BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Hulu

Plans, prices, Live TV, profiles, the Disney bundles and canceling — explained in plain English, one step at a time

A plain-English guide for seniors and families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Hulu, Hulu + Live TV & the Disney bundles · facts current November 2026

What's Inside

This is your Hulu manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Whether you're choosing a plan for the first time, wondering if Hulu + Live TV could replace cable, setting up a profile for the grandkids, or trying to figure out why the bill went up, every feature here comes with what it actually does *for you* and slow, step-by-step directions. Prices and plans are current as of November 2026. Disney is in the middle of moving Hulu into the Disney+ app, so if a screen looks a little different on your TV, the idea is still the same.

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PART 1

Getting to Know Hulu

What Hulu is, how it's changing as it moves into the Disney+ app, and what you need to start watching. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe a family member signed you up for Hulu and you're not quite sure what you're paying for. Maybe you're thinking about dropping cable and someone mentioned Hulu + Live TV. Or maybe you just got an email saying the price is going up and you'd like to know your options. 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 "add-on" comes up, I'll stop and tell you what it means.

You can't break it by exploring

You can't hurt Hulu or your TV by pressing the wrong button or opening the wrong menu. If you feel lost, press **Back** on your remote a few times and you'll land somewhere familiar. The only places to slow down are the ones that touch your money: changing your plan, adding a bundle and canceling. I'll point those out clearly when we get there.

WHAT THIS DOES FOR YOU

Why this matters

Hulu has more plans and bundles than almost any other streaming service, and the prices changed again in the fall of 2026. Knowing what you actually have, and what you actually need, can save real money every month, and it keeps you from falling for the fake billing messages that scammers send.

What's in this guide

- **What Hulu is** and how it's moving into the Disney+ app (Part 1).
- **Plans and prices**: ads or no ads, the Disney bundles, signing up and changing plans (Part 2).
- **Hulu + Live TV**: the cable-style version with live channels, Disney+ and ESPN (Part 3).
- **Watching on your TV**: signing in, finding shows, and the remote buttons you need (Part 4).
- **Profiles and kids**: a profile for everyone, Kids profiles and PIN locks (Part 5).
- **Watching your way**: captions, downloads and watching away from home (Part 6).

- **Keeping your account safe**, the scams to watch for, and keeping the bill down (Part 7).
- **Pausing or canceling**, and what to do when something goes wrong (Parts 8 and 9).

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 Hulu.

— Bill

CHAPTER 2

What Hulu Is (and Isn't)

Hulu is a streaming service: you pay a monthly fee and watch TV shows and movies over the internet, whenever you like, on your TV, phone, tablet or computer. There are no discs and no cable box. Hulu is owned by Disney.

What you'll find on Hulu

- **TV series** from many networks, including complete past seasons of shows you may remember.
- **Hulu Originals**: shows and movies made just for Hulu.
- **Movies**, from older favorites to newer releases. The selection changes from month to month.
- **Live TV**, but only if you pay for the bigger **Hulu + Live TV** plan (Part 3).

Words you'll see

Word	What it means
Streaming	Watching over the internet instead of from cable, satellite or a disc.
On demand	Pick a show and start it whenever you want, instead of waiting for a time slot.
With ads / No ads	The two kinds of Hulu plan. With ads is cheaper and shows short commercials.
Bundle	Two or more services, such as Hulu and Disney+, sold together for one lower price.
Add-on	An extra you can pay for on top of your plan, like a premium movie channel.
Profile	Each person's own space on the account, with their own list and suggestions.
Billing party	Whoever actually charges you for Hulu: Hulu itself, or a company like Apple, Amazon, Roku or your phone carrier. It matters when you change or cancel (Chapter 26).

What Hulu isn't

Plain Hulu is not live TV. You can't switch to the local news at six o'clock on the regular plan. That's what Hulu + Live TV is for, and it costs a good deal more. If you mainly want local channels, an antenna or one of the live TV services may suit you better. Our Streaming Services Explained and YouTube TV manuals compare the choices.

GOOD TO KNOW

Hulu is mainly a U.S. service

Hulu is designed to be used in the United States. If you travel abroad, don't count on it working there. Chapter 20 shows how downloads can help on a trip.

CHAPTER 3

Hulu Is Moving Into the Disney+ App

You may have seen headlines saying "Hulu is shutting down." That's not quite right, and it's worth a few minutes to understand what is really happening, because it changes where you'll find your shows.

What's happening

Disney owns both Hulu and Disney+. In 2025 it announced that it would fully combine the two, so that Hulu's shows and movies can be watched inside the **Disney+ app**. Today Disney+ already has a **Hulu** section (a tab along the top of the app) where bundle subscribers can find Hulu's library, and since spring 2026 eligible Hulu subscribers have been able to link their Hulu profile so it appears in Disney+.

Where it stands in November 2026

- The **Hulu app still works** on most TVs, phones and streaming boxes, and you can still sign in at hulu.com.
- Disney has said it plans to retire the separate Hulu app eventually. A Disney planning document reported by Business Insider in May 2026 said the Hulu app would be switched off *after* subscribers have moved over to Disney+. At the same time, Disney told reporters it had "no current plans" to shut the Hulu app down.
- As of November 2026, **no shutdown date has been announced**.
- **Hulu + Live TV** and Hulu's add-ons still live in the Hulu app for now. Disney has said they'll come to Disney+ later.
- You can still buy a Hulu subscription on its own; you don't have to buy Disney+ too.

WHAT THIS DOES FOR YOU

What this means for you

Nothing breaks overnight. Keep using the Hulu app you know. If you also have Disney+ (for example in a bundle), you can start getting used to finding Hulu shows in the Disney+ app now, so the change feels familiar when it comes. The "Ways Hulu Can Make Life Easier" topic walks through linking the two.

