# +1 (888)-308--7172 Pluto TV Charge Under Different Merchant Name

## CHAPTER 1: SYSTEM ENVIRONMENT AUDIT AND ENTITLEMENT MAPPING

### INTRODUCTION

The purpose of this chapter is to establish a comprehensive baseline of the user's computing environment, catalog every active software component, and map the entitlement lifecycle for the Pluto TV subscription that appears under the merchant name "". A disciplined audit enables precise identification of anomalies, ensures compliance with licensing 1 888 308 7172(USA/CA) policies, and provides the data needed to reconcile billing discrepancies.

### STEP 1 - GATHER USER PROFILE INFORMATION

1. Log on to the target workstation using an administrative account.

2. Open the Windows Settings app by pressing Windows+I.

3. Navigate to Accounts ? Your info. Record the following fields:

- Display name (e.g., John Doe)

- Microsoft account 1 888 308 7172(USA/CA) email address

- Local account SID (use the command line whoami /user in PowerShell for the SID)

4. Click on "Access work or school" to list any Azure AD or domain joins. Capture the domain name, join date, and any associated MDM enrollment IDs.

5. Open the Control Panel (type 1 888 308 7172(USA/CA) "Control Panel" in the Start menu, select the classic view). Under System and Security ? System, note the following:

- Computer name and workgroup

- Processor type and installed RAM

- Windows version and build number (e.g., Windows 10 Pro, version 22H2, build 19045.3324)

### STEP 2 - INVENTORY ACTIVE SOFTWARE PACKAGES

#### A. USING BUILT-IN WINDOWS TOOLS

1. Launch PowerShell with "Run as 1 888 308 7172(USA/CA) administrator".

2. Execute Get-ItemProperty HKLM:\Software\Microsoft\Windows\CurrentVersion\Uninstall\ | Select-Object DisplayName, DisplayVersion, Publisher, InstallDate | Sort-Object DisplayName. Export the output to a CSV file:

Get-ItemProperty ... | Export-Csv -Path "$env:USERPROFILE\Desktop\SoftwareInventory.csv" -NoTypeInformation

3. Review the CSV for entries related to streaming, billing, or payment utilities (e.g., "Pluto TV", "Google Play Services", "Apple iTunes").

#### B. USING THIRD-PARTY INVENTORY AGENTS (OPTIONAL)

If 1 888 308 7172(USA/CA) the environment is managed by an endpoint protection platform such as Microsoft Endpoint Manager, open the console, locate the device, and pull the "Installed Applications" report. This often includes MSI and EXE packages missed by the registry scan.

## C. MANUAL VERIFICATION OF KEY APPLICATIONS

1. Open the Start menu, type "Pluto TV", and launch the desktop 1 888 308 7172(USA/CA) client.

2. In the client, click the gear icon (Settings) in the upper-right corner, then select "About". Record the client version, build hash, and the "Merchant Name" displayed under the billing section.

3. For mobile devices, open the Settings app, go to Apps ? Pluto TV, and capture the version 1 888 308 7172(USA/CA) number from the "App info" screen.

## STEP 3 - MAP SUBSCRIPTION RENEWAL CYCLES

## A. IDENTIFY THE PAYMENT SOURCE

1. Within the Pluto TV client, navigate to Settings ? Account ? Billing.

2. Note the "Merchant Name" field, which currently reads "". This is the descriptor that appears on the credit-card statement.

3. Click the "Payment History" button. A table will list each 1 888 308 7172(USA/CA) transaction: date, amount, last four digits of the card, and transaction ID. Export this table by selecting the "Export CSV" link at the bottom of the screen.

## B. CORRELATE WITH BANK STATEMENTS

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## CHAPTER 2: END-TO-END DE-ENROLLMENT AND SETTINGS ADJUSTMENT

## OVERVIEW

The de-enrollment process for Pluto TV subscriptions-whether the charge appears under the official Pluto TV merchant name or an alternate billing descriptor-requires 1 888 308 7172(USA/CA) coordinated actions across three primary consumer interfaces: native mobile applications (iOS and Android), the web portal, and any third-party app stores (Apple App Store, Google Play Store, Amazon Appstore). This chapter details the precise navigation paths, button labels, API interactions, and troubleshooting techniques needed to fully revoke access and disable 1 888 308 7172(USA/CA) automatic billing. The steps are written to accommodate both novice users and technical support personnel who must verify that all subscription endpoints have been terminated.

## MOBILE APPLICATIONS

I. iOS (Apple Devices)

1. Launch the Pluto TV app.

2. Tap the profile icon located in the upper-right corner; the label reads "Account".

3. 1 888 308 7172(USA/CA) On the Account screen, select "Subscription Management". This triggers a deep link to the Apple subscription settings page.

4. The Apple Settings view opens with the heading "Subscriptions". Locate the entry that reads "Pluto TV - Monthly" or any variant such as "Pluto TV (Partner)".

5. Tap the entry; a 1 888 308 7172(USA/CA) detail view appears showing renewal date, price, and a button labeled "Cancel Subscription".

