BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Netflix

Plans, profiles, captions, sharing and canceling, explained in plain English, one step at a time

A plain-English guide for every Netflix member

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Netflix in the U.S. on TVs, phones, tablets & computers · facts current November 2026

What's Inside

This is your Netflix manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Keep the remote handy and work along as you read. Every feature comes with what it actually does *for you*, and slow step-by-step directions anyone can follow. Netflix looks a little different on each TV and phone, so if a button sits somewhere else on yours, look for the same words.

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PART 1

Getting to Know Netflix

What Netflix is, what you need to watch it, and the handful of words that make the rest of this manual easy. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is reading this right now, this is for **you**. Maybe a grandchild set up Netflix on your TV and you're not sure what to press. Maybe you've had it for years and you've heard about "household" rules and price changes and wonder what they mean for you. Or maybe you're simply deciding whether Netflix is worth the money. Wherever you are, you've come to the right place.

I'm Bill. For more than 30 years I've helped people feel at home with their technology, and these days a good part of that is helping folks here in Portage County get their TV working the way they want. I wrote this manual the way I'd explain it sitting on the couch beside you: slowly, in plain English, with the remote in your hand. If I use a word you don't know, I'll stop and explain it.

What this manual covers

- What Netflix is, what it costs today, and which plan makes sense for you.
- Signing up, signing in on your TV, and finding your way around the screen.
- Profiles for everyone in the family, including safe profiles for grandkids.
- Finding something good to watch, captions, audio description and downloads.
- The "Netflix Household" rules, sharing with family who live elsewhere, and fixing the messages that pop up.
- Keeping your account safe from scams, and how to pause or cancel when you want a break.

The big promise: you can't break it

Here's the most important thing in this manual. **You cannot break Netflix, your TV or your account by pressing buttons and looking around.** The worst that happens is you end up on a screen you didn't expect, and the **Back** button on your remote takes you right back where you were. Nothing you browse costs extra. Netflix charges one monthly price, and it never bills you for watching "too much."

WHAT THIS DOES FOR YOU

What this manual does for you

By the end you'll know exactly what you're paying for, how to watch what you love without fuss, how to keep the grandkids' profile safe, and how to spot a fake Netflix message before it costs you money. Most of all, you'll feel in charge of your own TV again.

And you're never stuck alone. If you'd like a hand, call me at **(330) 200-8042** and we'll sort it out together, with no judgment. There's no such thing as a silly question.

— Bill

CHAPTER 2

What Netflix Is (and Isn't)

Netflix is a streaming service. That means it sends movies and TV shows to your TV, phone, tablet or computer over your home internet, instead of through a cable box or an antenna. You pay a monthly fee, and in return you can watch anything in its library, whenever you like, as often as you like.

What you get

- **Thousands of movies and TV series**, from classic films to brand-new shows Netflix makes itself.
- **Watch on your schedule.** Nothing airs at a set time for most titles. Start a show at 2 in the afternoon or 2 in the morning, and pause it whenever the phone rings.
- **Whole seasons at once.** Many series put every episode out on the same day, so you can watch one an evening or several in a row.
- **Profiles**, so each person in the home gets their own list and suggestions.
- **Games**, which Netflix includes with its plans, mostly for phones and tablets. You never have to use them.

What Netflix is not

- **It's not cable.** There's no channel guide with local news, and most live sports aren't on Netflix. If live TV matters to you, see our manuals on YouTube TV and on watching sports without cable.
- **It doesn't have everything.** Shows come and go as licenses change. A movie you saw last year may have moved to a different service.
- **It's not free.** Every plan has a monthly price (see Chapter 5). Be wary of anyone offering "free Netflix"; that's a classic scam we'll cover in Chapter 27.

GOOD TO KNOW

Netflix is one service among many

Most people end up with a mix: maybe Netflix, a free service like Tubi or Pluto TV, and an antenna for local channels. You can add or drop Netflix any month without a contract. Our Streaming Services Explained manual compares the big services side by side if you're deciding which to keep.

CHAPTER 3

What You Need to Watch

You need three things: something to watch on, a home internet connection, and a Netflix account. Chances are you already have the first two.

Something to watch on

Device	What it means
A smart TV	Most TVs sold in the last several years (Samsung, LG, Vizio, TCL, Hisense, Sony and others) have a Netflix app built in. Many remotes even have a red Netflix button.
A streaming stick or box	A Roku, Amazon Fire TV, Apple TV or Google TV device plugs into your TV's HDMI port and adds the Netflix app. Handy for older TVs.
A phone or tablet	Download the free Netflix app from the App Store (iPhone, iPad) or Google Play (Android). Great for watching in bed or on a trip.
A computer	Go to **netflix.com** in your web browser. No app needed.

An internet connection

Netflix streams over your home Wi-Fi or a wired connection. Most home internet plans sold today are plenty fast. If the picture keeps pausing to "load," the cause is usually weak Wi-Fi where the TV sits, not Netflix itself. Chapter 32 has simple fixes.

HEADS UP

Watching on a phone away from Wi-Fi uses data

If you watch on your phone using your cellular plan instead of Wi-Fi, video can use up a limited data plan quickly. Download shows at home on Wi-Fi before a trip instead (Chapter 20).

A Netflix account

That's your sign-in: an email address (or phone number) and a password, plus a payment method. One account covers everyone in your home. Chapter 6 walks you through signing up, and Chapter 12 explains how each person gets their own profile inside that one account.

CHAPTER 4

Words You'll See on Netflix

Netflix uses a few words in its own way. Here they are in plain English. You don't need to memorize them; come back here whenever a word puzzles you.

Word	What it means
Account	The paid membership. One email, one password, one bill.
Account owner	The person who pays and manages the account. They get the emails about billing and household changes.
Profile	A personal space inside the account, with its own name, picture, list and suggestions. Up to five per account.
Plan	Which level you pay for: Standard with ads, Standard, or Premium. It decides price, picture quality and how many screens can play at once.
Netflix Household	The devices connected to the internet at the main home where you watch Netflix on a TV. Explained fully in Chapter 22.
Extra member	A person who doesn't live with you but whom the account owner pays a lower add-on price for, so they get their own sign-in.
My List	Your personal "save it for later" shelf of shows and movies.
Continue Watching	A row on the home screen showing what you started but didn't finish.
Download	Saving a show onto a phone or tablet so you can watch with no internet.
Subtitles / captions	Words on the screen. Captions (marked CC) also describe sounds, like [door slams].
Audio description	A narrator describes what's happening on screen, for people with low vision.
Streaming	Watching video as it comes in over the internet, instead of from a disc or a cable box.