SCAM ALERT

"Hulu is closing — act now to keep your account"

Scammers love news like this. If an email, text or phone call says you must "move" or "migrate" your Hulu account by paying, giving a card number or calling a number, it's a scam. Any real change will appear inside the Hulu or Disney+ app, and moving never costs extra. See Chapter 23.

HEADS UP

Some older devices have already lost the Hulu app

Over the years Hulu has stopped supporting some older TVs and game consoles. If the Hulu app disappears from an old device, the fix is usually a newer streaming stick, not a new TV. Our Roku and Amazon Fire TV manuals show how to set one up.

CHAPTER 4

What You Need to Watch

Hulu doesn't need special equipment. If you can watch Netflix or YouTube on your TV, you can almost certainly watch Hulu.

The short list

You need	Notes
Internet at home	A home Wi-Fi connection. Most home internet plans are plenty for one or two TVs.
Something to watch on	A smart TV, a streaming stick or box (Roku, Fire TV, Apple TV, Google TV), a phone, a tablet, or a computer's web browser at hulu.com.
The app	The Hulu app (or, if you have a bundle, the Disney+ app, which has a Hulu section).
An account	An email address, a password, and a way to pay (Chapter 8).

Finding the Hulu app on your TV

1. Press the **Home** button on your TV or streaming remote.
2. Look for the green **Hulu** tile. If it isn't there, open the TV's app store (it may be called Apps, Channel Store or Search).
3. Search for **Hulu**, choose the official app, and choose **Install** or **Add**.
4. Open it from your home screen. Chapter 13 shows how to sign in.

TIP

Streaming sticks are often easier than the TV's own apps

An older smart TV can be slow and may stop getting app updates. An inexpensive streaming stick plugged into the TV usually runs Hulu more smoothly. Our Roku and Amazon Fire TV manuals cover setup.

STAY SAFE

Only install the official app

Get Hulu from your TV's own app store, Apple's App Store or the Google Play Store. Never install a "Hulu" app from a link in an email or text, or from a website offering "free Hulu."

PART 2

Choosing a Plan & Paying

Hulu's plans and what they cost as of November 2026, ads versus no ads, the Disney bundles, and how to sign up or change plans safely.

CHAPTER 5

Hulu's Plans and What They Cost

Disney raised Hulu's prices on **September 23, 2026**. New subscribers pay the new prices right away; people who already subscribed move to them on their first bill on or after **October 21, 2026**. Here's where things stand in November 2026.

Hulu on its own

Plan	What you get	Price a month
Hulu (With Ads)	Hulu's full on-demand library, with short commercial breaks.	$12.49
Hulu (No Ads), also called Hulu Premium	The same library without commercial breaks, plus downloads for watching offline.	$21.49

Hulu + Live TV

Plan	What you get	Price a month
Hulu + Live TV	Live channels plus Hulu (With Ads), Disney+ and ESPN.	$99.99
Hulu (No Ads) + Live TV	The same, with no ads on Hulu's on-demand shows.	$109.99

Part 3 explains Live TV in detail, and Chapter 7 covers the money-saving Disney bundles.

What went up in 2026

Plan	The change
Hulu (With Ads)	Up 50 cents, from $11.99 to $12.49.
Hulu (No Ads)	Up $2.50, from $18.99 to $21.49.
Hulu + Live TV	Up $10.00, to $99.99 with ads and $109.99 without.

HEADS UP

Prices change, so check before you decide

This was Hulu's fourth price increase in four years. Before you sign up or switch, look at the price on hulu.com or on your Account page. Taxes may be added depending on where you live.

GOOD TO KNOW

Why your bill might not match this table

If you pay through Apple, Amazon, Roku, your phone company or your internet provider, or you're on a special offer, your price can be different. Chapter 24 shows how to find out exactly what you pay.

CHAPTER 6

Ads or No Ads: Which Is Right for You?

This is the biggest choice you'll make with Hulu, and the price gap is now **$9.00 a month** ($12.49 versus $21.49). Here's how to think about it.

What "with ads" is like

- Shows stop for short commercial breaks, much like regular TV.
- Some ads may also play before a show starts.
- Everything else, the shows, movies and profiles, is the same.

What "no ads" is like

- No commercial breaks on almost everything.
- A small number of shows still play a short ad before or after the episode, because of agreements with the networks that made them. That's normal, not a mistake.
- You can **download** shows and movies to a phone or tablet to watch without the internet (Chapter 20). The with-ads plan can't download.

A simple way to decide

If…	Consider…
You watch an hour or two a week	With ads is probably fine. Use the break to put the kettle on.
You watch most evenings	Try no ads for a month and see if it's worth the difference to you.
You travel or sit in waiting rooms	No ads, so you can download before you leave home.
You also want Disney+	Look at the bundles in Chapter 7 first. They're often a better deal.

WHAT THIS DOES FOR YOU

What this does for you

Choosing on purpose instead of by accident can save over $100 a year, or make your evenings more pleasant. Either is a good reason. You can change your mind later (Chapter 9).

TIP

Live TV always has commercials

Even the no-ads Live TV plan still shows the normal commercials on live channels, just as cable does. "No ads" only applies to Hulu's on-demand library.

CHAPTER 7

The Disney Bundles, Explained

A **bundle** is two or three services sold together for one price. Disney sells several that include Hulu. If you'd pay for more than one of these services anyway, a bundle is almost always cheaper than paying separately.

The bundles that include Hulu (November 2026)

Bundle	With ads	No ads
Disney+ & Hulu	$12.99	$21.99
Disney+, Hulu & HBO Max	$21.99	$34.99
Disney+, Hulu & ESPN Select	$21.99	$32.99
Disney+, Hulu & ESPN Unlimited	$35.99	$44.99

Prices are per month. With the ESPN bundles, "no ads" applies to Disney+ and Hulu; live sports on ESPN still have commercials.