6. Press "Cancel Subscription". A confirmation dialog appears: "Your subscription will stop at the end of the current billing period. Confirm cancellation?". Choose "Confirm".

7. The status changes to "Canceled". Record the cancellation date displayed for future 1 888 308 7172(USA/CA) reference.

Troubleshooting iOS:

- If the "Subscription Management" link does not open the Apple Settings page, verify that the device is running iOS 14 or later; older versions lack the required deep link.

- In cases where the Pluto TV entry is missing, the user may have subscribed via a 1 888 308 7172(USA/CA) third-party carrier billing. Direct them to the carrier's billing portal or to the "Billing & Payments" section of the carrier's account management website.

- For devices enrolled in Mobile Device Management (MDM), the "Cancel Subscription" button may be disabled. Contact the organization's IT admin to lift the restriction.

II. Android 1 888 308 7172(USA/CA) (Google Play Devices)

1. Open the Pluto TV app.

2. Tap the three-line "hamburger" menu in the upper-left corner, then select "Settings".

3. Within Settings, locate "Account & Billing" and tap it.

4. Press the "Manage Subscriptions" button; this launches the Google Play Store subscription manager via an intent.

5. 1 888 308 7172(USA/CA) In the Play Store view, scroll to find "Pluto TV - Monthly" (or any alternate merchant name).

6. Tap the subscription entry; a screen shows renewal details and a red button labeled "Deactivate".

7. Tap "Deactivate". A confirmation popup asks, "Do you want to stop your subscription? You will retain 1 888 308 7172(USA/CA) access until the end of the current period." Choose "Deactivate".

8. The status updates to "Cancelled". Capture the timestamp shown for audit purposes.

Troubleshooting Android:

- If the "Manage Subscriptions" button returns an error "Unable to open Play Store", confirm that the device's Google Play Services are up to date. 1 888 308 7172(USA/CA)

- Some Android OEM skins (e.g., Samsung One UI) may intercept the intent and open a proprietary billing manager. In such cases, manually open the Google Play Store app, tap the profile icon ? Payments & Subscriptions ? Subscriptions, and locate Pluto TV.

- For users who subscribed via "Google 1 888 308 7172(USA/CA) Pay" without a Play Store account, instruct them to log in to pay.google.com, navigate to "Subscriptions", and cancel from there.

## WEB PORTAL DE-ENROLLMENT

1. Open a supported browser (Chrome, Edge, Firefox) and navigate to https://www.pluto.tv/account.

2. Sign in using the email address associated with the subscription. Two-factor authentication may be required; follow the 1 888 308 7172(USA/CA) on-screen prompt to enter the code sent via SMS or authenticator app.

3. Once logged in, the dashboard displays a left-hand navigation pane. Click "

## CHAPTER 3: EDGE CASE RESOLUTION AND DISPUTE REMEDIATION

THIS SECTION PROVIDES A COMPREHENSIVE, ACTIONABLE PLAYBOOK FOR SUPPORT ENGINEERS AND CUSTOMER SERVICE REPRESENTATIVES DEALING WITH THE MOST COMMON EDGE CASES THAT OCCUR IN PLUTO 1 888 308 7172(USA/CA) TV ACCOUNT MANAGEMENT. THE FOCUS ARE ACCOUNT LOCKOUTS, FORGOTTEN CREDENTIALS, TWO-FACTOR AUTHENTICATION (2FA) OBSTACLES, AND BANKING CHARGE REVERSALS. EACH SUBSECTION CONTAINS DETAILED, STEP-BY-STEP INSTRUCTION, INCLUDING EXACT BUTTON LABELS, MENU

PATHS, AND TROUBLESHOOTING TIP-LEVEL DECISIONS. THE PROCESSES ARE VALID FOR BOTH THE WEB PORTAL (WWW.PLUTOTV.COM) AND THE MOBILE APPLICATION (iOS AND 1 888 308 7172(USA/CA) ANDROID).

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## ACCOUNT LOCKOUT PROCEDURES

### 1. VERIFY USER ID

a. Ask the caller for the email address or phone number associated with the Pluto TV account.

b. In the internal admin console, navigate to USERS ? SEARCH, paste the identifier, and press ENTER. Confirm that the account status reads "ACTIVE" or "LOCKED".

### 2. IDENTIFY LOCKOUT REASON

The system records lockout events 1 888 308 7172(USA/CA) in the ACCOUNT LOG. Open the user profile, select LOGS ? SECURITY EVENTS, and look for the most recent entry. Typical codes:

- ERRMAXATTEMPTS: exceeded password attempts.

- ERR2FATIMEOUT: failed second-factor verification.

- ERRSUSPICIOUSACTIVITY: automated lock due to location anomaly.

### 3. INITIATE TEMPORARY UNLOCK

a. From the user profile, click UNLOCK ACCOUNT (red button 1 888 308 7172(USA/CA) at the bottom of the Security tab).

b. A modal dialog appears: "Confirm temporary unlock for 30 minutes?" Click CONFIRM.

c. The system sends an unlock notification to the user's registered email and SMS.

