BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Paramount+

Plans, live CBS, NFL games, Showtime, profiles and billing — explained in plain English, one step at a time

A plain-English guide for families and grandparents

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Paramount+ Essential & Premium in the U.S. · facts current November 2026

What's Inside

This is your guide to Paramount+, the streaming service that carries CBS, Showtime, Nickelodeon, Paramount movies and a lot of live sports, including the NFL on CBS. Read it in any order and at your own pace — there is no test, and you can't fall behind. Every setting comes with what it actually does *for you*, and every job comes with slow, numbered steps. Streaming services change their plans and screens often, so where your app looks a little different, the idea is still the same.

Part 1 — Getting Started

1 A Note from Bill
2 What Paramount+ Is (and Isn't)
3 The Two Plans and What They Cost
4 Which Plan Should You Pick?
5 Signing Up the Safe Way

Part 2 — Watching on Your TV

6 Where You Can Watch and Getting the App
7 Signing In on Your TV with a Code
8 Finding Your Way Around the App
9 How Many Screens at Once, and Sharing

Part 3 — Live CBS & Sports

10 Watching Your Local CBS Station Live
11 When Live TV Shows the Wrong City or Won't Play
12 The NFL on CBS (and the Browns)
13 UFC, Soccer, College Games and More

Part 4 — Showtime, Profiles & the Family

14 Showtime: Where It Went and How to Find It
15 Profiles for Everyone in the House
16 Kids Profiles and Parental Controls
17 Downloading Shows for a Trip

Part 5 — Your Bill

18 Changing Your Plan
19 Who Bills You: Apple, Amazon, Roku or Google
20 Getting Paramount+ in a Bundle
21 Canceling Paramount+ (and Coming Back)

Part 6 — Fixes, Passwords & Scams

22 When Something Isn't Working
23 Passwords and Keeping Your Account Safe
24 Paramount+ Scams to Know

Part 7 — When to Call Bill & Your Cheat-Sheet

25 When to Call Bill
26 Your Paramount+ Cheat-Sheet

PART 1

Getting Started

What Paramount+ is, the two plans and what they cost as of November 2026, how to choose, and how to sign up without paying twice or paying a stranger.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe you've cut the cable and miss your CBS shows. Maybe the Browns game is on CBS this Sunday and someone said "just watch it on Paramount+." Or maybe you've found a Paramount+ charge on your card and you're not sure where it came from. Whichever it is, this guide is for **you**.

I'm Bill. I've spent more than 30 years working with technology, and these days I help folks here in Portage County feel at home with theirs. Streaming services raise a lot of good questions: which plan, why the live channel isn't showing, how to sign in on the TV, and how to stop paying for something they don't use. I wrote this guide the way I'd explain it sitting on your couch: patiently, in plain English, and without trying to sell you anything.

What this guide will do for you

- Explain the two Paramount+ plans, **Essential** and **Premium**, with honest prices as of November 2026.
- Show you how to watch your **local CBS station live** — for us in Northeast Ohio, that's WOIO, CBS 19 — and what to do when the wrong city shows up.
- Help you find the **NFL on CBS**, UFC, soccer and other sports.
- Clear up the Showtime name change, and set up profiles, Kids Mode and downloads.
- Walk you through signing in on a TV, billing through Apple, Amazon or Roku, and canceling.
- Point out the scams that use Paramount+ as bait, so you can spot them.

The big promise: you can't break it

Nothing in the Paramount+ app can hurt your TV. If you press the wrong thing, the **Back** button on your remote takes you back. If you pick the wrong plan, you can change it. The only things that really matter are your password, your card number, and who you give them to — and I'll mark those clearly.

WHAT THIS DOES FOR YOU

Why this matters

For many households, Paramount+ is the simplest way to keep CBS — the news, the Sunday games, the prime-time shows — after dropping cable, at a fraction of a cable bill.

And I'm only a phone call away

If anything in this guide leaves you unsure, call me at **(330) 200-8042**. There's no such thing as a silly question, especially five minutes before kickoff.

Let's start with what Paramount+ actually is.

— Bill

CHAPTER 2

What Paramount+ Is (and Isn't)

Paramount+ (said "Paramount Plus") is a streaming service: you pay a monthly or yearly fee and watch over the internet on a TV, phone, tablet or computer. It belongs to Paramount, the company that owns CBS. It used to be called **CBS All Access**, which is why many people still think of it as "the CBS app."

What's on it

- **CBS shows** — prime-time series, daytime shows and CBS News — usually the day after they air.
- **Your local CBS station live**, on the Premium plan (Chapter 10).
- **Showtime** series and movies, now part of Paramount+ itself (Chapter 14).
- **Movies** from Paramount Pictures, plus shows from Nickelodeon, MTV, Comedy Central, BET and the Smithsonian Channel.
- **Live sports**: the NFL on CBS, UFC, college football and basketball, golf and soccer (Part 3).

Names that get mixed up

Name	What it is
Paramount+	The paid streaming service this guide is about.
Paramount Network	A cable channel (home of *Yellowstone* on cable). Not the same thing, and not included as a live channel.
Pluto TV	A separate, free streaming service with ads, also owned by Paramount. No sign-in or payment needed.
CBS app	Older name people use. CBS shows now live inside Paramount+.
Paramount+ with Showtime	The old name of the Premium plan, used until June 2025 (Chapter 14).