TIP

Screens change, ideas don't

Netflix tweaks its look from time to time, and it looks a little different on a Samsung TV than on a Roku or an iPhone. If a button in this manual is in a slightly different spot on yours, look for the same words. The ideas stay the same.

PART 2

Choosing a Plan & Paying

What each plan costs right now, how to sign up, how to pay, and how to switch plans when your needs change.

CHAPTER 5

The Plans and What They Cost

Netflix offers three plans in the United States. All of them include the same big library (with a small exception for the ad plan, below), and all are month to month. Netflix bills monthly on the date you signed up, and it does not offer yearly or lifetime plans.

Plan	Price per month	Screens at once	Picture	Ads?
Standard with ads	$8.99	2	Full HD (1080p)	Yes, short ads
Standard	$19.99	2	Full HD (1080p)	No
Premium	$26.99	4	4K Ultra HD + HDR	No

Checked against the Netflix Help Center (Plans and Pricing) on November 13, 2026.

Taxes may be added depending on where you live. Prices can also differ if you get Netflix as part of a bundle from your phone, internet or TV company. The older **Basic** plan has been discontinued.

What the differences really mean

Feature	In plain terms
Screens at once	How many devices can play Netflix at the same moment. If you watch in the living room while your spouse watches upstairs, that's two.
Picture	Full HD looks sharp on most TVs. 4K matters only if you have a 4K TV and a fast connection, and many people can't tell the difference from the couch.
Ads	With ads, you'll see short commercial breaks, and a few titles aren't available; those show a small lock icon.
Downloads	Standard with ads and Standard allow downloads on 2 devices; Premium on 6.
Extra members	Standard can add 1 person who lives elsewhere; Premium up to 2. The ad plan can't add any. See Chapter 24.

Checked against the Netflix Help Center (Plans and Pricing) on November 13, 2026.

Which plan is right for you?

- **Mostly one or two people, don't mind commercials:** Standard with ads is the money-saver.
- **Can't stand commercials:** Standard is the middle choice most households pick.
- **Big 4K TV, a busy household, or sharing with family elsewhere:** Premium.

FROM BILL

Start low, move up if you need to

You can change plans any time (Chapter 8), so there's no penalty for starting with a cheaper plan and trying it for a month. If the ads drive you up the wall, switch. That's the beauty of month to month.

GOOD TO KNOW

Prices change

Netflix raised its U.S. prices in 2026, and it has raised them before. When it does, existing members get an email about a month ahead. The prices here are current as of November 2026; your Account page always shows what you actually pay.

CHAPTER 6

Signing Up, Step by Step

Signing up is easiest on a computer, tablet or phone web browser, where typing is simpler than with a TV remote. It takes about ten minutes. Have your email address and a credit or debit card ready.

To sign up for Netflix

1. Open your web browser and go to **netflix.com**. Type the address yourself rather than clicking a link in an email or ad.
2. Choose **Get Started** (or similar) and enter your email address.
3. Create a **password**. Make it something only you know and that you don't use anywhere else. Write it down and keep it somewhere safe at home.
4. Choose your **plan**. Chapter 5 explains the choices.
5. Enter your **payment** information.
6. Follow the prompts to name your profiles. You can add or change them later.

STAY SAFE

Only sign up at netflix.com

Search results and social media ads sometimes lead to look-alike sites that collect card numbers. If the address in your browser isn't netflix.com, close it. Netflix will never charge a "setup fee" or ask for payment by gift card over the phone.

Through your phone, internet or TV company

Some phone, internet and TV companies include Netflix in a package or sell it as an add-on to your bill. That can be a nice saving, but there are trade-offs: the plan and price come from that company, some Netflix features (such as extra members) may not be allowed, and canceling goes through them. If you're offered a bundle, ask which Netflix plan it includes and whether it has ads.

TIP

Already have Netflix and switching to a bundle?

You don't need to cancel and start over. Netflix lets you link your existing account to the new package, so your profiles, My List and history all stay. Netflix stops billing your card once the package takes over.

Checked against the Netflix Help Center (How to cancel Netflix) on November 13, 2026.

CHAPTER 7

Paying for Netflix: Cards, Gift Cards & Bundles

Netflix bills automatically each month on your billing date. Here's how payment works and how to change it.

Ways to pay

- **Credit or debit card.** The most common choice.
- **Netflix gift cards.** Sold at many stores. Handy if you'd rather not keep a card on file, or as a gift for a family member.
- **A partner bill.** If Netflix comes through your phone, internet or TV company, it appears on that bill.

Gift cards

- Redeem a gift card at **netflix.com/redeem**.
- Netflix gift cards don't expire. They can't be refunded or reloaded, and they only pay for a Netflix membership.
- If you have a gift card balance, Netflix uses that first before charging your card.

Checked against the Netflix Help Center (Netflix Gift Cards; payment methods) on November 13, 2026.

SCAM ALERT

"Pay with gift cards" is a scam signal

Buying a Netflix gift card for yourself or a grandchild is fine. But Netflix never calls or texts asking you to buy gift cards and read the numbers over the phone to fix an account. Anyone who asks that is a scammer, full stop.

Updating your card

When your card expires or you get a new one, update it on the web. Netflix doesn't let you change payment in most of its apps.

1. On a computer or phone browser, go to **netflix.com/account** and sign in.
2. Find the payment section (Netflix calls the page **Manage payment info**).
3. Choose **Update** next to the payment method you want to change, and enter the new details.

Your main card is marked **Preferred**. Any other cards on file are backups that Netflix charges only if the preferred one is declined. If Netflix comes in a package, update payment with that provider instead.

Checked against the Netflix Help Center (How to add or update a payment method) on November 13, 2026.

