



TreehouseGO™ App FAQs

Does it cost anything to use the Treehouse App?

The TreehouseGO™ App is free to download and video content is available at no charge to television customers with a subscription to the Treehouse channel.

If you are outside a Wi-Fi area and your device is able to connect to a cellular network, you may access data through that cellular network. Additional cellular data charges may apply. Please check with your service provider regarding the data consumption limit available with your home Internet or wireless plan.

What devices does the Treehouse App work on?

The Treehouse App works on iPhone, iPad, and iPad Mini touch devices running iOS 7.0 or newer and Android devices running OS 4.2.2 or newer.

Why did I get an error message when I attempt to login to my account?

Treehouse may not be included in your TV subscription package.

How do users login to the TreehouseGO App?

1. Users will be prompted to choose their BDU provider from a list. The link will take them to their BDU sign in and once they sign into their account the app content will be available to them.
2. Customers will be taken out of the app temporarily to sign in thru their BDU website and once logged in they will be taken back into the home screen where all the content will now be visible.
3. If they SKIP authenticating they will still be in the app environment but only be able to see a limited amount of clips.
4. If they select a LOCKED episode they will be taken back to authentication.

If I've already signed in why am I occasionally asked to sign in again?

To ensure that your TV subscription is up to date, you may be required you to sign into the Treehouse App again.

If my TV service provider and my Internet service provider are different, which account info do I use to sign in?

Please use the login information for your TV service provider.

**Can we access the Treehouse App if we're not at home?**

Yes! You can access the Treehouse App if you are traveling within Canada by locating a Wi-Fi hot spot or other mobile data access, like 3G, 4G, or LTE. Additional cellular data charges may apply. Please check with your service provider regarding the data consumption limit available with your home Internet or wireless plan.

Can I store shows on my device so I can watch them when I'm offline?

Yes! The My Backpack feature allows you to download your favorite shows so you can enjoy them when you do not have access to the Internet.

What is the My Backpack feature?

My Backpack allows you to watch what you want, when & where you want it!

The Treehouse App lets you download video-on-demand shows to your device for 72 hours so you can take your downloaded shows with you everywhere— and watch without an Internet connection!

Can I use the Treehouse App outside of Canada?

The Live TV content and the ability to download new videos are only accessible in Canada. You will still be able to access the shows you have saved in My Backpack for 72 hours after their initial download.

Will streaming the live TV feed and videos use my mobile data and/or Internet bandwidth allocation?

Users do have the option of turning off the streaming feature. The app will use Wi-Fi first if available, but if a Wi-Fi connection isn't available, additional cellular data charges may apply. Please check with your service provider regarding the data consumption limit available with your home Internet or wireless plan.

How many people in my household can log in at the same time?

Multiple users can log in at the same time.

Do I have to sign in to use the app on multiple devices?

Yes. You will need to sign in on every device.



Can I shift the time zone of the Treehouse live feed?

No, the Treehouse live feed is available in the Eastern Time Zone only.

Is there a Customer Service number I can call?

Treehouse App support is provided through email, please contact mobilesupport@treehousetv.com