GOOD TO KNOW

Big company news, same app for now

In October 2026 Paramount finished buying Warner Bros. Discovery, the owner of HBO Max (the combined company is now called Skydance), and has said it plans to fold Paramount+ and HBO Max into one service over the coming years. As of November 2026 Paramount+ is still its own app with its own plans and prices. If anything changes, Paramount will tell you by email and in the app — and Chapter 24 explains why you should never act on a "merger" message that asks for your card.

WHAT THIS DOES FOR YOU

What this does for you

Knowing what's in the box helps you decide whether you need it at all — and keeps you from paying for a second service to get shows you already have.

CHAPTER 3

The Two Plans and What They Cost

In the U.S., Paramount+ has two plans. Prices went up by $1.00 a month on January 15, 2026. These are the regular prices **as of November 2026**, before tax:

	Paramount+ Essential	Paramount+ Premium
Monthly	$8.99 a month	$13.99 a month
Yearly	$89.99 a year	$139.99 a year
Ads	Yes, on shows and movies	No ads on shows and movies; live TV still has commercials
Live local CBS station	No	Yes
NFL on CBS games in your area	Yes	Yes
Showtime shows	Select Showtime series	All of Showtime
UFC events	Yes, included	Yes, included
Downloads to watch offline	No	Yes, in the phone and tablet app

Yearly or monthly?

Paying for a year at once costs less: $89.99 instead of $107.88 for twelve months of Essential, and $139.99 instead of $167.88 for Premium. The catch is that you pay it all up front. Monthly is better if you only want it for football season.

No free trial anymore

Paramount+ dropped its standard free trial along with the January 2026 price increase. Sometimes there are short-term deals, such as a discount for the first months. Treat any deal as temporary, and look at what the price becomes afterward.

HEADS UP

Old prices are all over the internet

Many websites still show $7.99 and $12.99, or the old "with Showtime" name. The price on the Paramount+ sign-up screen is the one that counts.

WHAT THIS DOES FOR YOU

What this does for you

Knowing the real prices up front means no surprise on the card statement — and you can decide whether the extra $5.00 a month for Premium is worth it to you.

CHAPTER 4

Which Plan Should You Pick?

The difference between the plans comes down to three things: your **live local CBS station**, **ads**, and **downloads**. Here's the simple way to decide.

Essential is enough if...

- You mostly watch CBS shows the day after, Showtime series, movies or kids' shows, and don't mind ads.
- You want the **NFL on CBS** games in your area — those stream on Essential too.
- You already get CBS free with an antenna. In Northeast Ohio that's Cleveland 19, WOIO.

Premium is worth it if...

- You want **CBS 19 live** — the local news, the weather when storms are coming, the evening news and prime time as it airs — and you have no antenna or cable.
- Ads during movies and shows bother you.
- You travel and want to download shows to a tablet for the plane.

TIP

An antenna plus Essential

If you can get channel 19 with an indoor or rooftop antenna, Essential plus the antenna gives you live CBS for free and the Paramount+ library for $8.99 a month. My Watching Sports Without Cable guide covers antennas.

GOOD TO KNOW

You might already have it

Walmart+ members can choose Paramount+ Essential at no extra cost, and some TV and internet packages include it. Check Chapter 20 before you pay for it separately.

WHAT THIS DOES FOR YOU

What this does for you

Choosing the plan that fits how you really watch can save you $60 a year — or save you from missing the local news you signed up for.

CHAPTER 5

Signing Up the Safe Way

One thing to understand before you sign up: **where you sign up decides who bills you**. If you subscribe through your iPhone, Apple charges you. Through a Roku, Roku charges you. Through Amazon, Amazon does. That matters later, when you want to change plans or cancel (Chapter 19).

The simplest way: on the Paramount+ website

1. On a computer, phone or tablet, type **paramountplus.com** into the address bar yourself. Don't use an ad at the top of search results.
2. Choose the button to sign up, and pick **Essential** or **Premium**, monthly or yearly.
3. Enter your email address and make a password. Write both on the Cheat-Sheet in Chapter 26.
4. Enter your card details and confirm.
5. Watch for a welcome email from Paramount+. Keep it — it shows your plan and price.

Signing up on the TV instead

You can also sign up right in the Paramount+ app on a Roku, Fire TV or Apple TV. It's quick, because your card is already on file with that company — but then that company bills you, and you'll manage the subscription there.

TIP

Use an email you check

Paramount+ sends price changes, receipts and password resets to the email on the account. Use one you actually read, not an old address you've forgotten.

SCAM ALERT

There is no "lifetime" Paramount+

Websites and social media posts offering "lifetime Paramount+" or a year for a few dollars are selling stolen or fake accounts. Sign up only on paramountplus.com, in the official app, or through a company you already pay, such as Walmart+, Amazon, Apple or your TV provider.

WHAT THIS DOES FOR YOU

What this does for you

Signing up in one known place means one bill you can find, one place to cancel, and no stranger with your card number.

PART 2

Watching on Your TV

Getting the app, signing in on the TV with a short code, finding your way around the screens, and how many people can watch at once.

CHAPTER 6

Where You Can Watch and Getting the App

Paramount+ is an **app**: a small program you add to a device once, the way you'd add a channel to a cable box. After that, you open it whenever you want to watch.