CHAPTER 8

Changing Your Plan

Moving up or down a plan takes a minute. You'll do it in a web browser, not in the TV app.

To change your plan

1. In a web browser, go to **netflix.com/account** and sign in.
2. Choose **Change Plan**.
3. Pick the plan you want, then choose **Continue** or **Update**.
4. Confirm the change.

Checked against the Netflix Help Center (How to change your plan) on November 13, 2026.

GOOD TO KNOW

If you don't see Change Plan

If Netflix comes through a package from another company, plan changes go through that company. And if your account is on hold because a payment failed, fix the payment first. Otherwise, Netflix's Help Center can help.

FROM BILL

A quick money check

Once a year, open your Account page and look at what you pay and what you actually use. If nobody in the house watches in 4K, Premium may be more than you need. If you only watch a few nights a month, the ad plan or a pause (Chapter 29) might be the better deal.

PART 3

Netflix on Your TV

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

CHAPTER 9

Signing In on Your TV

Once you have an account, you sign in on each device once, and it stays signed in. On a TV, Netflix usually gives you two ways to do it.

Open the Netflix app

- Press the red **Netflix** button on your remote if it has one, or
- Go to your TV's home screen (press **Home**) and choose the Netflix tile. If you don't see it, look in the TV's app store and add it. Our Samsung, LG and Roku manuals show where the app store lives on each.

Two ways to sign in

Method	How it works
Use your phone	The TV shows a code or a square QR code. Scan it with your phone's camera, or follow the web address shown on the screen, and approve the sign-in on your phone. No fiddly typing with the remote.
Type it in	Choose to sign in with email and password, then use the on-screen keyboard. Slow, but it always works.

STAY SAFE

Only use the address your TV shows you

Searching the web for "Netflix TV code" turns up many unofficial sites, some built to steal passwords or card numbers. Use only the address or QR code on your own TV screen, and only ever type your password on netflix.com or in the Netflix app.

Choosing who's watching

After you sign in, Netflix asks **Who's watching?** and shows the profiles on the account. Pick yours with the arrows and press **OK**. Chapter 12 explains profiles.

TIP

The TV that sets your household

The first TV where you sign in at home usually becomes part of your Netflix Household automatically. That matters for the sharing rules in Chapter 22, and it's one reason to sign in on the TVs at your own home, not a TV at a friend's house.

CHAPTER 10

Finding Your Way Around the Netflix Screen

The Netflix home screen looks busy at first, but it's built from just two pieces: a **menu** and **rows** of shows.

The menu

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

Menu item	What it's for
Search	A magnifying glass. Type a title, actor or type of show.
Home	The main screen with all the rows.
Shows / Movies	The same screen, filtered to just series or just films.
My Netflix or My List	Your saved titles, downloads and things you've rated.
Your profile picture	Switch profiles, or reach Get Help and settings.

The rows

Each row is a collection: **Continue Watching**, **Top 10**, **New on Netflix**, comedies, dramas and so on. Arrow **left and right** to move along a row, and **up and down** to move between rows. Highlight a title for a moment and a short description appears. Press **OK** to open it.

A title's page

- **Play** or **Resume** starts it.
- **Episodes** lets you choose a season and episode of a series.
- **My List** (a plus sign) saves it for later.
- **Thumbs** let you rate it so Netflix suggests better shows (Chapter 16).
- The description, the year, the length, and the rating (like PG or TV-14).

TIP

Lost? Press Back

If you're ever on a screen you don't recognize, press **Back** on the remote one or more times until you're back on the Netflix home screen. It always works and never deletes anything.

GOOD TO KNOW

Why the home screen keeps changing

Netflix rearranges the rows based on what each profile watches. That's why your home screen looks different from your spouse's. It isn't broken; it's personalized.

CHAPTER 11

Playing, Pausing & Skipping

While a show plays, a quick press of **OK** (or the play/pause button) brings up the controls along the bottom. They fade away by themselves after a few seconds.

Control	What it does
Pause / Play	Press OK or the play/pause button. Press again to continue.
Rewind or skip ahead	With the controls showing, press left or right to jump back or forward. Many remotes also have rewind and fast-forward buttons.
Skip Intro	A button that appears during a show's opening song. Press OK to jump straight to the story.
Next Episode	Appears as the credits roll. Choose it to keep going, or just let the credits finish.
Audio & Subtitles	A speech-bubble icon in the controls. Turns on words on the screen, changes language, or picks audio description (Chapters 18 and 19).
Back	Leaves the show. Netflix remembers exactly where you stopped.

WHAT THIS DOES FOR YOU

Netflix remembers your place

Stop in the middle of a movie and come back next week, even on a different TV, phone or tablet. When you choose it again, the button says **Resume** and you pick up right where you left off.

"Are you still watching?"

If several episodes play in a row without anyone touching the remote, Netflix pauses and asks whether you're still watching. That's to save you from playing a whole season to an empty room. Press **OK** to carry on. If you'd rather Netflix never rolled into the next episode by itself, the Ways Netflix Can Make Life Easier topic shows how to turn autoplay off.

TIP

Volume is on your TV, not Netflix

Netflix has no volume control of its own. Use your TV remote's volume buttons. If dialogue is hard to hear while music is loud, try your TV's speech or dialogue setting, or turn on subtitles.

PART 4

Profiles for Everyone

Give each person their own space, keep the grandkids in a safe corner, and lock a profile so nobody wanders in.

CHAPTER 12

Profiles: Everyone Gets Their Own

A **profile** is a personal space inside your account. Each one has its own name and picture, its own My List, its own Continue Watching row and its own suggestions. One Netflix account can have **up to 5 profiles**.

WHAT THIS DOES FOR YOU

Why profiles are worth a minute

Without profiles, your Continue Watching row fills up with your grandson's cartoons, and Netflix starts suggesting shows nobody asked for. With a profile each, everyone's spot is tidy and the suggestions fit the person.

To add a profile

1. In the Netflix app on a phone or tablet, tap **My Netflix** (lower right), tap your profile name at the top, then tap **Manage Profiles**. On a TV, go to the **Who's watching?** screen.
2. Choose **Add Profile**.
3. Type a name and pick a picture.
4. Save. The new profile appears on the Who's watching? screen everywhere.

