

For customers that purchased Acorn Premium over the phone:

Step 1

Question: Have you been able to sign in to Acorn TV?

Answer = Yes, but I can't watch Premium. Then go to Step 2 on the next page, sign in, and check "My Memberships" to see that the correct account is associated with your email address.

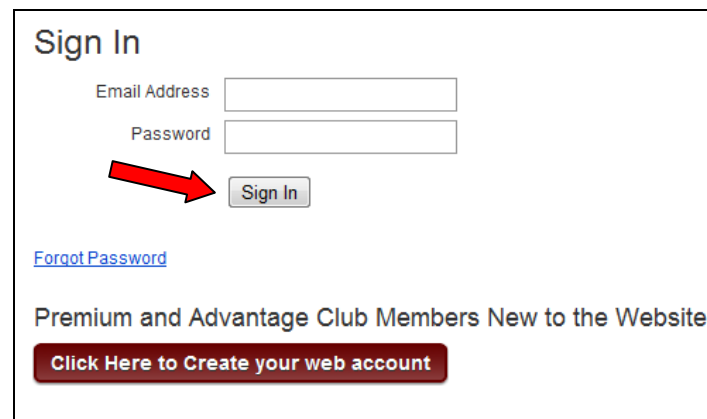
Answer = No.

Then go to <http://acornonline.com/acorntv.aspx> and do the following:

Click the Sign In text on the header bar.



Fill in your email address and password – click Sign In button. If you don't currently have an account, click the wide red button to create your web account, and go to Step 2 on the next page.

A screenshot of the 'Sign In' form. The form has a title 'Sign In' at the top. Below the title are two input fields: 'Email Address' and 'Password'. A red arrow points from the left towards the 'Sign In' button. Below the input fields is a blue link for 'Forgot Password'. At the bottom of the form, there is a section for 'Premium and Advantage Club Members New to the Website' with a wide red button that says 'Click Here to Create your web account'.

For customers that purchased Acorn Premium over the phone:

Step 2

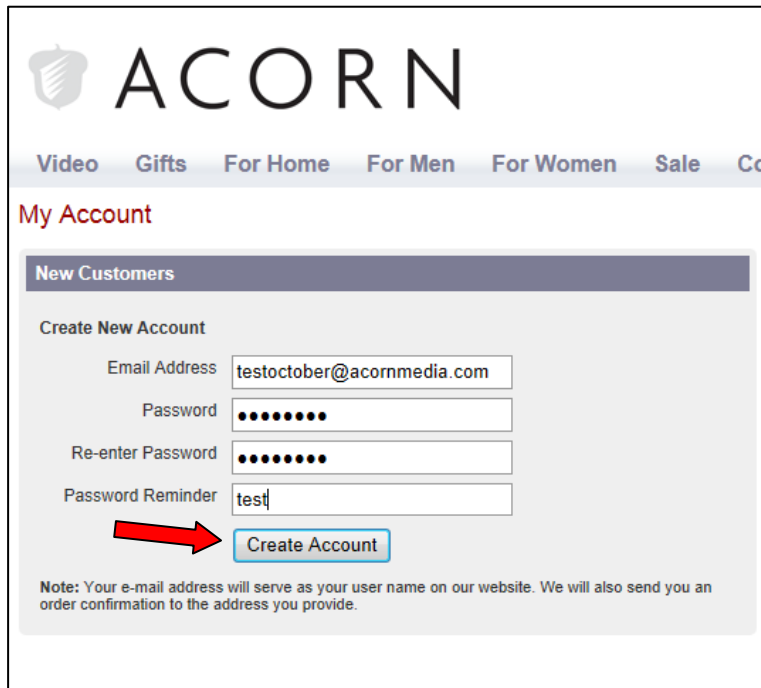
Question: Do you have a current account on the website?

Answer = No

To create an account, go to:

<http://acornonline.com/signin.aspx>

Fill out the *Create New Account* form and click the Create Account button.