The bundle worth knowing about

The **Disney+ & Hulu** bundle with ads costs $12.99 a month, just 50 cents more than Hulu with ads on its own. If you or the grandkids would ever watch a Disney, Pixar, Marvel or Star Wars movie, that 50 cents is a bargain.

What "ESPN Select" and "ESPN Unlimited" mean

ESPN now sells its streaming service in two levels. **ESPN Select** is the smaller one. **ESPN Unlimited** includes the ESPN channels you'd find on cable. Our new ESPN manual explains the difference in detail; for this guide, just know that the Unlimited bundle costs a lot more.

HEADS UP

Two subscriptions by mistake

A common money leak: someone signs up for a bundle but never cancels the Hulu or Disney+ plan they already had, so they pay twice. When you switch to a bundle, check afterward that you only have one charge (Chapter 24).

GOOD TO KNOW

Which app do I use with a bundle?

With a bundle you can use the Hulu app for Hulu and the Disney+ app for Disney+, or use the Disney+ app for both, through its Hulu section. Our new Disney+ manual covers that app.

CHAPTER 8

Signing Up Safely, Step by Step

Signing up takes about five minutes. Do it on a computer, tablet or phone rather than with a TV remote; typing is much easier.

Before you start

- An email address you check regularly. Hulu sends receipts and security notices there.
- A **new password** you don't use anywhere else (Chapter 22).
- A credit or debit card, PayPal, or a Hulu gift card.

The steps

1. Type **hulu.com** into your web browser's address bar yourself. Don't click an ad or a search result that only looks like Hulu.
2. Choose the plan or bundle you decided on in Chapters 5 to 7. Read the price on the screen.
3. Enter your email, create your password, and add your name and birth date.
4. Enter your payment details.
5. Read the summary, including when the first charge happens, then confirm.
6. Check your email for a welcome message and a receipt.

TIP

Free trials and special offers

Hulu sometimes runs free trials or discounted first months, and Hulu + Live TV has offered a short free trial. If you take one, put a note on your calendar a couple of days before it ends. When the trial ends, the regular price starts automatically.

STAY SAFE

No one legitimate signs you up by phone

If someone calls offering a "special Hulu price" and asks for your card number or a gift card, hang up. Sign up only at hulu.com, in the official app, or through a company you already pay, such as your phone or internet provider, after you've checked with them directly.

GOOD TO KNOW

Signing up through another company

You can also get Hulu through Apple, Amazon, Roku, some phone carriers and some internet providers. That works fine, but remember who bills you: it's the place you'll go later to change or cancel (Chapter 26).

CHAPTER 9

Changing Your Plan or Adding a Bundle

You're never locked in. You can move between ads and no ads, switch to a bundle, or add or remove add-ons. If Hulu bills you directly, it all happens on your Account page.

Changing your plan on hulu.com

1. On a computer or phone browser, go to **hulu.com/account** and sign in.
2. Find the section about your subscription and choose **Manage Plan** (or a similarly named button).
3. Switch on the plan or bundle you want, or switch off the one you're leaving.
4. Review the new price and when it starts, then confirm.

GOOD TO KNOW

If someone else bills you

If you pay through Apple, Amazon, Roku, a phone carrier or an internet provider, the steps can be different, and some changes have to be made on that company's website. Hulu's Account page usually tells you who bills you. Chapter 26 covers this.

When changes take effect

Upgrades usually start right away. Downgrades and removals usually take effect at the start of your next billing period. Hulu shows you the date before you confirm, so read that screen carefully.

WHAT THIS DOES FOR YOU

What this does for you

You can match Hulu to your life: no ads in the winter when you watch more, ads in the summer when you're outside, or a bundle when the grandkids visit. A five-minute change can save money every month.

HEADS UP

Add-ons add up

Premium add-ons such as movie channels each add a monthly charge. Once a year, look at your Account page and remove any you don't watch.

PART 3

Hulu + Live TV

The cable-style version of Hulu: what it includes, what it costs, how it fits with Disney+, ESPN and Fubo, and whether it could replace your cable bill.

CHAPTER 10

What Hulu + Live TV Is

Hulu + Live TV is Hulu's answer to cable TV. Instead of a cable box, you watch live channels through the Hulu app over your internet connection. It's one of several "live TV streaming" services, alongside YouTube TV and others.

What it includes

- **Live channels**: news, sports and entertainment channels you'd find on cable, and in many areas your local broadcast stations.
- **Hulu's on-demand library** (with ads, or without ads on the higher-priced plan).
- **Disney+**, at no extra charge.
- **ESPN**: the ESPN channels, plus access to ESPN's streaming content in the ESPN app.

Live TV also comes with a **DVR** (digital video recorder) that keeps recordings online instead of in a box, so you can record a show and watch it later on any TV with the Hulu app.

WHAT THIS DOES FOR YOU

What this does for you

For some households, Live TV replaces the cable bill, the cable box rental and separate Disney+ and ESPN subscriptions with one monthly charge, and you can watch on any TV in the house that has the Hulu app.

What it doesn't do

- It doesn't work without internet. If the internet goes down, so does your TV.
- Not every local channel is available everywhere. It depends on your ZIP code.
- It isn't cheap. At $99.99 a month it costs about as much as many cable packages (Chapter 11).

TIP

Check your channels before you sign up

On hulu.com's Live TV page you can enter your ZIP code and see which channels you'd get, including your local stations. Make a short list of the channels you can't live without and check each one.