Checked against the Netflix Help Center (How to create, edit, or delete profiles) on November 13, 2026.

Editing or deleting a profile

- From **Manage Profiles**, choose a profile's pencil (edit) icon to change its name, picture, language and more.
- To remove one, edit it and choose **Delete Profile**. This erases that profile's history and list for good.
- The **main profile** (the first one, made with the account) can't be deleted.
- Maturity ratings can't be changed on a TV. Use **netflix.com** in a web browser for that, or for any change your device won't make.

Checked against the Netflix Help Center (How to create, edit, or delete profiles) on November 13, 2026.

TIP

A profile per person, not per TV

Profiles follow the person, not the TV. Your profile on the living room TV is the same profile on your phone and the bedroom TV, with the same list and the same place in your show.

CHAPTER 13

Kids Profiles & Maturity Ratings

If grandchildren visit, give them their own **Kids** profile. It shows only shows and movies rated for children, with a simpler, colorful look. Netflix's games don't appear in Kids profiles.

To make a Kids profile

1. Start adding a profile as in Chapter 12.
2. Turn on the **Kids** option (on the web it's a check box labeled **Kid?**) before you save.
3. Name it, for example "Grandkids," and save.

The main profile on an account can't be made into a Kids profile.

Checked against the Netflix Help Center (How to create a profile for kids) on November 13, 2026.

Choosing a maturity rating

Every profile, not just Kids profiles, can have a **maturity rating**: the highest rating it's allowed to see. A profile sees only titles rated at or below that level. You can also block specific shows.

1. In a web browser, go to **netflix.com/account**, choose **Profiles**, then pick the profile.
2. Open **Viewing Restrictions** (Netflix may ask for your account password).
3. Under **Maturity Rating**, choose the highest rating allowed, such as PG.
4. To block a particular title, type its name in the title restrictions box.
5. Save.

Checked against the Netflix Help Center (How to set profile maturity ratings or block titles) on November 13, 2026.

HEADS UP

Set ratings on the web

Changing the maturity rating of a Kids profile must be done in a web browser, not on the TV. And if you pick a rating above what Netflix Kids allows, that profile stops using the Kids look.

FROM BILL

Lock the grown-up profiles too

A Kids profile only helps if little ones can't just tap your profile instead. Put a PIN on the adult profiles (Chapter 14), and they'll stay in their own corner.

CHAPTER 14

Locking a Profile with a PIN

A **Profile Lock** is a 4-digit code that must be entered before anyone can open that profile. It keeps children out of grown-up shows and keeps your list and history private.

To lock a profile (web browser)

1. Go to **netflix.com/account** and sign in.
2. Choose **Profiles**, then the profile you want to lock.
3. Choose **Profile Lock**. Netflix may ask you to confirm it's you with a code by email or text, or your account password.
4. Enter 4 numbers for the PIN and choose **Save PIN**.

In the phone or tablet app

Tap **Manage Profiles**, choose the profile, and tap **Profile Lock**, then follow the prompts.

Checked against the Netflix Help Center (How to add, edit, or remove a profile PIN) on November 13, 2026.

TIP

Forgot the PIN?

On the PIN screen, choose **Forgot PIN?**, or go to netflix.com/account and edit or remove the PIN there. Because changing it needs the account password or a code sent to the owner, a grandchild can't just reset it.

GOOD TO KNOW

One more lock worth knowing

You can also require a PIN before anyone adds a **new** profile, so a clever teen can't simply create an unrestricted one. Netflix's Help Center article "How to require a PIN to add a new profile" shows the current steps.

Extra member accounts (Chapter 24) have just one profile, and it can't have a profile lock.

PART 5

Finding Something Good to Watch

Search, save, rate, and pick up where you left off, so you spend your evening watching instead of scrolling.

CHAPTER 15

Searching for a Show

If you know what you want, search is the fastest way there. If you don't, search is also a great way to browse by mood.

To search on your TV

1. Press **Back** to reach the menu, and choose the **magnifying glass** (Search).
2. Use the arrows to type a few letters on the on-screen keyboard. Results start appearing right away; you rarely need the whole title.
3. Arrow over to the results and press **OK** on the one you want.

What you can search for

- A **title**: "The Crown," "Bridgerton."
- An **actor or director**: a favorite star's name brings up their films on Netflix.
- A **kind of show**: "westerns," "cooking," "British mysteries," "documentaries."

TIP

Talk instead of typing

Many TV remotes have a microphone button. Hold it and say the name of the show. On a Roku, Fire TV, Apple TV or Google TV remote, voice search often searches Netflix and other services at once.

GOOD TO KNOW

"Not on Netflix"

If a title doesn't show up, it probably isn't on Netflix right now. Netflix may show similar titles instead. Your TV's own search, or a free site such as JustWatch, can tell you which service has it.

CHAPTER 16

My List & Ratings

My List: your save-for-later shelf

When a friend recommends a show, add it to **My List** so you don't forget. Each profile has its own My List, and it can hold up to 2,000 titles.

- **On a TV:** open the title and choose **My List** (the plus sign). Choose it again to remove it.
- **On the web:** point at a title and click the **Add to My List** icon.
- **On a phone or tablet:** tap **My Netflix**, then **My List**. To remove titles, tap **Edit**, then **Delete** next to a title.

Checked against the Netflix Help Center (How to use My List) on November 13, 2026.

Rating with thumbs

Netflix suggests shows based on what you watch and how you rate. On a title's page, and sometimes while it plays, you'll see three choices:

Button	Meaning
One thumb down	**Not for me.** Netflix shows you fewer titles like it.
One thumb up	**I like this.**
Two thumbs up	**Love this!** A strong signal to find more like it.

Checked against the Netflix Help Center (How to rate TV shows and movies) on November 13, 2026.

WHAT THIS DOES FOR YOU

Better suggestions in a week

Rating even a handful of shows you've loved and a few you didn't gives Netflix much better clues. Your home screen starts filling with things you'll actually enjoy, and you spend less time scrolling.

CHAPTER 17

Continue Watching & Picking Up Where You Left Off

The **Continue Watching** row near the top of the home screen holds everything you've started but not finished. Choose a title there and it resumes at the exact spot.