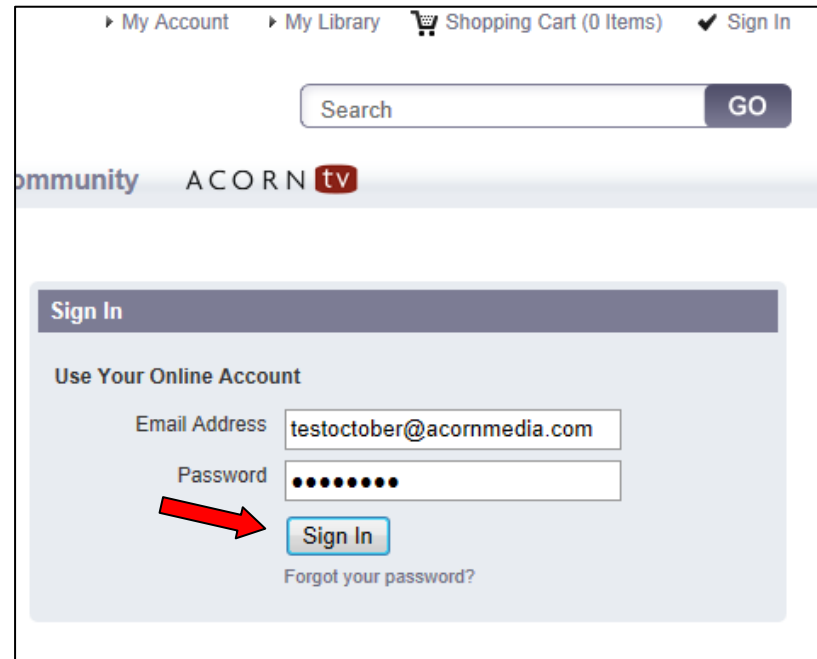
The screenshot shows the Acorn website's 'My Account' section. Under the 'New Customers' heading, there is a 'Create New Account' form. The form includes fields for 'Email Address' (testoctober@acornmedia.com), 'Password' (masked with dots), 'Re-enter Password' (masked with dots), and 'Password Reminder' (test). A red arrow points to the 'Create Account' button. Below the form, a note states: 'Note: Your e-mail address will serve as your user name on our website. We will also send you an order confirmation to the address you provide.'

Answer = Yes

Sign in to your account, go to:

<http://acornonline.com/signin.aspx>

Fill out the *Sign In* form and click the Sign In button.



The screenshot shows the Acorn website's 'Sign In' section. At the top, there are navigation links for 'My Account', 'My Library', 'Shopping Cart (0 Items)', and 'Sign In'. Below these is a search bar with a 'GO' button. The 'Sign In' form is titled 'Use Your Online Account' and includes fields for 'Email Address' (testoctober@acornmedia.com) and 'Password' (masked with dots). A red arrow points to the 'Sign In' button. Below the form, there is a link for 'Forgot your password?'.

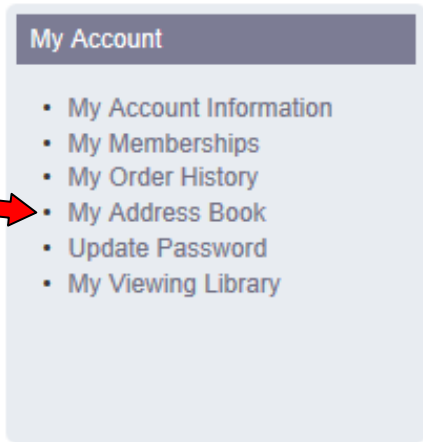
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Step 3

Fill in any missing account information. If you have a current account this may need to be updated with your current address.

Click **Continue to My Memberships**.

