake Disney+ support phone numbers

Search results and ads sometimes show phone numbers that claim to be Disney+ support but belong to scammers. They ask to "connect to your computer" or take payment by gift card. Get help from the official help site, reached by typing disneyplus.com yourself.

SCAM ALERT

Cheap "lifetime" accounts for sale

Websites and social media sellers offer a Disney+ "lifetime account" or a shared login for a few dollars. These are stolen or against the rules, they stop working, and you've handed your card to a stranger.

SCAM ALERT

"Enter this TV code for me"

A caller or message asks you to enter a sign-in code, or to read one back to them. That lets them sign into your account. Only enter a code that's showing on a TV you are standing in front of.

Four habits that stop almost all of them

1. Never click a link in an email or text about your Disney+ payment. Go to disneyplus.com yourself.
2. Never pay anyone with a gift card because they told you to.
3. Never give a password or a one-time code to someone who contacted you.
4. When in doubt, stop and ask someone you trust, or call me.

STAY SAFE

If you already clicked or paid

Don't panic. Change your Disney+ password from the real site, log out of all devices (Chapter 22), and call the number on the back of your card to report the charge. Report the scam at **reportfraud.ftc.gov**.

PART 7

Money, Canceling & Fixes

Keeping the bill down, canceling (and coming back), and calm fixes for the problems that come up most.

CHAPTER 24

Keeping the Disney+ Bill Down

Streaming bills add up quietly. Disney+ has raised its prices more than once in the last two years, so it's worth a look now and then. Here are honest ways to pay less without giving up what you enjoy.

Ideas that really save money

- **Choose Basic if ads don't bother you.** Basic is $12.49 a month and Premium is $21.49 (new-subscriber prices as of November 2026). That's $9.00 a month difference.
- **Combine services into a bundle.** If you pay for Disney+ and Hulu separately, the Disney+ and Hulu bundle is usually cheaper (Chapter 6).
- **Check what you already get.** Some phone and internet plans include Disney+ or a bundle. Look at your phone or internet bill or account before paying Disney directly.
- **Take a break.** Cancel when nobody is watching, and come back for a new movie or when the grandchildren visit for the summer (Chapter 25). Your profiles are usually still there when you return.
- **Look for duplicate charges.** Make sure you aren't paying for Disney+ twice, for example once on your card and once through an app store.

Find every streaming charge

1. Look through the last two months of your credit card and bank statements.
2. Write down every charge from Disney, Hulu, ESPN, Apple, Google, Amazon or Roku, with the amount.
3. Compare that list with what your household actually watches.
4. Cancel or downgrade anything you don't use, starting with duplicates.

WHAT THIS DOES FOR YOU

What this does for you

Fifteen minutes with a statement can save more than a hundred dollars a year. That's money for a family outing instead of a service nobody opened.

HEADS UP

Be wary of "cheap Disney+" offers

Prices well below Disney's own, "lifetime" accounts, or offers that need a gift card are scams (Chapter 23). The safe places to buy are disneyplus.com, the official app, and your own phone or internet company.

CHAPTER 25

Canceling Disney+ (and Coming Back)

You can cancel Disney+ whenever you like, without a fee. Where you cancel depends on who bills you (Chapter 7). Here are the common cases.

If Disney bills you directly

1. On a computer or phone, go to **disneyplus.com** and sign in.
2. Select your profile picture, then **Account**.
3. Select your Disney+ subscription.
4. Choose **Cancel Subscription** and follow the prompts. Disney may offer a cheaper plan first; you can decline and keep going.
5. Look for the confirmation email, and keep it.

If someone else bills you

Billed by	Where to cancel
Apple (iPhone, iPad, Apple TV)	On an iPhone, open **Settings**, tap your name, then **Subscriptions**, and choose Disney+.
Google Play (Android)	Open the **Play Store**, tap your profile picture, then **Payments & subscriptions** > **Subscriptions**.
Roku or Amazon	Manage it in your Roku or Amazon account's subscriptions page.
Your phone or internet company	Contact that company, or manage it in your account with them.

GOOD TO KNOW

You keep watching until the paid time runs out

Canceling stops the **next** charge. You can usually keep watching until the end of the period you've already paid for.

HEADS UP

Canceling a bundle

If you have a bundle, canceling it ends all the services in it, such as Hulu and ESPN too. If you only want to drop one, look for an option to switch to a smaller plan instead of canceling.

HEADS UP

Deleting the app doesn't cancel

Removing the Disney+ app from your TV or phone does **not** stop the payments. You have to cancel the subscription itself.

Coming back later

To rejoin, sign in at disneyplus.com with the same MyDisney email and choose a plan. Your profiles and Watchlist are usually still there. The price will be whatever Disney charges new subscribers at that time.

WHAT THIS DOES FOR YOU

What this does for you

Knowing it's easy to leave and come back takes the pressure off. You don't need to keep paying "just in case."

CHAPTER 26

Fixing Common Problems

Most Disney+ problems have a simple fix. Work down the list calmly; you can't make anything worse by trying these in order.