Keeping the row tidy

Started something you didn't like? You can take it off the row so it stops nagging you.

1. On a phone or tablet, find the title in Continue Watching and tap the **three dots** under it.
2. Choose **Remove From Row**. (An **Undo** option appears briefly if you change your mind.)

Removing a title from the row doesn't delete it from your viewing history. To truly hide something you watched, see the Ways Netflix Can Make Life Easier topic near the start of this manual.

Finding an episode

If you lost track of which episode you were on, open the show and choose **Episodes**. Episodes you've finished show a full bar under them; the one you're partway through shows a partly filled bar.

> **GOOD TO KNOW**
>
> **Watching on another profile**
>
> If your place in a show seems to have vanished, check that you're on **your** profile. Each profile keeps its own place, so if someone watched on yours, or you watched on theirs, the bookmark moves with the profile that was used.

PART 6

Watching Your Way

Words on the screen, a narrator for low vision, and shows saved to your phone or tablet for trips and waiting rooms.

CHAPTER 18

Captions & Subtitles

Turning on words at the bottom of the screen is one of the kindest things you can do for your ears. Many people with perfectly good hearing use them too, because actors mumble and background music is loud.

Option	What you get
Subtitles	The words being spoken, usually in your language.
Closed captions (CC)	The words being spoken **plus** sounds, like [phone ringing] or [laughter]. Best if you're hard of hearing. In the menu they're often labeled "English [CC]."

To turn them on while watching

1. Start the show or movie.
2. Press **OK** or **Up** on the remote (or tap the screen on a phone) to bring up the controls.
3. Choose **Audio & Subtitles** (a little speech-bubble icon).
4. Under Subtitles, choose **English [CC]** or **English**. To turn them off again, choose **Off**.
5. Press **Back** to return to the show.

WHAT THIS DOES FOR YOU

Set it once, it stays

Netflix remembers your choice for that profile, so the next show you start usually has captions on too. Each profile keeps its own setting, so your spouse can watch without them.

TIP

Words too small?

You can make Netflix's captions bigger and put them on a dark background so they're easier to read. The steps are in the Ways Netflix Can Make Life Easier topic near the start of this manual.

GOOD TO KNOW

Captions appear twice?

If you see two sets of words, your TV's own caption setting is on as well as Netflix's. Turn captions off in your TV's accessibility settings and leave them on in Netflix (or the other way around).

CHAPTER 19

Audio Description

Audio description adds a calm narrator who describes what's happening on the screen between the lines of dialogue: who walked in, the expression on a face, the letter being read. It's made for people who are blind or have low vision, and it's included at no extra cost.

To turn on audio description

1. Start the show or movie.
2. Bring up the controls and choose **Audio & Subtitles**.
3. Under Audio, choose a track with **Audio Description** in its name, such as "English - Audio Description."
4. To turn it off, choose the plain "English" track again.

Checked against the Netflix Help Center (Audio Description for shows and movies) on November 13, 2026.

Finding titles that have it

- Look for the **Audio Description** badge on a title's details page.
- Search Netflix for **Audio Description** to see a collection of titles that offer it.

TIP

Narrator turned on by accident?

If a voice suddenly describes everything and you didn't ask for it, someone picked the audio description track. Go to Audio & Subtitles and choose plain "English." If it keeps coming back, check your TV or streaming device's accessibility settings for an audio description switch; Netflix says that device setting can override it.

CHAPTER 20

Downloads for Trips & Waiting Rooms

A **download** saves a show or movie onto your phone or tablet, so you can watch it with no internet at all: on a plane, in a doctor's waiting room, or at a cabin with no Wi-Fi.

What you need

- An iPhone, iPad, Android phone or tablet, Amazon Fire tablet, or a Chromebook with Google Play, with the Netflix app up to date. (You can't download to a TV.)
- Enough free storage space on the device.
- Wi-Fi at home to do the downloading, so you don't use up cellular data.

To download a show

1. At home on Wi-Fi, open the Netflix app on your phone or tablet.
2. Find the movie or episode and tap the **Download** button (a downward arrow). Not every title can be downloaded; the button only appears on those that can.
3. Wait for it to finish. A progress circle shows how far along it is.
4. To watch later, tap **My Netflix**, then **Downloads**, and tap the title.

The limits

Rule	What it means
Ad-free plans	Up to 100 downloads at a time on each device, on as many devices as your plan allows (2 on Standard, 6 on Premium).
Standard with ads	Up to 15 downloads per device each calendar month, on up to 2 devices.
Expiration	Downloads expire after a while, and some titles can only be downloaded a limited number of times a year. If one has expired, connect to the internet and download it again.
If you cancel	Downloads are deleted from your devices.

Checked against the Netflix Help Center (How to download titles to watch offline; Plans and Pricing) on November 13, 2026.

TIP

Delete when you're done

Downloads take up space. After you've watched, go to **Downloads**, tap **Edit** or the check mark next to a title, and delete it. That frees room for photos of the grandkids.

GOOD TO KNOW

Any profile can watch them

Downloads live on the device that made them, and every profile on that device can watch them.

CHAPTER 21

Watching Away from Home

Your phone, tablet and laptop come with you, and Netflix works on them wherever you have internet: at your daughter's house, at the lake, or in a hotel. TVs are a little different, because of the household rules in Chapter 22.

On your phone, tablet or laptop

- Just open Netflix and watch. If you see a message that the device isn't part of your Netflix Household, choose **Watch Temporarily** and follow the steps below.
- To avoid interruptions, open the Netflix app on your phone while connected to your **home Wi-Fi** at least once a month.

On a TV at a hotel or a friend's house

If you sign in on a TV away from home, it may show **Your TV isn't part of the Netflix Household for this account**. You can still watch:

1. Make sure you're on a regular profile, not a Kids profile.
2. On the TV, choose **I'm Traveling**.
3. Choose **Send Email** (or **Send Text** if the account has no email). The link goes to the **account owner's** email.
4. In that email, choose **Get Code** to see a 4-digit code. It expires after 15 minutes.
5. Type the code on the TV and choose **Next**.

Checked against the Netflix Help Center (How to update a Netflix Household; Your TV isn't part of the Netflix Household) on November 13, 2026.