Devices that work

Where	What to know
Streaming sticks and boxes	Roku, Amazon Fire TV, Apple TV and Google TV devices.
Smart TVs	Most recent Samsung, LG, Vizio and Roku-, Fire- or Google-powered TVs have it in their app store.
Phones and tablets	iPhone, iPad and Android phones and tablets, from the App Store or Google Play.
Computers	Any web browser at **paramountplus.com**. No app needed.
Game consoles	PlayStation and Xbox have a Paramount+ app too.

Adding the app to a streaming device

1. Press **Home** on the remote.
2. Open the device's app store: **Streaming Store** or **Search** on a Roku, **Find** or the magnifying glass on Fire TV, the **App Store** on Apple TV, **Apps** on Google TV.
3. Type or say **Paramount Plus**.
4. Choose the app with the blue Paramount mountain logo, published by Paramount (or CBS Interactive).
5. Choose **Add**, **Get** or **Install**. The app itself is free to add; the subscription is what costs money.
6. Open it, and go on to Chapter 7 to sign in.

HEADS UP

Pick the real app

App stores sometimes show look-alike apps with names like "Paramount Guide" or "TV Streaming Help." The real one is called simply **Paramount+**. If an app wants a payment before it even shows you the Paramount+ sign-in screen, back out.

TIP

An older TV that can't get the app

If your TV is too old for the app, a Roku or Fire TV stick plugged into an HDMI port costs far less than a new TV and gets every major streaming app. My Roku and Fire TV guides walk through setup.

WHAT THIS DOES FOR YOU

What this does for you

Once the app is on the TV, you can watch on the big screen with the regular remote — no laptop balanced on your knees.

CHAPTER 7

Signing In on Your TV with a Code

Typing an email and password with a TV remote is slow and fiddly. Paramount+ offers an easier way: the TV shows a short **code**, and you type that code on your phone or computer instead.

Sign in with a code

1. Open the Paramount+ app on the TV and choose **Sign In**.
2. If it asks how, choose to sign in **on the web** or with an **activation code**. The TV shows a code of letters and numbers and a web address — usually **paramountplus.com/activate**, though some devices show their own address, such as one ending in /roku or /firetv.
3. On your phone, tablet or computer, type exactly the address the TV shows into the browser's address bar. Don't search for it (Chapter 24 explains why).
4. Sign in with your Paramount+ email and password if asked.
5. Type the code from the TV and choose **Activate** or **Continue**.
6. Within a few seconds the TV refreshes and you're in. Choose your profile.

TIP

If the code has expired

Codes only last a few minutes. If the website says the code is wrong or expired, go back on the TV, choose Sign In again, and use the new code.

Signing in with your cable or TV company

If Paramount+ comes with your TV service, the app has a choice like **Sign in with TV Provider**. Pick your provider, then use the code the same way. You'll sign in with your *TV company* account name and password, not a Paramount+ one.

GOOD TO KNOW

Signing in on a phone is simpler

On a phone or tablet, just open the app, tap **Sign In**, and type your email and password. No code is needed.

SCAM ALERT

No one needs your code

A real Paramount+ sign-in code is only ever typed by you, into the Paramount+ website. If someone on the phone or a website asks you to read them the code from your TV, or to pay to "activate" it, stop. Activating is free.

WHAT THIS DOES FOR YOU

What this does for you

Signing in with a code takes about a minute and saves you from pecking out a password letter by letter on the TV.

CHAPTER 8

Finding Your Way Around the App

Every device draws the screens a little differently, but they all have the same main parts. On a TV, the menu is usually down the left side or across the top; press **Left** or **Up** on the remote to open it.

Menu item	What's there
Home	Rows of shows and movies picked for you, plus **Continue Watching** for whatever you started.
Live TV	Live channels: your local CBS station on Premium, CBS News 24/7, CBS Sports HQ and more (Chapter 10).
Search	The magnifying glass. Type a few letters of a show, actor or team.
Shows / Movies	The whole library, sorted by type.
Sports	Live and upcoming games and replays.
My List / Watchlist	Shows you've saved to watch later.
Profile picture	Switch profiles, and reach account settings.

Finding a show

1. Open the menu and choose **Search** (the magnifying glass).
2. Type the first few letters of the show's name with the on-screen keyboard — or hold the microphone button on your remote and say it, if your remote has one.
3. Choose the show from the results.
4. Choose **Watch** or **Play** to start, or **+** / **Add to My List** to save it for later.

Pausing, rewinding and captions

- Press **Play/Pause** on the remote to stop and start. Left and Right skip back and forward.
- For captions (words on the screen) press **Down** or **Up** while a show plays, or the ***** button on a Roku, and look for **CC**, **Subtitles** or a speech-bubble icon.
- Some titles also have **Audio Description**, a narrator who describes what's happening on screen. It appears under **Audio** in the same menu, when the title has it.

TIP

Captions that won't go away

If captions keep coming back on every show, the TV or streaming stick itself has captions turned on. Look in the device's own **Settings** > **Accessibility** > **Captions** as well as the Paramount+ menu.

WHAT THIS DOES FOR YOU

What this does for you

Knowing the five or six main screens means you can always get back to the start — and Continue Watching picks up a show right where you left it.

CHAPTER 9

How Many Screens at Once, and Sharing

One Paramount+ subscription covers your household. You can sign in on as many of your own TVs, phones and tablets as you like; the limit is on how many play **at the same time**.