The picture keeps stopping to load (buffering)

1. Pause for a minute to let it catch up.
2. Pause other big downloads and streaming in the house.
3. Restart the TV or streaming stick: turn it off, unplug it for 30 seconds, plug it back in.
4. Restart your internet router the same way, then wait a few minutes for it to come back.
5. If it's always the TV farthest from the router, the Wi-Fi there may be weak. A better router or a mesh Wi-Fi system often fixes it for good.

The app won't open or freezes

1. Close the app completely and open it again.
2. Restart the TV or device.
3. Check for updates to the Disney+ app and to the TV's own software.
4. Delete the app and add it again from the app store, then sign back in.

"I forgot my password" or "I can't sign in"

1. On the sign-in screen, choose to sign in with a one-time code, or select **Forgot Password**.
2. Check your email (and its spam or junk folder) for the code from Disney.
3. Enter the code and set a new password if asked.
4. If the email address on the account is old and you can't receive mail there, use the help link on disneyplus.com to get support.

A show or movie disappeared

Titles sometimes leave Disney+ when licensing deals end. It may also be hidden by a profile's content rating (Chapter 14), or it may be a Hulu title that needs the bundle (Chapter 11). Check you're in the right profile first.

Captions or the wrong language keep appearing

Open the speech-bubble or settings icon during playback and choose the audio and subtitle you want (Chapter 17). Make sure you're in your own profile, since each profile remembers its choices.

TIP

Check whether Disney+ itself is down

Once in a while the problem is on Disney's side. If several devices fail at once, wait a while and try again before changing settings.

PART 8

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and a one-page summary to keep near the TV.

CHAPTER 27

When to Call Bill

I've written this guide so you can handle Disney+ on your own. But part of being helpful is being honest about when a hand saves you time, money or worry. Here's my plain advice.

Times it's worth a call

- **Untangling the bills**: you suspect you're paying for Disney+, Hulu or ESPN twice, or you can't tell which company bills you.
- **Choosing between a plan and a bundle** for your household, with your real bills in front of us.
- **Setting up the family**: a profile for each person, Junior Mode and ratings for the grandchildren, PINs on the grown-up profiles, and profile creation locked.
- **Getting Disney+ onto every TV**, signed in, with captions set the way you like them.
- **An email or text that worries you**, or a charge you don't recognize.
- **A locked account**, or an old email address on the account you can't get into anymore.

This kind of work is part of my **TV & Streaming Setup** service: getting your TV, streaming devices and subscriptions working together, and showing you how to use them.

What working with me is like

I work at your pace, in your home here in Portage County or remotely over the phone and internet. I explain what I'm doing in plain words, I don't sell you gadgets or subscriptions you don't need, and I'll tell you honestly when a plan isn't worth it. I bring more than 30 years of professional experience to every visit.

FROM BILL

How to reach me

Call or text **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. Bill's Home Tech serves Portage County, Ohio. No question is too small.

GOOD TO KNOW

You may meet Sophie

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer simple questions and get you on my schedule. The actual help always comes from me.

SCAM ALERT

I'll never contact you out of the blue

I won't call, text or email you unasked to say your Disney+ account has a problem. If someone claiming to be "tech support" does, hang up and call me at the number above.

Thank you for letting me help your family enjoy Disney+. Take your time, explore without fear, and remember I'm only a phone call away.

— Bill

CHAPTER 28

Your Disney+ Cheat-Sheet

The whole guide, boiled down. Keep it near the TV.

The essentials

To do this	Go here
See your plan and price	disneyplus.com > profile picture > **Account**.
Add or edit a profile	Profile screen > **Add Profile** or **Edit Profiles**.
Kids' profile	Edit Profiles > the child > turn on **Junior Mode**.
Rating limit	Edit Profiles > the child > **Content Rating** (needs the account password).
Lock a grown-up profile	Edit Profiles > your profile > **Profile PIN**.
Stop new profiles	Account > **Restrict Profile Creation**.
Captions or audio description	During playback, the speech-bubble or settings icon.
Sign everyone out	Account > **Log Out of All Devices**.
Cancel	Account > your subscription > **Cancel Subscription** (or wherever you're billed).

Prices as of November 2026 (new subscribers)

Plan	Price
Disney+ Basic (with ads)	$12.49 a month
Disney+ Premium (no ads)	$21.49 a month
Disney+ and Hulu	$12.99 with ads · $21.99 no ads
Disney+, Hulu and ESPN Select	$21.99 with ads · $32.99 no ads
Disney+, Hulu and ESPN Unlimited	$35.99 with ads · $44.99 no ads

Write it down once

Keep handy	
MyDisney sign-in email	_____
Who bills us (Disney, Apple, Google, Roku, Amazon, phone company)	_____
Our plan or bundle and monthly price	_____
Renewal date	_____
Where the password is kept	_____
Grown-up profile PIN	_____ (keep this out of sight)
Each child's profile and rating	_____

When something's wrong, in order

1. Buffering: pause a minute, then restart the TV or stick, then the router.
2. App frozen: close it, restart the device, update or reinstall the app.
3. Can't sign in: use the one-time code or Forgot Password; check your spam folder.
4. Strange charge or worrying email: don't click; go to disneyplus.com yourself and check Account.
5. Still stuck: call Bill at (330) 200-8042.

FROM BILL

I'm here when you need me

Call or text **(330) 200-8042** or book at **billshometech.com/book**. **$49 remote · $99 in your home**, serving Portage County, Ohio.