STAY SAFE

Sign out before you leave

When you check out of the hotel or leave a friend's house, sign out of Netflix on that TV. If you forget, you can sign that TV out from home later (Chapter 26). A TV left signed in elsewhere can even confuse Netflix about where your household is.

GOOD TO KNOW

There's a limit on codes

Each TV can only request so many temporary codes. If **I'm Traveling** disappears, that TV has reached its limit. Watching on your own phone or tablet is the easy workaround.

PART 7

Households & Sharing

Netflix's sharing rules in plain English, how to fix the "not part of your household" message, and the proper way to share with family who live elsewhere.

CHAPTER 22

The Netflix Household Rule, Explained

A few years ago, families often shared one Netflix password across several homes. Netflix no longer allows that. Your account is meant for one **household**.

What Netflix means by "household"

A **Netflix Household** is the collection of devices connected to the internet at the main place where you watch Netflix. When you sign in on a device that uses the same internet connection as your TV at home, Netflix links it to your household automatically.

Situation	Allowed?
Everyone living in your home	Fine. Up to 5 profiles, on as many screens at once as your plan allows.
You, on your phone or tablet, anywhere	Fine. Open Netflix on your home Wi-Fi now and then.
You, on a TV while traveling	Fine, with a temporary code (Chapter 21).
A grown child or friend in another home	Not allowed on your sign-in. They need their own account, or you can pay for them as an extra member (Chapter 24).
You don't watch on a TV at all	Netflix says you don't need to set a household.

Checked against the Netflix Help Center (How to update a Netflix Household; Your TV isn't part of the Netflix Household) on November 13, 2026.

FROM BILL

Two homes? Snowbirds, read this

If you spend winters in Florida and summers in Ohio, your household follows the main home where you watch on a TV. While you're away, the phone and tablet keep working, and the TV at the second home can use **I'm Traveling** codes or be switched over with **Update Netflix Household** when you move for the season (Chapter 23). If it gets confusing, call me and we'll set it up together.

GOOD TO KNOW

Several Wi-Fi networks at home?

Netflix may link only one of your home networks to the household. Update the household from a TV on the network you use most.

CHAPTER 23

"Your TV Isn't Part of Your Netflix Household": Fixing It

This message is the most common Netflix puzzle. It doesn't mean you did anything wrong. It means Netflix couldn't match that TV to your home internet, often after a new router, a new internet company, or a move.

If the TV is in your own home: update your household

1. On the TV, from the Netflix home screen, press **Back** on the remote to reach the menu (on an Apple TV, press **Menu**).
2. If the menu is at the top, go left to your profile icon. If it's on the left, go to the bottom.
3. Choose **Get Help** or **Settings**, then **Manage Netflix Household**.
4. Choose **Update Netflix Household**, then **Send Email**. A link goes to the account owner's email; it expires after 15 minutes.
5. In the email, choose **Yes, This Was Me**, then **Confirm Update**.
6. The TV refreshes, and you're watching again. Netflix sends a confirmation email.

Checked against the Netflix Help Center (How to update a Netflix Household; Your TV isn't part of the Netflix Household) on November 13, 2026.

You can also choose **Update Netflix Household** straight from the blocked message. Netflix says the whole process takes about 8 minutes.

Other options you may see

Option	What it does
Troubleshoot This TV	With your phone on your home Wi-Fi, scan the QR code on the TV to prove the TV is at home. Not available on Apple TV.
Confirm Device	Some TVs offer this. Netflix emails the owner, who taps **Yes, Confirm Device**.
Create an Account	Meant for people who aren't part of the household. If it's your account, don't choose this.

Checked against the Netflix Help Center (How to update a Netflix Household; Your TV isn't part of the Netflix Household) on November 13, 2026.

TIP

Still blocked? Clear out old devices

A TV still signed in at a hotel or a relative's house can confuse things. Go to **netflix.com/manageaccountaccess**, sign out devices you don't recognize (or choose Sign Out of All Devices), then update the household again.

SCAM ALERT

The real message never asks for money

Netflix's household screens ask you to confirm by email and tap a link. They never ask you to call a phone number, pay a fee or give a card number on the TV. A message that does is a fake.

CHAPTER 24

Adding an Extra Member

If you'd like to keep paying for a grown child, a parent in assisted living, or a friend who lives elsewhere, Netflix's **extra member** option is the legitimate way to do it. You pay a lower add-on price, and they get their own sign-in and password.

Your plan	Extra members allowed	Price each per month
Standard with ads	None	-
Standard	1	$7.99 with ads, or $9.99 without ads
Premium	Up to 2	$7.99 with ads, or $9.99 without ads

Checked against the Netflix Help Center (Plans and Pricing; Extra Members) on November 13, 2026.

What an extra member gets

- Their own account and password, and one profile (not a Kids profile).
- Watching on **one** device at a time, and downloads on one device.
- They must live in the same country where you signed up.
- With the ads option, they see short ads and get Full HD; without ads, they get the same picture quality as you.
- You pay, and you control adding or removing them.

Checked against the Netflix Help Center (Extra Members) on November 13, 2026.

To add an extra member (web browser)

1. Go to **netflix.com/account** and sign in.
2. Choose **Buy an extra member slot**.
3. Choose **Next** for an extra member with ads, or choose **Or pay for no ads**, then **Continue**.
4. Review the new monthly amount and choose **Buy Now**.
5. Enter the person's name and email address, and your name, then choose **Next**.
6. Choose whether to move one of your existing profiles to them (Chapter 25) or let them start fresh.
7. Netflix emails them an invitation link. You'll be notified when they activate it.

Checked against the Netflix Help Center (Extra Members) on November 13, 2026.

GOOD TO KNOW

From the TV, ads only

You can also add an extra member from a TV when Netflix asks "Trying to share Netflix outside your household?", but that route only offers the version with ads. For the ad-free version, use a web browser.

HEADS UP

Not every account can add one

Extra members can't be added on the ad plan, on accounts billed by some other companies, or with some packages. You can change your extra member up to 2 times per calendar month; the person removed loses access right away.

Checked against the Netflix Help Center (Extra Members) on November 13, 2026.