Watching at the same time

Plan comparisons as of November 2026 list **up to three** screens playing at once on either plan. If a fourth person starts watching, the app shows a message about too many streams. Stop playing on one device and the other will work.

Sharing with family

- Give each person in the home their own **profile** (Chapter 15). Everyone shares one bill, but their Continue Watching and suggestions stay separate.
- Paramount+'s terms are written for one household. Rather than sharing your password with friends, use the bundles and family deals in Chapter 20.
- Your **local CBS station** follows where the device is, not where the account is (Chapter 10).

HEADS UP

Lent your password to someone?

If you gave your password to a relative years ago and aren't sure who still uses it, change it (Chapter 23). Everyone else is signed out, and you can sign back in on your own devices.

WHAT THIS DOES FOR YOU

What this does for you

One subscription can cover the living room TV, the bedroom TV and a tablet — you don't need to pay for a second account.

PART 3

Live CBS & Sports

Your local CBS station live, what to do when the wrong city shows up, the NFL on CBS, and the other sports Paramount+ carries.

CHAPTER 10

Watching Your Local CBS Station Live

"Live" means you're seeing it at the same moment it goes out over the air: the evening news, a storm warning, the game. On Paramount+, your **local CBS station live** comes with the **Premium** plan. Here in Northeast Ohio, that station is **Cleveland 19, WOIO**, and its 19 News coverage.

Turning it on

1. Open Paramount+ and choose your profile.
2. Open the menu and choose **Live TV**.
3. Choose the channel with your local CBS station's name or logo. For us it says CBS 19 or WOIO Cleveland.
4. The first time, the app may ask to use your **location**. Choose **Allow** (or **While Using the App** on an iPhone or Apple TV). That's how it knows which station is yours.

What Essential members see in Live TV

Essential doesn't include your full local station, but its Live TV area still has national live streams such as **CBS News 24/7** and **CBS Sports HQ**, plus the NFL on CBS games for your area while they're being played (Chapter 12).

GOOD TO KNOW

Live TV still has commercials

Premium removes ads from shows and movies, but live channels carry the same commercials you'd see on regular TV. That's normal.

TIP

Storms and emergencies

Live streaming over the internet runs a little behind the antenna — often by several seconds or more. For tornado warnings, a weather radio or the alerts on your phone are faster and work when the power or the internet goes out.

WHAT THIS DOES FOR YOU

What this does for you

Your local news, weather and CBS prime-time shows as they air — without a cable box or an antenna on the roof.

CHAPTER 11

When Live TV Shows the Wrong City or Won't Play

Paramount+ decides which CBS station to show from **where your device thinks it is**. There is no setting where you type in your town. So when the wrong station appears, the fix is almost always about location.

Wrong station, or "not available in your area"

1. Make sure you're on **Premium**. On Essential, the local channel isn't included at all (Chapter 4).
2. Check that the app is allowed to use location. On an iPhone or iPad: **Settings** > **Privacy & Security** > **Location Services** > **Paramount+** > **While Using the App**. On Apple TV, look in **Settings** > **General** for the privacy and **Location Services** settings, and set Paramount+ to **While Using the App**.
3. Turn off any **VPN** (a privacy app that hides where you are). A VPN can make Paramount+ think you're in another city — or another country.
4. Close the Paramount+ app all the way, then open it again.
5. Still wrong? Unplug the streaming device or TV for a full minute, plug it back in, and try once more.

Live TV freezes or buffers

- Pause for ten seconds, then press Play — it lets the stream catch up.
- Restart the app, then the streaming device.
- Check other apps. If everything is slow, restart your internet router (unplug it for 30 seconds).
- If only one channel won't play, that program may be blacked out on streaming. Some events can't be shown online even though they're on the antenna.

GOOD TO KNOW

Traveling with Paramount+

When you take a tablet to another city, you may see that city's CBS station instead of channel 19. That's expected. It switches back when you come home.

WHAT THIS DOES FOR YOU

What this does for you

Most "wrong station" problems are fixed in two minutes once you know it's all about location — no phone call to Paramount needed.

CHAPTER 12

The NFL on CBS (and the Browns)

CBS carries Sunday afternoon NFL games, mostly AFC teams — which is why a lot of **Browns** games are on CBS. Every NFL game shown on your local CBS station also streams live on Paramount+, **on both plans**.

Finding the game

1. About ten minutes before kickoff, open Paramount+.
2. Choose **Sports** or **Live TV** from the menu, or look for the game on the Home screen. It's usually right at the top on game day.
3. Choose the game to start watching. On Premium you can also just choose your local CBS channel.
4. Allow location if asked. The game you get is the one CBS is showing in your area.

Which games you get, and which you don't

You get	The NFL on CBS games aired in your local area — for us, the games on channel 19, which this season include most Browns Sunday games on CBS.
Not on Paramount+	Games on FOX, NBC, ESPN, Prime Video or Netflix. The Browns 2026 schedule has 10 games on CBS and 5 on FOX, plus a Thursday game on Prime Video.
Other cities' games	CBS games for other markets aren't shown. Those are on NFL Sunday Ticket on YouTube.

TIP

Phone or TV?

Both work. If you'll be outside on game day, the Paramount+ phone app plays the same local game — just allow location on the phone.

GOOD TO KNOW

My other guides

My **Watching Sports Without Cable** and **Watching Northeast Ohio Sports** guides list where every Browns, Guardians, Cavs and Ohio State game is, including the ones Paramount+ doesn't carry.

