



# EWTN

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## Global Catholic Network

### App Troubleshooting Guide

Need Help? Email [Support@EWTNAPPS.COM](mailto:Support@EWTNAPPS.COM)

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# Mobile App

## How do I change my password?

1. Open the EWTN App
2. From the main home menu tap the “person”  icon at the bottom
3. Sign into the app if you have not already done so
4. Once signed in tap the “Edit” button
5. Please enter your current password here and new password
6. Hit “Update” at the bottom
7. Hit “Close” at the top right
8. Your Password has been changed

## I forgot my password and can't login, what do I do?

1. Open the EWTN App
2. From the main home menu tap the “person”  icon at the bottom
3. Enter the E-mail that you used to create your account in the email box
4. Tap “Forgot Password?” under the “Create” button
  - a. A random password will be sent to your email address from [pw\\_support@futuresoft.com](mailto:pw_support@futuresoft.com) (Check your spam folder if you don't see it)
5. Use the temporary password that you received in your email to sign into the app
6. To update your password from the temporary one you were given, please follow the steps above in “How do I change my password?”

## How do I change/update my Email address?

1. Open the EWTN App
2. From the main home menu tap the “person”  icon at the bottom
3. Sign into the app if you have not already done so
4. Once signed in tap the “Edit” button
5. Please enter your new E-mail address by replacing your current one at the top
6. Hit “Update” at the bottom
7. Hit “Close” at the top right
8. Your E-mail has been changed

## How do I access my On Demand Content that I've purchased?

1. Open the EWTN App
2. From the main home menu tap the “person”  icon at the bottom
3. Ensure that you're logged into the EWTN App, if not please sign into your account. If you don't have an account, please create a free account from this page
4. Tap “Close” at the top right
5. On the main menu tap the “On Demand” button
6. At the bottom of your screen tap “My Content”
7. From here you will be able to access any of your purchased or rented EWTN OnDemand content

**How do I access my OnDemand Content on my other iOS or Android devices?**

1. Open the EWTN App on your other device
2. From the main home menu tap the “person”  icon at the bottom
3. Sign into the app using the same E-mail and Password that you used on your other device
4. Tap “Close” at the top right
5. Your EWTN OnDemand content should now appear in the OnDemand section under “My Content”

# OnDemand.EWTN.com

## How do I change my password?

1. Navigate to [ondemand.ewtn.com](http://ondemand.ewtn.com) in your web browser
2. If not already signed in, please do so by clicking on "SIGN IN" at the top of the page next to the language selector
3. Once signed in, click on your email address at the top of the page to the left of "MY CONTENT"
4. Click the "change" button under password
5. From here please enter you existing password along with your new password
6. Once you've confirmed the new password, click save
7. Your password has been changed

## I forgot my password and can't login, what do I do?

1. Navigate to [ondemand.ewtn.com](http://ondemand.ewtn.com) in your web browser
2. Click on "SIGN IN"
3. Click "Forgot password?" under the "Sign in" button
4. Enter the email address that you created your account with and click "Send Email"
  - a. A random password will be sent to your email address from [pw\\_support@futuresoft.com](mailto:pw_support@futuresoft.com) (Check your spam folder if you don't see it)
5. Use the temporary password that you received in your email to sign into the ondemand.ewtn.com website
6. To update your password from the temporary one you were given, please follow the steps above in "How do I change my password?"

## How do I change/update my Email address?

1. Navigate to [ondemand.ewtn.com](http://ondemand.ewtn.com) in your browser
2. If not already signed in, please do so by clicking on "SIGN IN" at the top of the page next to the language selector
3. Once signed in, click on your email address at the top of the page to the left of "MY CONTENT"
4. Click on the "change" button under your email address
5. From here please enter the new email address you would like to use and hit "save"
6. Your email address has been updated

## How do I access my On Demand Content that I've purchased?

1. Navigate to [ondemand.ewtn.com](http://ondemand.ewtn.com) in your browser
2. If not already signed in, please do so by clicking on "SIGN IN" at the top of the page next to the language selector
3. Once signed in, tap "MY CONTENT" to the right of your email address

**How do I access my OnDemand Content that I purchased on OnDemand.EWTN.com on my mobile device?**

1. Download the EWTN App from your App Store
2. Open the EWTN App on your other device
3. From the main home menu tap the “person”  icon at the bottom
4. Sign into the app using the same E-mail and Password that you used on the OnDemand EWTN website
5. Tap “Close” at the top right
6. Your EWTN OnDemand content should now appear in the OnDemand section under “My Content”

# Amazon Fire TV Stick

## How do I change my password?

1. Navigate to [ondemand.ewtn.com](http://ondemand.ewtn.com) in your web browser
2. If not already signed in, please do so by clicking on "SIGN IN" at the top of the page next to the language selector
3. Once signed in, click on your email address at the top of the page to the left of "MY CONTENT"
4. Click the "change" button under password
5. From here please enter you existing password along with your new password
6. Once you've confirmed the new password, click save
7. Your password has been changed
8. Open the EWTN app on your Amazon Fire TV Stick device
9. Go to and click the "ACCOUNT" tab at the top right corner of the EWTN Amazon Fire TV App
10. Sign in using your new password