CHAPTER 25

Moving a Profile to an Extra Member

If your son has been using a profile on your account for years, he doesn't have to lose his list and history when he becomes an extra member. Netflix can **transfer** the profile, keeping its recommendations, viewing history, My List, saved games and settings.

To transfer a profile while adding an extra member

1. Follow the steps in Chapter 24 to buy an extra member slot.
2. When Netflix asks **Which profile should they use?**, choose the existing profile to transfer.
3. The extra member can then accept the profile or start a new one.

- If they **accept**, the profile moves to their account and disappears from yours.
- If they **decline** and start fresh, the profile stays on your account.

Checked against the Netflix Help Center (Extra Members) on November 13, 2026.

HEADS UP

Profiles that can't move

Kids profiles, profiles with a PIN lock, and the account's main profile can't be transferred. The option also doesn't appear if your account has only one profile, or if the person used to have their own account. Remove a PIN first if you want to move that profile.

FROM BILL

A kind way to handle the sharing change

If family members have been using your password from their own homes, Netflix's rules mean that has to change. Paying for them as an extra member and moving their profile lets them keep everything they've built up. It turns an awkward conversation into an easy one.

PART 8

Keeping Your Account Safe

Who's signed in, how to lock everyone else out, the fake Netflix messages to watch for, and ways to keep the monthly bill down.

CHAPTER 26

Signing Out Devices & Changing Your Password

Over the years an account can end up signed in on an old phone, a TV you sold, a hotel TV, or a relative's tablet. A quick clean-up keeps your account yours.

To see and sign out devices

1. In a web browser, go to **netflix.com/manageaccountaccess** and sign in. (In your Account page this is called **Manage access and devices**.)
2. You'll see a list of recently active devices with where and when they were used.
3. Choose **Sign Out** next to any you don't recognize, or choose **Sign Out of All Devices** at the bottom to start clean.

Checked against the Netflix Help Center (How to sign out of a device; How to keep your account secure) on November 13, 2026.

To change your password

1. Go to **netflix.com/password** (or Account, then the Security section, then Password).
2. Enter your current password and a new one. If you've forgotten the current one, Netflix can send a reset email or text instead.
3. Check the box to **sign out of all devices**, so anyone using the old password is signed out too.
4. Save. Then sign back in on your own TVs and devices with the new password.

Checked against the Netflix Help Center (How to keep your account secure; How to cancel Netflix) on November 13, 2026.

TIP

A good password, kept safe

Use a password you don't use for anything else, especially not your email or bank. Write it on a card kept at home, or use a password manager. Our Passwords & Password Managers manual shows easy ways.

STAY SAFE

Signed out unexpectedly?

If Netflix suddenly signs you out everywhere, or your email or password changed without you doing it, someone may have gotten in. Use **Forgot password** on netflix.com to reset it right away, and check that the email on your account is still yours. If you can't get back in, contact Netflix through help.netflix.com, the real Help Center.

CHAPTER 27

Netflix Scams: Fake Emails & Texts

Because so many people have Netflix, scammers love to pretend to be Netflix. The most common trick is a message that says your **payment failed** or your **account is on hold**, with a link to "update your billing." The link leads to a fake page built to steal your card number and password.

The rule that catches almost every fake

SCAM ALERT

Netflix doesn't ask for this by email or text

Netflix says it will never ask for personal information by email or text. A message asking for your Netflix email, phone number, password or payment details probably didn't come from Netflix.

Checked against the Netflix Help Center (Phishing or suspicious emails or texts claiming to be from Netflix) on November 13, 2026.

Common fake messages

Fake message	Why it's fake
"Your payment was declined, update now"	The classic. Real billing problems show up when you sign in at netflix.com or open the app, so check there instead.
"Your account will be suspended in 24 hours"	The rush is the giveaway. Scammers want you to act before you think.
"You've won a free year of Netflix"	Free-subscription prizes are a common scam.
A phone call from "Netflix support"	Treat any unexpected call about your Netflix account as a scam. Hang up and check your account yourself. Never let a caller connect to your computer or ask for gift cards.
A TV screen asking you to call a number	Real Netflix household screens send an email to confirm. They don't ask you to call or pay.

If you get a suspicious message

1. **Don't click** the link or open attachments. Don't reply.
2. Check for yourself: open the Netflix app, or type **netflix.com** into your browser, and sign in. If there's a real problem, you'll see it there.
3. Forward the email or text to **phishing@netflix.com**, then delete it.

4. If you already typed your password on a strange page, change your Netflix password right away (Chapter 26), and change it anywhere else you used the same password.
5. If you entered a card number, call your bank or card company using the number on the back of your card.

Checked against the Netflix Help Center (Phishing or suspicious emails or texts claiming to be from Netflix) on November 13, 2026.

FROM BILL

When in doubt, stop and ask

If a message about Netflix worries you, don't act on it in the moment. Set the phone down, check the account yourself, or call me. Our Spotting & Avoiding Scams manual covers the wider tricks scammers use.

CHAPTER 28

Keeping the Netflix Bill Down

Netflix is good value if you use it, and a quiet drain if you don't. Here are honest ways to pay less.

- **Pick the plan you need.** Standard with ads at $8.99 a month costs less than half of Standard at $19.99. Premium only makes sense with a 4K TV, a big household, or extra members.
- **Pause instead of paying for a slow month** (Chapter 29). Taking summers off saves real money.
- **Rotate services.** Many people keep Netflix for a few months, cancel, try another service, and come back. Your profiles and history wait for you (Chapter 31).
- **Check your bundles.** Your phone or internet company may include Netflix. Make sure you're not paying for it twice.
- **Add free services alongside.** Free channels such as Tubi, Pluto TV and The Roku Channel fill quiet nights at no cost. See our Free Streaming TV manual.
- **Use gift cards as a budget.** A gift card covers a set number of months, then stops.

Checked against the Netflix Help Center (Plans and Pricing) on November 13, 2026.

GOOD TO KNOW

Find what you're really paying

Your Account page on netflix.com shows your plan, your price and your next billing date, and Payment History shows each charge. Look before you decide.

PART 9

Taking a Break or Leaving

Pause for a month, cancel properly, and come back later without losing your profiles.