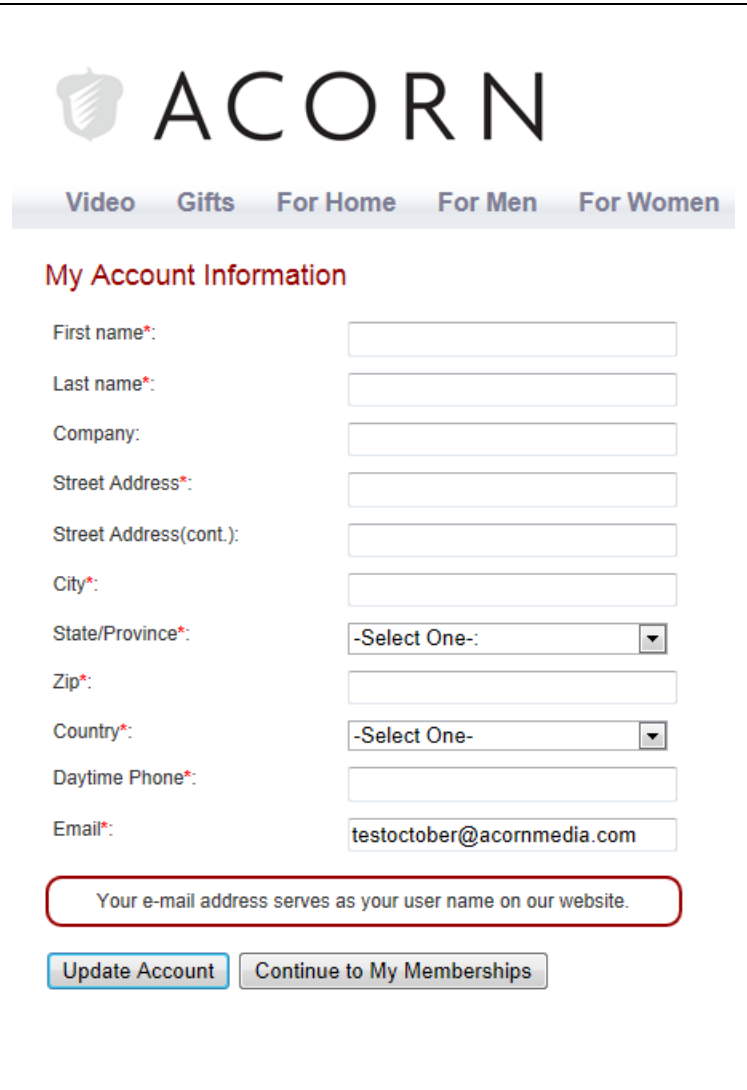
You can access this page at any time once you have logged in. Click My Account Information in the right side My Account menu.



The image shows a 'My Account' menu with a dark header and a light background. The menu items are listed as follows:

- My Account Information
- My Memberships
- My Order History
- My Address Book
- Update Password
- My Viewing Library

A red arrow points to the 'My Account Information' item.



The image shows the Acorn website's 'My Account Information' form. The Acorn logo is at the top left, and navigation links for 'Video', 'Gifts', 'For Home', 'For Men', and 'For Women' are at the top right. The form title is 'My Account Information' in red. The form fields are:

- First name*:
- Last name*:
- Company:
- Street Address*:
- Street Address(cont.):
- City*:
- State/Province*:
- Zip*:
- Country*:
- Daytime Phone*:
- Email*:

A red box highlights the text: "Your e-mail address serves as your user name on our website." Below the form are two buttons: "Update Account" and "Continue to My Memberships".

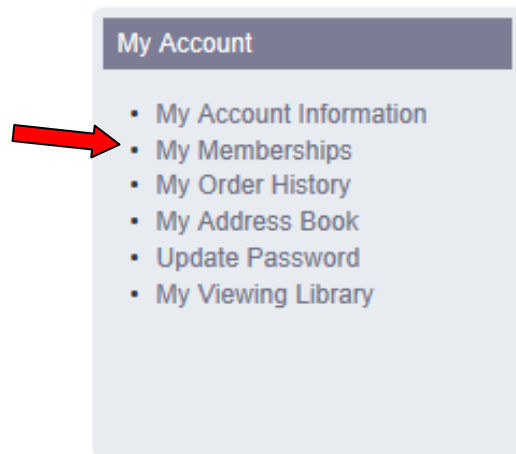
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Step 4

Enter your customer account number from your catalog, Membership Card or packing slip.

Click **Update Account**.

Once this is complete your online account will be connected to your Acorn Premium or Advantage club. In the future you can access your membership information by clicking My Memberships on the right side My Account menu.



My Memberships

Enter your account number:

Update Account



Your Account Number can be located on the back of your catalog.



Or, your Acorn Premium Membership Card sent with your Acorn Premium order