CHAPTER 11

Live TV Prices, Disney+, ESPN & Fubo

Here's what Hulu + Live TV costs as of November 2026, and how it connects to Disney+, ESPN and a company called Fubo that you may have heard about in the news.

The prices

Plan	Price a month	Notes
Hulu + Live TV	$99.99	Hulu's library with ads, plus Disney+ and ESPN.
Hulu (No Ads) + Live TV	$109.99	No ads on Hulu's on-demand shows. Live channels still have their usual commercials.

Both went up by $10.00 a month in the September 2026 price change. Existing subscribers saw the new price on their first bill on or after October 21, 2026.

Disney+ and ESPN come with it

You don't need to buy Disney+ or ESPN separately if you have Hulu + Live TV; they're included. If you already pay for either one on its own, you may be paying twice. Check your bank statement and your Account page (Chapter 24).

What about Fubo?

In October 2025 Disney combined the Hulu + Live TV business with **Fubo**, another live TV streaming service. Disney owns most of the combined company. For you as a viewer, very little changed: Hulu + Live TV is still sold and watched through the Hulu app, and Fubo still has its own separate app.

GOOD TO KNOW

Don't let the headlines worry you

News stories about mergers and business deals don't mean your service is ending. If anything important changes, Hulu will tell you inside the app and by email. Chapter 23 explains how to tell a real Hulu email from a fake one.

HEADS UP

Add-ons on top of Live TV

Hulu + Live TV offers extras such as premium movie channels and an add-on for watching on more screens at once. Each one adds to the monthly price. Ask for the total before you add anything.

CHAPTER 12

Is Live TV Worth It for You?

At around $100 a month, Hulu + Live TV is a big decision. Here are honest questions to ask yourself before signing up or before canceling cable.

Questions to ask

1. **What do I really watch live?** If it's mainly the local news and a weekly game, a TV antenna (a one-time cost, no monthly fee) might cover it.
2. **Which channels can't I live without?** Check each one with your ZIP code on hulu.com.
3. **How good is my internet?** Live TV on two TVs at once needs a dependable connection. If your Netflix or YouTube already buffers, fix that first.
4. **What will I really save?** Add up your cable bill, box rentals and fees, and compare that to $99.99 plus taxes, plus your internet bill if you'd keep it anyway.
5. **Do I already pay for Disney+ or ESPN?** Those are included with Live TV.

Other options to compare

- **Plain Hulu** ($12.49 a month with ads) plus an antenna for local channels.
- **Another live TV service**, such as YouTube TV. Our YouTube TV manual covers it.
- **Keeping cable**, especially if it's part of a package with your internet and phone.

WHAT THIS DOES FOR YOU

What this does for you

Thinking it through before you switch means no surprise bill and no missing channel on the night of the big game. Our Streaming Services Explained manual lays out the choices side by side.

TIP

Try it before you cancel cable

If you can, run Hulu + Live TV and cable side by side for a week or two. Make sure you're comfortable with the remote and that your channels look good before you return the cable box.

FROM BILL

This is what my TV & Streaming Setup visit is for

Sorting out which service fits your channels and your budget, and setting it up on every TV in the house, is exactly what I do. $49 remote · $99 in your home.

PART 4

Hulu on Your TV

Signing in on the big screen, finding your way around Hulu, and the few remote buttons that do almost everything.

CHAPTER 13

Signing In on Your TV

You sign in on each TV or device once, and it stays signed in. On a TV, Hulu usually offers two ways to do it, so you don't have to peck out your password with the remote.

Two ways to sign in

Method	How it works
Activate on a phone or computer	The TV shows a short code and a web address (often hulu.com/activate, or a QR code). On your phone or computer, go to that address, sign in, and type the code. The TV signs in by itself.
Type it in	Choose to log in on the TV and type your email and password with the on-screen keyboard. Slow, but it always works.

Activating with a code, step by step

1. Open the Hulu app on the TV and choose **Log In**.
2. Choose the option to activate on a computer or phone. A code appears on the TV.
3. On your phone or computer, type the web address the TV shows you, exactly as it appears.
4. Sign in to your Hulu account there, if asked.
5. Type the code from the TV and confirm. In a few seconds the TV shows your profiles.

SCAM ALERT

Never search for "Hulu activate"

Search results for Hulu activation codes include fake sites that ask for a "one-time activation fee" or offer to have a technician "connect remotely." Activating Hulu never costs anything. Type only the address shown on your own TV screen.

Who's watching?

After you sign in, Hulu asks who's watching and shows the profiles on the account. Pick yours with the arrows and press **OK**. Chapter 16 explains profiles.

TIP

Signing in at a family member's house

If you sign in on a TV that isn't yours, remember to sign out before you leave (Chapter 22 shows how to sign out of every device at once if you forget).

CHAPTER 14

Finding Your Way Around Hulu

Hulu's screens look busy at first, but they're built from two simple pieces: a **menu** and **rows** of shows. Hulu updates its design from time to time, so the names below may be slightly different on your TV.

The menu

On most TVs the menu sits along the left side or the top. Press **Back** or move all the way left or up to reach it. You'll typically find:

Menu item	What it's for
Home	Suggestions, new episodes and the shows you're partway through.
Search	A magnifying glass. Type a title, actor or kind of show.
My Stuff	The shows and movies you've saved, and any downloads on a phone or tablet.
Live	Live channels and the guide, if you have Hulu + Live TV.
Your profile	Switch profiles, or reach your account settings.

The rows

Each row is a collection, such as shows to keep watching, new arrivals, or comedies. Arrow **left and right** along a row and **up and down** between rows. Press **OK** on a title to open its page.

Searching for a show

1. Go to the menu and choose **Search**.
2. Type the first few letters of the title or an actor's name with the on-screen keyboard.
3. Results appear as you type. Highlight the one you want and press **OK**.