WHAT THIS DOES FOR YOU

What this does for you

For $8.99 a month you can keep the Browns' CBS games without cable — and without moving the antenna around at halftime.

CHAPTER 13

UFC, Soccer, College Games and More

Paramount+ has become a big sports service. Much of it comes with the cheaper Essential plan.

Sport	What's on Paramount+ (November 2026)
UFC	Every UFC event in the U.S., numbered events and Fight Nights, included in both plans. No pay-per-view.
College football & basketball	Games on CBS, including Big Ten games, and CBS's share of the men's NCAA Tournament in March.
Soccer	UEFA Champions League and other European club soccer.
Golf	PGA Tour and other events shown on CBS.
Studio shows	CBS Sports HQ, a live sports news channel, on both plans.

Finding a sport fast

1. Choose **Sports** from the menu.
2. Scroll to the sport or league you want, or use **Search** and type the team or league name.
3. Choose a live event to watch now, or an upcoming one to see when it starts.

GOOD TO KNOW

UFC on regular CBS

A few big UFC events also air on CBS itself. Those you can see with an antenna, or in Paramount+ on either plan.

SCAM ALERT

Pay-per-view that isn't

UFC on Paramount+ is part of the subscription. A website or message charging you $70 or so to "unlock" a UFC fight on Paramount+ is a scam.

WHAT THIS DOES FOR YOU

What this does for you

If someone in the house follows UFC or European soccer, one Paramount+ subscription may replace a separate sports service.

PART 4

Showtime, Profiles & the Family

Where Showtime went, a profile for each person, safe kids' profiles for the grandchildren, and downloading shows for a trip.

CHAPTER 14

Showtime: Where It Went and How to Find It

If you used to pay for **Showtime**, you may be wondering where it went. Showtime's shows and movies now live **inside Paramount+**. There's no separate Showtime plan to choose anymore.

The name change, in plain words

When	What it's called
Before June 2025	The top plan was called **Paramount+ with Showtime**.
Since June 2025	The same plan is called **Paramount+ Premium**. It includes all of Showtime.
Essential plan	Includes a **selection** of Showtime series, not the whole Showtime library.

Finding Showtime shows

1. Open Paramount+ and choose your profile.
2. Use **Search** and type the show's name. That's the quickest way.
3. Or browse the Home screen and the **Shows** and **Movies** sections for a Showtime row or collection.
4. If a Showtime title asks you to upgrade, it isn't part of Essential. You can watch it on Premium (Chapter 18 shows how to switch).

HEADS UP

Still paying for Showtime somewhere else?

Some people still have an old Showtime subscription through Amazon, Roku or a cable company. If you have Paramount+ Premium, check your bills (Chapter 19) — you may be paying for the same shows twice.

WHAT THIS DOES FOR YOU

What this does for you

One app and one bill instead of two — and you'll know which plan you need for the Showtime series you care about.

CHAPTER 15

Profiles for Everyone in the House

A **profile** is a separate space inside your account for one person. Each profile keeps its own **Continue Watching** row, its own **My List**, and its own suggestions. Everyone still shares one subscription and one bill.

Adding a profile

1. Open Paramount+. On the "Who's watching?" screen, choose **Add Profile** (a plus sign). If you're already in, choose your profile picture first, then **Switch Profile** or **Manage Profiles**.
2. Type a name, such as "Grandpa" or "Living Room."
3. Pick a picture.
4. If it's for a child, turn on the **Kids** setting (Chapter 16).
5. Choose **Save** or **Done**.

Changing or removing a profile

1. Go to the profile screen and choose **Edit** or **Manage Profiles**.
2. Pick the profile, then change its name or picture, or choose **Delete Profile**.

TIP

A profile for the guest room

A "Guest" profile keeps visitors' shows out of your own Continue Watching row.

GOOD TO KNOW

Deleting a profile is permanent

Deleting a profile erases its My List and watch history. It doesn't cancel anything or change the bill.

WHAT THIS DOES FOR YOU

What this does for you

When you open the app, *your* shows are waiting — not the cartoons the grandkids watched last weekend.

CHAPTER 16

Kids Profiles and Parental Controls

If grandchildren watch at your house, a **kids profile** keeps them to shows made for their age. Paramount+ has two levels, and a **PIN** (a four-digit number you choose) can lock them in.

Kids level	What they can see
Younger Kids	Shows and movies rated TV-Y and G.
Older Kids	Up to TV-PG and PG.

Setting up a kids profile

1. Add a new profile (Chapter 15) with the child's name.
2. Turn on **Kids** and choose **Younger Kids** or **Older Kids**.
3. Save the profile.

Locking it with a PIN

Without a PIN, a child can simply switch to a grown-up profile. The PIN setting — often called **Kids Mode** or a profile lock, found in your account settings on paramountplus.com — asks for your four-digit PIN before anyone leaves a kids profile, adds or deletes profiles, or opens account settings.

1. On a computer or phone browser, go to **paramountplus.com** and sign in.
2. Choose your profile picture, then **Account**.
3. Look for the parental controls or **Kids Mode** section and turn on the PIN.
4. Choose a four-digit number the children won't guess (not 1234, and not the year of your birth).
5. Write it on the Cheat-Sheet in Chapter 26.

TIP

Forgot the PIN?