CHAPTER 29

Pausing Netflix for a Month

If you're traveling, busy, or just watching less for a while, you can **pause** your membership instead of canceling. You keep watching until your next billing date, then you aren't charged and Netflix pauses for 1 month. After that month, Netflix charges your usual price and you can watch again.

To pause

1. In a web browser, go to the **Cancel Membership** page (from your Account page, choose to cancel; or go to netflix.com/cancelplan).
2. Choose **Pause for 1 Month**.

Checked against the Netflix Help Center (How to cancel Netflix) on November 13, 2026.

While you're paused

- You can't stream or download, but you can still browse and add things to My List.
- A week before the pause ends, you can choose **Extend Pause** for another month from the banner on your Account page. Pauses can total up to 3 months.
- To come back early, choose **Unpause Now** from the same banner. Netflix charges you right away and your billing date moves to that day.

Checked against the Netflix Help Center (How to cancel Netflix) on November 13, 2026.

HEADS UP

Pausing isn't available for everyone

Netflix doesn't offer pause on some payment methods, such as gift cards and some partner billing. If you don't see the option, canceling (Chapter 30) and restarting later works nearly as well.

CHAPTER 30

Canceling Netflix

Canceling is quick, and there's no fee or contract. You can keep watching until the end of the time you've already paid for.

To cancel

1. In a web browser, go to the **Manage your membership** page (**netflix.com/cancelplan**) and sign in.
2. Choose **Cancel**.
3. Under Cancel, choose **Finish Cancellation**.
4. Netflix sends a confirmation email to the address on the account.

Checked against the Netflix Help Center (How to cancel Netflix) on November 13, 2026.

HEADS UP

Deleting the app doesn't cancel

Signing out or removing the Netflix app from your TV or phone does **not** stop the charges. The steps above are the only way to end a Netflix-billed membership.

Special cases

Situation	What happens
No Cancel option?	You probably pay through another company (your phone, internet or TV provider, or an app store). Your Account page, under Membership, shows a link or instructions for canceling with them.
Account on hold	If a payment failed and the account is on hold, it closes right away when you cancel.
Gift card balance	You can keep watching for as many months as the remaining balance covers.
Moving to a bundle	Don't cancel. Link your account to the package instead and keep everything.

Checked against the Netflix Help Center (How to cancel Netflix) on November 13, 2026.

TIP

Then change the password

Netflix suggests changing your password after you cancel and checking **Sign out of all devices**. That stops anyone in the house from restarting the membership on your card.

CHAPTER 31

Coming Back Later

Netflix keeps your account details for a good while after you cancel, so coming back is easy.

- Netflix keeps your **viewing history, recommendations, ratings, account details and game progress for 24 months** after your account closes.
- To restart, go to **netflix.com** and choose **Sign In** with your old email and password (not "Join" or "Get Started"). Look for a **Restart Membership** button or banner on your Account page.
- Downloads are deleted when you cancel, so you'll download them again after you restart.

Checked against the Netflix Help Center (How to cancel Netflix; How to restart your Netflix membership) on November 13, 2026.

WHAT THIS DOES FOR YOU

Coming and going costs you nothing

Because your profiles and history wait for you, you can treat Netflix like a magazine subscription: keep it while there's something you want to watch, and drop it when there isn't.

PART 10

When Things Go Wrong

Simple fixes for the problems people run into most, and how to get a hand when you'd rather not do it alone.

CHAPTER 32

Quick Fixes for Common Problems

Most Netflix trouble clears up with one of a few simple steps. Try them in order.

The picture keeps stopping to load (buffering)

1. Exit Netflix and open it again.
2. Turn the TV or streaming device off, unplug it for a full minute, and plug it back in.
3. Restart your internet: unplug the modem and router for a minute, then plug them back in and wait a few minutes for the lights to settle.
4. If it's always worse in one room, the Wi-Fi may be weak there. Our Home Wi-Fi & Routers manual has fixes.

Netflix won't open or shows an error code

- Restart the device as above. This fixes a surprising number of errors.
- Make sure the TV or streaming device's software is up to date.
- Search the error code at **help.netflix.com**, the official Help Center. Avoid search results for "Netflix support phone numbers"; many are scam sites.

"Too many people are using your account"

Your plan allows only so many screens at once (2 on Standard plans, 4 on Premium). Stop watching on another device, or sign out devices you don't use (Chapter 26).

"Your TV isn't part of the Netflix Household"

See Chapter 23 at home, or Chapter 21 if you're traveling.

Wrong profile, wrong place in the show

Check you're on your own profile: choose your picture in the menu and switch. Each profile keeps its own place (Chapter 17).

Words or narrator you didn't ask for

Open **Audio & Subtitles** while the show plays and pick plain English audio and the subtitle setting you want (Chapters 18 and 19).

TIP

The two-minute rule

If a fix needs more than a couple of minutes of fiddling, stop. Write down the exact message on the screen (a photo with your phone works well) and get help. That message is the most useful clue there is.

CHAPTER 33

When to Call Bill

This manual will carry you a long way on your own. But some jobs are simply easier with someone beside you, and there's no prize for struggling. Here's what I can help with:

- Signing in on every TV in the house, and getting the household set up right.
- Choosing a plan and checking you're not paying twice through a bundle.
- Setting up profiles, a safe Kids profile for the grandchildren, and PIN locks.
- Captions, bigger subtitles, audio description and the sound settings on your TV.
- Moving a family member to an extra member slot and transferring their profile.
- Checking a message you think might be a scam, and securing your account if you clicked something.
- Fixing buffering and Wi-Fi trouble in the room where you watch.

My help costs **$49 remote · $99 in your home**. Remote help means I connect to your computer or walk you through it by phone; in your home means I come to you, here in Portage County, and set it up on your own TV. This manual itself is free to read and share.

How to reach me

- Call **(330) 200-8042**. If I'm with another client, Sophie, my AI receptionist, will answer and help you book a time.
- Book online at **billshometech.com/book**.

FROM BILL

No question is too small

After more than 30 years of helping people with their technology, I can promise you this: whatever has you stuck, you are not the first, and you won't be the last. Call, and we'll sort it out together.

— Bill