> TIP
> **Talk instead of typing**
> If your remote has a microphone button (many Roku, Fire TV, Apple TV and Google TV remotes do), hold it and say the show's name. It's far quicker than the on-screen keyboard.

GOOD TO KNOW

Why can't I find a show I saw advertised?

Shows come and go as licensing deals change, and some Disney titles live on Disney+ instead of Hulu. Some movies are only available with a paid add-on. If a search turns up nothing, it may simply not be on Hulu right now.

CHAPTER 15

Playing, Pausing & Picking Up Where You Left Off

Once a show is playing, you only need a few buttons. The exact look of the controls varies by device, but the ideas are the same everywhere.

The buttons that matter

Button	What it does
OK or Play/Pause	Pause and resume.
Left / Right arrows	Skip back or forward a little at a time. Hold to move faster.
Down or Up arrow	Show the player controls: captions, settings and the episode list.
Back	Stop watching and return to the show's page. Hulu remembers your place.

Continuing a show

Hulu remembers where you stopped, separately for each profile. Open the show again, or look on the Home screen for a row of shows you're partway through, and choose to resume. When an episode ends, the next one usually starts after a short countdown.

Finding a different episode

1. Open the show's page.
2. Find the list of **Episodes** and choose the season at the top of the list.
3. Highlight the episode and press **OK**.

WHAT THIS DOES FOR YOU

What this does for you

You can stop in the middle of a movie, go to bed, and pick up at exactly the same spot tomorrow, even on a different TV or your tablet.

TIP

Someone else's show is in my list

If shows you've never watched keep appearing, someone else is using your profile. Give them their own (Chapter 16), and their viewing stays out of your way.

PART 5

Profiles & Kids

A profile for each person, Kids profiles for the grandchildren, and a PIN so little ones stay in their own corner of Hulu.

CHAPTER 16

Profiles: One for Everyone

A **profile** is each person's own space on your Hulu account. Everyone shares one subscription and one bill, but each profile keeps its own saved shows, its own suggestions and its own place in each series.

WHAT THIS DOES FOR YOU

What this does for you

Your husband's westerns don't crowd out your mysteries, and the grandkids' cartoons don't fill up your Home screen. Everyone picks up exactly where *they* left off.

Adding a profile

1. Open Hulu and go to the profile menu (your profile name or picture, usually at the top or in the menu).
2. Choose **Manage Profiles**.
3. Choose to add a new profile.
4. Type the person's name. For a child, turn on **Kids** (Chapter 17).
5. Save it. The new profile now appears on the "who's watching" screen.

Changing or deleting a profile

Go back to **Manage Profiles** and choose the profile to edit. You can change the name, and you'll find the option to delete it there too. Deleting a profile removes its saved shows and viewing history, but it doesn't affect anyone else's profile or your subscription.

TIP

Profiles are for your household

Profiles are meant for the people who live with you. Two people can usually watch at the same time on a regular plan (Chapter 21), so a grandchild watching in the other room won't interrupt you.

GOOD TO KNOW

Profiles share one password

Everyone who uses your account uses the same email and password. That's why the PIN in Chapter 18 matters if you want to keep children out of grown-up profiles.

CHAPTER 17

Kids Profiles

A **Kids profile** is a profile with the training wheels on. It shows only shows and movies Hulu considers suitable for children, and it looks simpler too.

Making a Kids profile

1. Open the profile menu and choose **Manage Profiles**.
2. Add a new profile and type the child's name.
3. Turn on **Kids**.
4. Save it.

Turning an existing profile into a Kids profile

In **Manage Profiles**, choose the child's profile and turn on the **Kids** setting, then save.

WHAT THIS DOES FOR YOU

What this does for you

When the grandkids visit, you can hand over the remote without worrying about what they'll stumble into. Their profile only shows children's titles.

HEADS UP

A Kids profile only works if they stay in it

Nothing stops a curious child from choosing *your* profile on the "who's watching" screen. That's what the PIN in Chapter 18 is for.

GOOD TO KNOW

Live channels are different

If you have Hulu + Live TV, a live channel shows whatever is on the air at that moment. Keep an eye on youngsters watching live TV, the same as you would with cable.

TIP

Disney+ has its own kids settings

If you have a bundle, the Disney+ app has separate profiles and kids settings. Our new Disney+ manual covers them. Set up both if the children use both apps.

CHAPTER 18

Locking Profiles with a PIN

Hulu's **PIN Protection** puts a four-digit code on the grown-up profiles. Anyone who tries to switch into one, or to create a new profile, has to type the PIN first. Kids profiles stay open, so children can still get to their own shows without help.

Turning on PIN Protection

1. Open the profile menu and choose **Manage Profiles**.
2. Look for **Parental Controls** or **PIN Protection** and turn it on.
3. Type your Hulu account password when asked. This proves you're the account holder.
4. Choose a four-digit PIN and confirm it.

TIP

Choosing a good PIN

Avoid 1234, 0000, your birth year or the house number. The grandkids will guess those first. Write the PIN on the cheat-sheet in Chapter 29 and keep it somewhere private.

If you forget the PIN

Go back to **Manage Profiles** and choose to reset or change the PIN. Hulu will ask for your account password again. If you've forgotten that too, reset the password first (Chapter 22).

WHAT THIS DOES FOR YOU

What this does for you

With a Kids profile and a PIN, you've set Hulu up so that the little ones can only reach children's shows, and you don't have to hover over them.

PART 6

Watching Your Way

Captions for easier listening, downloads for trips and waiting rooms, and watching on more than one screen or away from home.

CHAPTER 19

Captions & Subtitles

Captions put the words on the screen as people speak them. Lots of people use them, not just people with hearing loss: they help with soft-spoken actors, loud music, strong accents, or watching while someone else is asleep.