On the account page there's a **Forgot PIN** choice; Paramount+ sends a reset to the account's email address.

HEADS UP

Live TV and sports aren't filtered the same way

Kids profiles are built around the on-demand library. For young children, stick to their profile and keep an eye on live channels, where news and commercials aren't screened for age.

WHAT THIS DOES FOR YOU

What this does for you

You can hand the remote to a seven-year-old and know they'll find cartoons, not a late-night drama.

CHAPTER 17

Downloading Shows for a Trip

A **download** saves a show onto your phone or tablet so you can watch without Wi-Fi — on a plane, at the cottage, or in a waiting room. Downloads come with the **Premium** plan and work in the Paramount+ app on **phones and tablets** (iPhone, iPad and Android), not on TVs.

Downloading an episode

1. Connect the phone or tablet to your home Wi-Fi (downloads are large).
2. Open the Paramount+ app and find the show.
3. Next to an episode or movie, tap the **download** symbol (a downward arrow). Not every title can be downloaded; those without the symbol can't.
4. Wait for it to finish. Your saved titles are in the **Downloads** section of the app.
5. Later, with no internet, open the app, go to **Downloads**, and tap the show to play.

Things to know

- Downloads **expire** after a while, and sooner once you start watching. If one says it has expired, connect to Wi-Fi and download it again.
- Live TV and live sports can't be downloaded.
- To free up space, go to **Downloads**, choose **Edit**, and remove what you've finished.

TIP

Download the night before

Download at home the night before a trip, then open one episode for a moment to make sure it plays with Wi-Fi turned off.

WHAT THIS DOES FOR YOU

What this does for you

A long flight or a hospital waiting room goes faster with a few episodes of your show — and it uses none of your cell phone data.

PART 5

Your Bill

Changing plans, finding out who actually bills you, getting Paramount+ included with something you already pay for, and canceling cleanly.

CHAPTER 18

Changing Your Plan

You can move between **Essential** and **Premium**, or between monthly and yearly, whenever you like. How you do it depends on who bills you (Chapter 19). If you signed up on paramountplus.com, do it there.

Changing plans on paramountplus.com

1. On a computer or phone browser, go to **paramountplus.com** and sign in.
2. Choose your profile picture at the top right, then **Account**.
3. In the **Subscription & Billing** section, choose the option to change or switch your plan.
4. Pick the plan you want and confirm. The screen shows the new price and when it starts.

Football season only?

Some households switch to Premium for the season, for the local station, and back to Essential afterward. Others cancel in the spring and come back in September. Either is fine; just put a reminder on your calendar.

TIP

If you're billed by Apple, Amazon or Roku

Plan changes for those subscriptions are made in that company's subscription settings, the same places you'd cancel (Chapter 19).

WHAT THIS DOES FOR YOU

What this does for you

You only pay for Premium in the months you actually use it.

CHAPTER 19

Who Bills You: Apple, Amazon, Roku or Google

This is the chapter that saves the most frustration. Paramount+ can be billed by Paramount itself — or by Apple, Amazon, Roku, Google, Walmart or your TV company. **Paramount can't cancel or refund a subscription that another company bills.** You have to go to the company that charges you.

Find out who bills you

Your card statement says	Who bills you
Paramount+ or Paramount	Paramount itself. Manage it at paramountplus.com (Chapter 18, 21).
APPLE.COM/BILL	Apple, from an iPhone, iPad or Apple TV sign-up.
Amazon or Prime Video Channels	Amazon, through a Prime Video channel or Fire TV.
Roku	Roku, from a sign-up on a Roku device.
Google	Google Play, from an Android phone, tablet or Google TV.
Walmart, T-Mobile, a cable company	That company, as part of a bundle (Chapter 20).

Managing it with each company

Company	Where to go
Apple (iPhone or iPad)	**Settings** > tap your name > **Subscriptions** > **Paramount+**.
Amazon	On amazon.com: **Account** > **Memberships & Subscriptions**, then Paramount+ (it may be listed under Prime Video Channels).
Roku	On a computer, sign in at **my.roku.com** > **Manage your subscriptions**. On the TV, highlight Paramount+ on the Home screen and press the ***** button > **Manage subscription**.
Google Play	Open the Play Store, tap your profile picture > **Payments & subscriptions** > **Subscriptions**.

HEADS UP

Two charges a month?

If you see Paramount+ from two different companies — say, Paramount and Apple — you've likely subscribed twice. Cancel one with the company that bills it, then ask that company about a refund for the overlap.

TIP

Refunds go through the biller too

For an Apple charge, Apple's refund page is **reportaproblem.apple.com**. For Amazon, Roku or Google, use their own help. Paramount can only look at charges it made itself.

WHAT THIS DOES FOR YOU

What this does for you

Knowing who bills you turns "I can't find the cancel button" into a two-minute job.

CHAPTER 20

Getting Paramount+ in a Bundle

Before you pay for Paramount+ on its own, check whether something you already pay for includes it. These are the main ones as of November 2026. Offers change, so confirm on the company's own website.

Included with	What you get	Good to know
Walmart+ ($98 a year or $12.95 a month)	Paramount+ Essential, or Peacock Premium instead. You pick one and can switch every 90 days.	Cancel a direct Paramount+ subscription and let it run out before linking.
Some T-Mobile home internet plans	Paramount+ Essential on certain plans.	Turn it on in the T-Life app or your T-Mobile account.
Some cable and TV packages	Varies by company and package.	Ask your provider; sign in with your TV company account (Chapter 7).