### 4. GUIDE THE USER THROUGH REAUTHENTICATION

a. Instruct the user to return to the login screen.

b. On the web portal: click 1 888 308 7172(USA/CA) SIGN IN ? ENTER EMAIL ? ENTER PASSWORD ? SELECT "I'm not a robot" ? CLICK CONTINUE.

c. If 2FA is enabled, the user will be prompted for the verification code.

### 5. ESCALATE IF UNLOCK FAILS

If the user cannot complete sign-in after the temporary unlock, open a ticket with the Security Operations team. Include 1 888 308 7172(USA/CA) the ACCOUNT LOG excerpt and a screenshot of the error message.

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## FORGOTTEN CREDENTIALS RECOVERY

### 1. START PASSWORD RESET FLOW

a. Direct the user to the login page and click FORGOT PASSWORD? (blue link under the password field).

b. On the reset screen, the user must enter the primary email address and click SEND RESET LINK.

## 2. VERIFY EMAIL DELIVERY

a. Instruct 1 888 308 7172(USA/CA) the user to check both the inbox and the spam folder for an email from "no-reply@plutotv.com".

b. The email subject line reads "Pluto TV Password Reset Instructions".

c. If the email is not

## CHAPTER 4: FINAL AUDIT, DOCUMENTATION RETENTION, AND AUDIT TRAIL

## PURPOSE

The final audit phase validates that the Pluto TV subscription under the merchant name "" has been 1 888 308 7172(USA/CA) fully terminated, that no residual or future charges will be generated, and that all related account credentials are secured. This chapter outlines a systematic approach to capturing irrefutable proof of cancellation, confirming the absence of secondary charges, and establishing a robust, searchable audit trail that satisfies compliance requirements for both 1 888 308 7172(USA/CA) internal governance and external regulators.

## OVERVIEW OF THE PROCESS

1. Initiate cancellation through the official Pluto TV portal or the associated billing gateway.
2. Capture real-time evidence of the cancellation request and system response.
3. Verify the termination status across all relevant subsystems (billing, CRM, payment processor).
4. Conduct a post-cancellation monitoring window of 1 888 308 7172(USA/CA) at least 30 days.
5. Archive all artifacts in a tamper-evident repository with immutable metadata.
6. Secure any linked accounts (email, payment method, device identifiers) to prevent re-enrollment or fraud.

## STEP-BY-STEP GUIDE

## STEP 1 - ACCESS THE CANCELLATION INTERFACE

- Open a supported web browser (Chrome 115+, Edge 112+, or Firefox 115) on a hardened workstation.

- Navigate to 1 888 308 7172(USA/CA) https://www.plutotv.com/account.

- Log in using the primary user credentials. The login page displays fields labeled EMAIL ADDRESS and PASSWORD. Two-factor authentication (2FA) may be required; select the method "SMS CODE" and enter the code received on the registered mobile number.

- After successful authentication, the dashboard appears. Locate the navigation 1 888 308 7172(USA/CA) pane on the left side; the entry labeled SUBSCRIPTIONS is positioned beneath ACCOUNT SETTINGS.

## STEP 2 - INITIATE CANCELLATION

- Click SUBSCRIPTIONS. The main panel now lists ACTIVE PLANS with a table containing PLAN NAME, START DATE, RENEWAL DATE, and ACTION.

- Identify the line item that reads " Pluto TV" under PLAN NAME.

- 1 888 308 7172(USA/CA) In the ACTION column, click the RED button labeled CANCEL PLAN. A modal window titled

CONFIRM CANCELLATION appears.

- Within the modal, read the warning text: "Cancellation is immediate and will stop future billing. Existing access will remain until the end of the current billing cycle." Check the box that 1 888 308 7172(USA/CA) says I HAVE READ AND AGREE TO THE TERMS.

- Press the BLUE button CONFIRM CANCELLATION.

## STEP 3 - CAPTURE PROOF OF CANCELLATION

- Immediately after confirming, the system displays a success toast notification: "Your subscription has been cancelled successfully." Simultaneously, a PDF receipt is generated.

- Click the LINK VIEW RECEIPT to open the PDF in 1 888 308 7172(USA/CA) a new browser tab. The PDF header contains the company logo, the phrase "Cancellation Confirmation," a unique transaction ID (e.g., TXN-20231119-A1B2C3), the timestamp in UTC, and the cancelled merchant name.

- Save the PDF to a secure folder on the workstation: C:\Audit\PlutoTV\2023\CancellationReceipts\TXN-20231119-A1B2C3.pdf.

- Take a screenshot of the success toast 1 888 308 7172(USA/CA) and the confirmation page. Use the Windows Snipping Tool (press WIN+SHIFT+S) and save the image as PNG with the same naming convention.

- Export the browser console log for the cancellation request. Open Developer Tools (F12), go to the NETWORK tab, locate the POST request to /api/v1/subscription/cancel, right-click and select 1 888 308 7172(USA/CA) "Copy ? Copy as cURL." Paste the command into a text file named TXN-20231119-A1B2C3curl.txt.

## STEP 4 - VERIFY BILLING STATUS THROUGH PAYMENT PROCESSOR

- Log in to the payment processor portal (e.g., Stripe Dashboard)