WHAT THIS DOES FOR YOU

What this does for you

No more turning the volume up and down all evening, and no more "what did he say?" Captions can make a show easier and more relaxing to follow.

Turning captions on while you watch

1. Start the show.
2. Press **Up** or **Down** on the remote to bring up the player controls.
3. Look for the **settings** (gear) icon or an option labeled **Captions** or **Subtitles**.
4. Choose **English** (or **On**). Press **Back** to hide the controls.

Making captions bigger or easier to read

On many devices you can change the size and color of captions. Look for **Caption Settings** or **Appearance** in the same captions menu. On some TVs and streaming boxes, the caption style comes from the device's own accessibility settings instead. Our Roku, Apple TV and Smart TVs manuals show where those live.

TIP

Your TV may have its own captions button

Some TVs and streaming boxes have a caption setting of their own. If captions appear twice, or won't turn off, check whether the TV's captions are also switched on, and turn one of them off.

GOOD TO KNOW

Not every title offers every language

Caption and language choices vary from title to title. Live TV captions come from the channel, so they can lag a little behind the speech, just as they do on cable.

CHAPTER 20

Downloads for Trips & Waiting Rooms

A **download** saves a show or movie onto your phone or tablet so you can watch it without the internet: on a plane, at the doctor's office, or at a cabin with no Wi-Fi.

What you need

- A **no-ads** plan. Downloads aren't included with the with-ads plan.
- The Hulu app on a supported **phone or tablet**. You can't download to a TV, a streaming box or a computer's web browser.
- Some free space on the phone or tablet.

Downloading a show

1. Connect to Wi-Fi at home first, so you don't use up your phone's data.
2. In the Hulu app, open the show or movie.
3. Look for the **download** icon (a downward arrow) next to the movie or each episode, and tap it.
4. When it's finished, find it in the downloads area of the app (often under **My Stuff**).

The limits

- Your account can hold a limited number of downloads at a time, across a small number of phones and tablets. Published guides put it at 25 downloads on up to five devices.
- Downloads expire after a while, and some titles can't be downloaded at all.
- Delete what you've finished watching to make room for more.

TIP

Open the app once before you leave

Downloads sometimes need the app to check in online before they'll play. Open the Hulu app on Wi-Fi the day you leave and make sure your downloads play.

WHAT THIS DOES FOR YOU

What this does for you

A long wait or a long flight becomes a chance to catch up on a favorite series, without paying for in-flight Wi-Fi or using your phone's data.

CHAPTER 21

Two Screens at Once & Watching Away from Home

Your Hulu subscription isn't tied to one TV. Here's how many screens can play at once, and what to expect when you're not at home.

How many people can watch at the same time

A regular Hulu plan, and the basic Hulu + Live TV plan, let **two** screens play at the same time. If a third person tries, Hulu shows a message saying too many screens are in use. Stop one of the other screens and try again.

TIP

"Too many screens" when nobody's watching

A TV left playing in another room still counts. So does someone you once shared your password with. Turn off the forgotten TV, and if the message keeps appearing, sign out of all devices and change your password (Chapter 22).

More screens with Live TV

Hulu + Live TV subscribers can pay extra for an **Unlimited Screens** add-on, which allows more screens at once at home and a few phones or tablets away from home. Check the current price on your Account page before adding it.

Watching away from home

- **Regular Hulu** works on your phone, tablet or laptop wherever you have internet in the U.S., such as at a hotel or a relative's house.
- **Hulu + Live TV** is built around your home location, because local channels depend on where you live. If the app asks you to confirm your home or shows a location message, follow the directions on screen, or give me a call.

HEADS UP

Hotel TVs

If you sign in on a hotel or vacation-rental TV, sign out before you leave, or use "sign out of all devices" when you get home (Chapter 22).

PART 7

Keeping Your Account Safe

A strong password, signing out devices you don't recognize, the scams aimed at Hulu customers, and keeping an eye on the bill.

CHAPTER 22

Keeping Your Account Secure

Your Hulu account holds your card details and your viewing history. A few simple habits keep it in your hands, and they take only a few minutes.

Use a password you don't use anywhere else

Criminals often take passwords stolen from one website and try them on others. If your Hulu password is the same as your email password, one leak opens both. Give Hulu its own password: long and easy for you to remember, such as three or four unrelated words. Our Passwords & Password Managers manual shows an easy way to keep track of them.

Changing your password

1. On a computer or phone browser, go to **hulu.com/account** and sign in.
2. Find the password setting and choose to change it.
3. Type your current password, then your new one, and save.

If you forgot your password

1. On the Hulu sign-in screen, choose the link for a forgotten password.
2. Type the email address on your account.
3. Open the email Hulu sends you and follow the link to make a new password. If you don't see it, check your junk or spam folder.

> **STAY SAFE**
> **Reset from the sign-in screen, not from an email you didn't ask for**
> A real password-reset email only arrives after *you* ask for one. If one shows up out of the blue, don't click it. Someone may be testing your account, or it may be a fake (Chapter 23).

Signing out devices you don't recognize

Look on your Account page for the settings about devices and for an option to log out of all devices at once. That option is handy after a hotel stay or if an old phone was lost. Afterward you'll need to sign in again on your own TVs (Chapter 13).

WHAT THIS DOES FOR YOU

What this does for you

If a former roommate or a relative you once shared with is still using your Hulu, this ends it quietly, and it frees up your two screens for the people you actually pay for.

TIP

Keep your email account safe too

Whoever controls your email can reset your Hulu password. Protect your email with a strong password and two-step sign-in.