Turning on Paramount+ through Walmart+

1. If you already pay Paramount+ directly, cancel it first (Chapter 21) and wait until the paid time runs out.
2. Sign in at **walmart.com** or in the Walmart app and open your **Walmart+** benefits.
3. Choose the video streaming benefit and pick **Paramount+ Essential**.
4. Follow the link to create or sign in to your Paramount+ account. Walmart+ now pays for Essential.

GOOD TO KNOW

Premium with Walmart+

Walmart+ includes Essential. If you want Premium for the local station, Paramount+ offers an upgrade for an extra charge.

HEADS UP

Ending the other thing ends Paramount+

If you cancel Walmart+ or change your internet plan, the included Paramount+ stops too. Keep that in mind before canceling.

WHAT THIS DOES FOR YOU

What this does for you

If you already have Walmart+ for groceries, you may be able to drop a separate $8.99 a month — about $108 a year.

CHAPTER 21

Canceling Paramount+ (and Coming Back)

Canceling is allowed any time and there's no fee. You keep watching until the end of the time you've already paid for.

If Paramount bills you directly

1. On a computer or phone browser, go to **paramountplus.com/account** and sign in.
2. Scroll to **Subscription & Billing**.
3. Choose **Cancel Subscription**.
4. Paramount+ may offer a discount to stay. Take it if you like it; otherwise choose to continue canceling.
5. Confirm. Look for a confirmation email, and keep it.

If Apple, Amazon, Roku or Google bills you

Cancel in that company's subscription settings, using the paths in Chapter 19. Canceling on paramountplus.com won't stop their charge.

HEADS UP

Deleting the app doesn't cancel

Removing Paramount+ from your TV or phone does **not** stop the bill. Only canceling does.

TIP

Canceled by mistake?

Sign in at paramountplus.com with the same email and follow the prompts to subscribe again. If an Apple, Amazon or Roku subscription was canceled, restart it in that company's subscription settings.

WHAT THIS DOES FOR YOU

What this does for you

A clean cancel means no surprise charge next month — and a confirmation email if anyone asks.

PART 6

Fixes, Passwords & Scams

What to try when the app misbehaves, keeping your account safe, and the scams that use Paramount+ as bait.

CHAPTER 22

When Something Isn't Working

Most Paramount+ problems are fixed by the same few steps, in the same order. Work down the list and stop when it's fixed.

The five-step fix

1. **Close the app all the way** and open it again. On a TV, press Home, then reopen Paramount+.
2. **Restart the device.** Unplug the TV or streaming stick for one full minute, then plug it back in.
3. **Check the internet.** Does another app, such as YouTube, play? If not, unplug the router and modem for 30 seconds and wait a few minutes for the lights to settle.
4. **Update the app.** In the device's app store, look for an update to Paramount+.
5. **Sign out and back in.** In the app, choose your profile picture or Settings, then **Sign Out**, and sign in again (Chapter 7).

Common messages and what they mean

You see	What it usually means
Too many streams	More screens are playing than your plan allows (Chapter 9). Stop one.
Not available in your area	A location problem, usually with live TV (Chapter 11).
Upgrade to watch	That title or channel is Premium only (Chapter 4).
Your subscription has ended	Check your bill (Chapter 19). A card may have expired.
Spinning circle, no picture	Internet or app trouble: the five-step fix above.

Signed out on its own?

If the TV suddenly asks you to sign in again, someone may have changed the password, or the app was updated. Sign in with a code (Chapter 7). If the password doesn't work, reset it (Chapter 23).

TIP

The card on file expired

When a card expires, the subscription stops at the next billing date. Update the card at paramountplus.com > **Account**, or with Apple, Amazon or Roku if they bill you.

WHAT THIS DOES FOR YOU

What this does for you

Nine times out of ten, a restart fixes it — and you're back to your show before the commercial break is over.

CHAPTER 23

Passwords and Keeping Your Account Safe

Your Paramount+ account is an email address and a password. Keep the email current and the password your own, and almost nothing can go wrong.

Forgot your password

1. On the sign-in screen at paramountplus.com or in the app, choose **Forgot password?**
2. Type the email address on the account.
3. Open the email from Paramount+ and tap the link inside. Check the Spam or Junk folder if it doesn't arrive within a few minutes.
4. Choose a new password and save it. Write it on the Cheat-Sheet in Chapter 26.
5. Sign in again on your TVs, using a code (Chapter 7).

GOOD TO KNOW

A new password signs everyone out

After a password change, other devices still using the old password are signed out. Paramount+ doesn't have a separate "sign out of all devices" button, so changing the password is the way to kick out anyone you didn't invite.

No reset email?

- It may have gone to a different, older email address. Try the others you use.
- If Apple, Amazon or Roku bills you, look for an email from them — it shows which address you used.
- If you joined through a TV provider, you sign in with your *provider's* account, not a Paramount+ password (Chapter 7).

TIP

A password you'll remember

Three or four unrelated words with a number, like *Maple-Pickle-Garage-47*, is easy to remember and hard to guess. Don't reuse your email or bank password.

WHAT THIS DOES FOR YOU

What this does for you

Five minutes now keeps your account, and the card on it, in your hands only.