## I forgot my password and can't login, what do I do?

1. Navigate to [ondemand.ewtn.com](http://ondemand.ewtn.com) in your web browser
2. Click on "SIGN IN"
3. Click "Forgot password?" under the "Sign in" button
4. Enter the email address that you created your account with and click "Send Email"
  - a. A random password will be sent to your email address from [pw\\_support@futuresoft.com](mailto:pw_support@futuresoft.com) (Check your spam folder if you don't see it)
5. Use the temporary password that you received in your email to sign into the ondemand.ewtn.com website or EWTN Amazon Fire TV Stick app
6. To update your password from the temporary one you were given, please follow the steps above in "How do I change my password?"

## How do I change/update my Email address?

1. Navigate to [ondemand.ewtn.com](http://ondemand.ewtn.com) in your browser
2. If not already signed in, please do so by clicking on "SIGN IN" at the top of the page next to the language selector
3. Once signed in, click on your email address at the top of the page to the left of "MY CONTENT"
4. Click on the "change" button under your email address
5. From here please enter the new email address you would like to use and hit "save"
6. Your email address has been updated

**How do I access my On Demand Content that I've purchased?**

1. Open the EWTN App on your Amazon Fire TV Stick
2. Using your Fire TV remote tab to the top right menu button on your app named "ACCOUNT" and select
3. Ensure that you're logged into the EWTN App, if not please sign into your account.
4. Once signed in, using your Fire TV remote click on the "MY CONTENT" button at the top of your screen
5. From here you will be able to access any of your purchased or rented EWTN OnDemand content

**How do I access my OnDemand Content, that I purchased on my Amazon Fire TV Stick on my other mobile devices?**

1. Download the EWTN App from your App Store
2. Open the EWTN App on your other device
3. From the main home menu tap the "person"  icon at the bottom
4. Sign into the app using the same E-mail and Password that you used on the OnDemand EWTN website
5. Tap "Close" at the top right
6. Your EWTN OnDemand content should now appear in the OnDemand section under "My Content"

# Roku

## **How do I change my password?**

11. Navigate to [ondemand.ewtn.com](http://ondemand.ewtn.com) in your web browser
12. If not already signed in, please do so by clicking on "SIGN IN" at the top of the page next to the language selector
13. Once signed in, click on your email address at the top of the page to the left of "MY CONTENT"
14. Click the "change" button under password
15. From here please enter you existing password along with your new password
16. Once you've confirmed the new password, click save
17. Your password has been changed
18. Open the EWTN app on your Roku device
19. Go to and click the "ACCOUNT" tab at the top right corner of your screen
20. Sign in using your new password

## **I forgot my password and can't login, what do I do?**

7. Navigate to [ondemand.ewtn.com](http://ondemand.ewtn.com) in your web browser
8. Click on "SIGN IN"
9. Click "Forgot password?" under the "Sign in" button
10. Enter the email address that you created your account with and click "Send Email"
  - a. A random password will be sent to your email address from [pw\\_support@futuresoft.com](mailto:pw_support@futuresoft.com) (Check your spam folder if you don't see it)
11. Use the temporary password that you received in your email to sign into the ondemand.ewtn.com website or EWTN Roku App
12. To update your password from the temporary one you were given, please follow the steps above in "How do I change my password?"

## **How do I change/update my Email address?**

7. Navigate to [ondemand.ewtn.com](http://ondemand.ewtn.com) in your browser
8. If not already signed in, please do so by clicking on "SIGN IN" at the top of the page next to the language selector
9. Once signed in, click on your email address at the top of the page to the left of "MY CONTENT"
10. Click on the "change" button under your email address
11. From here please enter the new email address you would like to use and hit "save"
12. Your email address has been updated

## **How do I access my On Demand Content that I've purchased?**

6. Open the EWTN App on your Roku device
7. Using your Roku TV remote tab to the top right menu button on your app named "ACCOUNT" and select
8. Ensure that you're logged into the EWTN App, if not please sign into your account.
9. Once signed in, using your Roku TV remote click on the "MY CONTENT" button at the top of your screen
10. From here you will be able to access any of your purchased or rented EWTN OnDemand content

**How do I access my OnDemand Content, that I purchased on my Roku TV Device on my other mobile devices?**

7. Download the EWTN App from your App Store
8. Open the EWTN App on your other device
9. From the main home menu tap the “person”  icon at the bottom
10. Sign into the app using the same E-mail and Password that you used on the OnDemand EWTN website
11. Tap “Close” at the top right
12. Your EWTN OnDemand content should now appear in the OnDemand section under “My Content”