CHAPTER 23

Hulu Scams: Fake Emails, Texts & "Support" Numbers

Because so many people pay for Hulu, scammers pretend to be Hulu to steal card numbers and passwords. The good news: the tricks repeat, and once you know them they're easy to spot.

The common tricks

The trick	What happens
"Your account is suspended"	An email or text says Hulu couldn't process your payment and your account is on hold. A link takes you to a fake sign-in page that asks for your card.
"Update your payment details"	The same trick, worded politely. The page looks just like Hulu's.
"Your subscription renewed for $189.99"	A fake receipt for a charge you didn't make, with a phone number to call to "cancel." The person who answers wants remote access to your computer or bank.
Fake support numbers	Web pages that list a "Hulu support" phone number but have nothing to do with Hulu. They show up in search results.
"Free Hulu for a year"	Prize offers and "loyalty rewards" that ask for a small shipping fee or your card.
"Hulu is closing, move your account"	Fake messages riding on the news about Hulu moving into Disney+ (Chapter 3).

SCAM ALERT

The one rule that beats them all

Never use a link, button or phone number from a message to fix a Hulu problem. Instead, open the Hulu app yourself, or type **hulu.com/account** into your browser. If there's a real problem with your payment, it will show there.

Spotting a fake

- It creates urgency: "within 24 hours," "final notice," "account will be deleted."
- It asks for your card number, password or a code sent to your phone.
- The sender's address or the link isn't really hulu.com. Look closely; fakes use look-alike spellings.

- It greets you as "Dear Customer" instead of your name.
- It asks you to pay with gift cards. No real company does that.

HEADS UP

Searching for "Hulu phone number"

Search results for Hulu's phone number include pages put up by people who aren't Hulu at all, some even on respectable-looking help-desk websites. Start from **help.hulu.com**, which you type in yourself, to find the real ways to contact Hulu.

If you already clicked or paid

1. Don't panic. Stop and close the page.
2. Go to hulu.com/account yourself and change your Hulu password (Chapter 22).
3. If you gave a card number, call the number on the back of your card and tell them.
4. If you let anyone into your computer, turn it off and get help before using it for banking.
5. Report it to the Federal Trade Commission at **ReportFraud.ftc.gov**.

FROM BILL

Not sure if it's real?

Forward me a screenshot or call me before you click. Checking a suspicious message takes a minute, and it's much cheaper than fixing a stolen card. Our Spotting & Avoiding Scams manual covers many more.

CHAPTER 24

Keeping the Hulu Bill Down

Streaming bills creep up quietly: a price increase here, a forgotten add-on there. Once or twice a year, take ten minutes to check what you're paying for.

Step 1: Find out who bills you and how much

1. Go to **hulu.com/account** and sign in.
2. Look at the subscription section. It shows your plan, add-ons and the next billing date.
3. Look at the payment section. If it shows your card, Hulu bills you directly. If it names another company, such as Apple, Amazon, Roku or your phone carrier, that company bills you.
4. Compare the price there with your bank or card statement.

Step 2: Look for easy savings

- **Paying twice?** Look for both a Hulu charge and a bundle charge, or Disney+ or ESPN on their own when you already have Hulu + Live TV (which includes them).
- **Add-ons you don't watch?** Remove them (Chapter 9).
- **No ads worth it?** Dropping to with ads saves $9.00 a month (Chapter 6).
- **Disney+ separately?** The Disney+ & Hulu bundle with ads is $12.99, only 50 cents more than Hulu alone (Chapter 7).
- **Not watching this season?** Pause (Chapter 25) or cancel (Chapter 26).

WHAT THIS DOES FOR YOU

What this does for you

Ten minutes of checking can easily save $100 or more a year, without giving up the shows you enjoy.

TIP

Price change emails are real, but check in the app

Hulu emails subscribers before a price increase. That's normal. Just confirm it on your Account page rather than through links in the email.

PART 8

Taking a Break or Leaving

Pausing Hulu for a few weeks, canceling for good, and what to do if someone else bills you.

CHAPTER 25

Pausing Hulu Instead of Canceling

Going to be away for a while, or just not watching much this season? Hulu lets many subscribers **pause** instead of cancel. You aren't charged while paused, and your profiles and saved shows are waiting when you come back.

How pausing works

- You choose how long to pause, from **1 to 12 weeks**.
- The pause starts at the beginning of your **next billing period**, not today. You can keep watching until then.
- When the pause ends, Hulu **restarts automatically** at the current price.
- You can usually end a pause early from your Account page.

Who can pause

Pausing is generally available if Hulu bills you directly, and to some subscribers billed through certain partners. People billed through Apple, and many bundle subscribers, can't pause. If you don't see a pause option, that's probably why.

Pausing, step by step

1. Go to **hulu.com/account** on a computer or phone browser and sign in.
2. In the subscription section, look for the option to pause. It may appear when you start to cancel.
3. Choose how many weeks, check the dates Hulu shows you, and confirm.

> **TIP**
> **Put the restart date on your calendar**
> Write down when the pause ends. If you decide you don't want Hulu back, cancel before that date.

CHAPTER 26

Canceling Hulu

Canceling is your right, and it should never cost you anything. The one thing to know first is **who bills you**, because that decides where you cancel (Chapter 24).

If Hulu bills you directly

1. Go to **hulu.com/account** on a computer or phone browser and sign in.
2. In the subscription section, choose **Cancel**.
3. Hulu may offer you a pause, a discount or a cheaper plan. You can accept or keep going.
4. Finish the steps until Hulu confirms the cancellation. Look for a confirmation email.