CHAPTER 24

Paramount+ Scams to Know

Popular services make popular bait. Scammers count on people being in a hurry or worried about losing their shows. These are the common ones around streaming.

SCAM ALERT

"Your Paramount+ subscription has expired"

Fake emails and texts with a Paramount+ logo say your payment failed or your account is suspended, and give you a link to "update your card." The Sonoma County, California, District Attorney's office warns about exactly this one. Don't tap the link. Open the app or type paramountplus.com yourself and look at your account.

SCAM ALERT

Fake "Paramount+ support" phone numbers

Searching for help or for "paramountplus.com/activate" turns up many unofficial look-alike help pages and PDFs, some listing phone numbers to call. Those numbers can lead to people who ask for remote access to your computer or a payment. Use only the **Help** link on paramountplus.com, or the help built into the app.

SCAM ALERT

"Pay to activate your TV"

Activating Paramount+ on a TV is free (Chapter 7). A website or caller that wants a fee, a gift card or your code is a scam.

SCAM ALERT

"Lifetime" or super-cheap Paramount+

Offers on social media for lifetime access or a year for $10 are stolen or shared accounts. They stop working, and the seller now has your card number.

SCAM ALERT

"Merger" or "upgrade" messages

With news about Paramount and HBO Max combining, expect messages saying you must "re-register" or pay to keep your shows. Real changes will show up in the app and at paramountplus.com. Never act on a link in a message.

If you already clicked or paid

1. If you gave a card number, call the number on the back of the card and ask for it to be replaced.
2. If you typed your Paramount+ password into a strange page, change it now (Chapter 23), and change it anywhere else you used the same one.
3. If someone connected to your computer, turn it off and call me — don't use it for banking until it's been checked.
4. Report it to the FTC at **reportfraud.ftc.gov**.

WHAT THIS DOES FOR YOU

What this does for you

One rule — go to the app or type the address yourself — protects you from every scam on this page.

PART 7

When to Call Bill & Your Cheat-Sheet

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

CHAPTER 25

When to Call Bill

Most of what's in this guide you can do yourself, at your own pace. But part of being helpful is being honest about when a hand saves you time and worry. Here's my straight advice, with no pressure.

Times it's well worth a call

- **Cutting the cable** and wanting CBS, the Browns and the local news to keep working — choosing between an antenna, Paramount+ Essential and Premium for your house.
- **Getting Paramount+ on every TV**, signed in, with a profile for each person and a kids profile locked with a PIN.
- **Live TV showing the wrong city** after you've tried Chapter 11.
- **Untangling the bills** — two charges, an old Showtime subscription, or a Walmart+ benefit that never got linked.
- **A message you're not sure about**, or a call from "Paramount+ support" you didn't expect.
- **Helping a parent** watch their shows simply, with written steps for their own remote.

What I don't do

I can't see or change your Paramount+ billing from Paramount's side, and I can't get you refunds — only Paramount, or the company that bills you, can. What I can do is sit with you while you contact them, and make sure everything is set up right afterward.

What working with me is like

I work at your pace, explain what I'm doing in plain words, and never talk down to anyone. I'll tell you honestly when you don't need to pay for something. I've been doing this kind of work for more than 30 years, and I serve Portage County, Ohio, in person, and folks farther away by remote help.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is yours to keep for free; if you'd like a hand, I'm only a phone call away.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you might be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time. A real person — me — does the actual help.

Thank you for taking the time to learn Paramount+. Enjoy your shows, and go Browns.

— Bill

CHAPTER 26

Your Paramount+ Cheat-Sheet

Keep just this page near the TV. The whole guide, boiled down.

The essentials

Topic	Remember
Plans (November 2026)	Essential $8.99/month or $89.99/year, with ads. Premium $13.99/month or $139.99/year.
Live local CBS	Premium only. Live TV > your CBS station (WOIO, CBS 19). Allow location.
NFL on CBS	Both plans, for the games shown in your area.
Showtime	All of it on Premium; select series on Essential. Formerly "Paramount+ with Showtime."
UFC	Included on both plans. Never pay-per-view.
Downloads	Premium, phone and tablet app only.
Sign in on a TV	Code on the TV, type it at the address shown (usually paramountplus.com/activate).
Wrong city on live TV	Location on, VPN off, restart the app and device.
Who bills me	Check the card statement: Paramount, Apple, Amazon, Roku, Google or Walmart.
Cancel	paramountplus.com/account > Subscription & Billing > Cancel Subscription — or with whoever bills you.
Scam rule	Never use a link or phone number from a message. Open the app or type paramountplus.com.

Write it down once

Keep handy	
Paramount+ email address	_____
Password hint (not the password itself)	_____
My plan & monthly or yearly	_____
Who bills me (Paramount, Apple, Amazon, Roku, Walmart...)	_____
Renewal date	_____
Kids profile PIN	_____
TVs and devices signed in	_____

When something's wrong, in order

1. Close the app and open it again.
2. Unplug the TV or streaming stick for one minute.
3. Check that another app plays, to rule out the internet.
4. Live TV wrong? Location on, VPN off (Chapter 11).
5. Can't sign in? Reset the password (Chapter 23), then use a code on the TV.
6. A charge you don't recognize? Find who bills you (Chapter 19).
7. Still stuck? Call Bill at (330) 200-8042.

SCAM ALERT

A message says pay now or lose your shows?

Don't tap anything. Open the Paramount+ app yourself. If your shows play, the message was fake.