If another company bills you

Billed by	Where to cancel
Apple (iPhone, iPad, Apple TV)	Cancel in your Apple subscriptions. On iPhone: **Settings**, tap your name, then **Subscriptions**.
Google Play (Android)	Open the **Play Store**, tap your profile picture, then **Payments & subscriptions** > **Subscriptions**.
Amazon	On Amazon.com, look under **Memberships & Subscriptions** for Hulu.
Roku, a phone carrier or internet provider	Start at hulu.com/account; some of these can be canceled there. If not, contact that company.

HEADS UP

Deleting the app doesn't cancel

Removing the Hulu app from your TV or phone does **not** stop the charges. You have to cancel the subscription itself.

What happens after you cancel

- You can usually keep watching until the end of the period you've paid for.
- Canceling a **bundle** affects every service in it. If you only want to drop Hulu, change plans instead (Chapter 9).
- Coming back later is easy: sign in at hulu.com with the same email and choose a plan.

SCAM ALERT

Nobody needs to "help" you cancel

If someone calls or emails offering to cancel Hulu for you or to refund a charge, and asks for card details or access to your computer, it's a scam. Cancel yourself at hulu.com/account.

PART 9

When Things Go Wrong & Getting Help

Simple fixes for the most common Hulu problems, an honest word about when to call for help, and your one-page cheat-sheet.

CHAPTER 27

Quick Fixes for Common Problems

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

Hulu won't load, or keeps spinning

1. Check that other apps (YouTube, Netflix) work. If nothing works, the problem is your internet.
2. Close the Hulu app completely and open it again.
3. Turn the TV or streaming box off, unplug it for a minute, plug it back in and try again.
4. Restart your internet router: unplug it for 30 seconds, plug it back in, and wait a few minutes.
5. Check for an update to the Hulu app in your device's app store.

The picture is blurry or keeps stopping

- Someone else in the house may be downloading or streaming a lot. Try again later.
- Move the Wi-Fi router closer to the TV, or use a network cable if the TV or box has a port for one.
- Restart the router as above.

"Too many screens" or "you're watching on too many devices"

Two screens can play at once on most plans (Chapter 21). Turn off a TV you forgot about. If you don't know who's watching, log out of all devices and change your password (Chapter 22).

"Payment declined" or "update your payment"

1. Don't use a link in an email or text (Chapter 23).
2. Go to **hulu.com/account** yourself and look at the payment section.
3. If your card expired or was replaced, update it there.
4. If the account page shows nothing wrong, the message was probably a fake.

I can't find a show

It may have left Hulu, it may be on Disney+ instead, or it may need an add-on (Chapter 14). If you have a bundle, try searching in the Disney+ app too.

The kids got into a grown-up profile

Turn on PIN Protection (Chapter 18) and give each child a Kids profile (Chapter 17).

I got charged twice

Check your Account page and statement for a Hulu charge *and* a bundle charge, or charges from two different companies (Chapter 24). Cancel the one you don't need where it's billed (Chapter 26).

> **TIP**
>
> **Check whether Hulu itself is down**
>
> Once in a while the problem is on Hulu's end. If nothing you try helps, wait an hour and try again, or look at help.hulu.com for any notices.

CHAPTER 28

When to Call Bill

I've written this guide so you can handle most of Hulu 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

- **Deciding whether to drop cable** for Hulu + Live TV, and checking your channels and internet first.
- **Sorting out the bill**: who's charging you, whether you're paying twice, and which plan or bundle actually fits.
- **Moving to the Disney+ app** when the time comes, with your profiles linked and everything where you expect it.
- **Setting up Hulu on every TV** in the house, including a new streaming stick for an older TV.
- **Profiles for the grandkids** with Kids profiles and a PIN.
- **Anything that feels like a scam**, or a charge you don't recognize.

This guide pairs with my **TV & Streaming Setup** service, where we get every TV in the house working the way you want: the right apps, the right plans and a remote you're comfortable with.

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 you don't need, and I'll tell you honestly when a subscription 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.

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

— Bill

CHAPTER 29

Your Hulu Cheat-Sheet

The whole guide, boiled down. Keep a copy near the TV.

The essentials

To do this	Go here
Lost on the TV?	Press **Back** a few times.
Your account, plan and bill	**hulu.com/account**, typed in yourself.
Sign in on a TV	Use the code and web address shown on *your* TV screen.
Profiles, Kids, PIN	Profile menu > **Manage Profiles**.
Captions	While playing, press Up or Down, then the settings or captions option.
Downloads	No-ads plan, Hulu app on a phone or tablet, tap the download arrow.
Pause or cancel	hulu.com/account > your subscription. Billed by someone else? Cancel there.
Help pages	**help.hulu.com**, typed in yourself.

Prices as of November 2026

Plan	Price
Hulu (With Ads) / (No Ads)	$12.49 / $21.49 a month
Disney+ & Hulu bundle	$12.99 with ads / $21.99 no ads
Hulu + Live TV	$99.99 / $109.99 with no ads on demand

Write it down once

Keep handy	
Hulu sign-in email	_____
Who bills me (Hulu, Apple, Amazon, other)	_____
My plan and monthly price	_____
Billing date each month	_____
Profile PIN	_____ (keep this private)
Which TVs and devices have Hulu	_____

When something's wrong, in order

1. Won't load: close the app, restart the TV or box, then restart the router.
2. Payment message: go to hulu.com/account yourself. Never use the link in the message.
3. Too many screens: turn off forgotten TVs, then log out of all devices and change the password.
4. Strange charge: check who bills you and look for double charges.
5. Anyone asking for gift cards, card numbers or remote access: stop, hang up, and check with someone you trust.
6. Still stuck: call Bill at (330) 200-8042.

FROM BILL

I'm here when you need me

Hulu is changing as it moves into Disney+. If anything in this guide stops matching your screen, call **(330) 200-8042** or book at billshometech.com/book. $49 remote · $99 in your home.