

OLYMPICS:

How will I know what Olympic events will be on free-to-air and what will be on 9Now?

Channel 9 and 9Gem will offer all-day coverage while 9Now will stream every moment of every event free across more than 40 dedicated live sport channels. To check which events are on Channel 9 and 9Gem, check out the schedule [here](#).

Where can I find the Olympics viewing schedule?

You can find the comprehensive viewing schedule at [nine.com.au/sport/olympics/schedule](https://www.nine.com.au/sport/olympics/schedule), along with the streaming guide.

On 9Now, you will also be able to find the available live streamed events scheduled for the upcoming Olympic day from 6AM AEST each day. These will be accessible on the individual sports pages, as well as our Channel switcher on Mobile and [Web](#).

You can view all the 9Now sports pages [here](#).

What's the timetable for the Olympics?

You can find the full timetable for the Olympics [here](#). You can filter by sports, check the daily schedule and get the relevant time in Paris converted to your timezone by selecting 'My Time'.

How to catch up on the Opening Ceremony

If you would like to watch the Olympic Games Paris 2024 Opening Ceremony a replay will be broadcast on Channel 9 from 1pm on Saturday, July 27. It will also be available on 9Now.

How to catch up on your favourite sport

If the sporting event you would like to watch is still live, you can use the 'Start Over' option on 9Now to watch from the beginning of the session on Channel 9 and Gem (up to 2 hours). Pop-up live streams don't have StartOver. If the event you would like to watch has finished, highlights of events will be uploaded to 9Now. Depending on the length of the Highlight or replay, these will be available around 30-60 minutes after the main event. Selected sporting events will also have short and long form highlights, as well as full session replays.

You can view all the 9Now sports pages [here](#).

You can also catch up on your favourite sports through Nine's radio stations 2GB, 3AW, 4BC and 6PR, and real-time blogs and breaking news delivered across Nine's publishing platforms: The Sydney Morning Herald, The Age, Brisbane Times, WA Today, The Australian Financial Review, [nine.com.au](https://www.nine.com.au) and [wwos.com.au](https://www.wos.com.au).

How do I get a recap of all the events from overnight?

You will be able to get a wrap of the whole previous day of action on the Daily Highlights Show, which is hosted by Sam McClure and available at 9am AEST each day on 9Now. 9Now will also have highlights packages featuring Daily Top 10 moments and Daily Team Australia Highlights, available every morning, following the day's play. You can view the TV series containing the Highlights programming on 9Now [here](#).

Why is Nine screening the NRL and not the Olympics?

Nine has a pre-existing contract with the NRL that means games must be shown on the main channel in Sydney and Brisbane. For 2 hours the Olympics will move to 9GO! while the

NRL is shown. After the NRL is finished on Channel 9 it will then revert back to the Olympics.

I would like to watch a particular sporting event, where do I find it?

Each sport (e.g. Rugby Sevens, Archery) has its own destination page on 9Now. You will be able to find active or upcoming live streams, as well as any highlights and replays covering that sport, on that page.

Will you be uploading replays of events to 9Now?

Highlights of events and replays will be uploaded to 9Now. Selected sports events will have full session, full race or full match replay, and will include comprehensive full replays of Australians in play and medal moments.

The event showing now is not the one listed....

Please check the daily schedule for the most up to date information.

I have a question about 9Now. How do I get in contact?

Our Helpdesk has a range of articles to help answer your questions - you can find these at <https://help.9now.com.au/>. There is also an answerbot available on this page (blue icon on the bottom right of the screen) that can direct you to the most relevant article for your query.

If you require human support, you can access this by completing a contact form (<https://help.9now.com.au/hc/en-au/requests/new>) or by calling 1300 690 470 (or +61 2 7966 6996).

How do I watch the Olympics on Stan?

Experience the Olympic Games like never before on Stan Sport. The only place to watch every event ad-free, live and on demand with 4K for the first time in Australian history, with eight additional multi-language channels.

Each day Stan Sport will host two exclusive daily shows to help keep viewers up to speed with the action in Paris. **Olympics Daily** with **Tara Rushton** from 7:00am AEST looks at the biggest highlights from the night before, while **Paris Preview** with **Adam Peacock** from 8:30am AEST will look ahead to the biggest moments to come later that day. Both shows will feature a host of Olympics legends and experts in their field, including **Ash Barty**, **Grant Hackett**, **Steph Rice**, **Nova Peris**, **Stuart O'Grady** and many more.

For more information, head to www.stan.com.au/olympics.

OTHER:

Why isn't "show name" on during the Olympics and will it be on 9Now instead?

While your favourite Channel 9 programs may not be on during the Olympics, you can catch up on all the latest episodes on [9Now](#).

- A Current Affair will continue from Paris in the week leading up to the Opening Ceremony (Monday, July 22 - Friday, July 26)
- 9News will have daily state bulletins (Sydney, Melbourne, Brisbane, Adelaide and Perth) throughout the entirety of the Olympic Games, hosted from Paris.

- Tipping Point Australia will return after the Olympics, but you can catch up on all the latest episodes [here](#).
- Love Island UK episodes will also continue to be available from 6pm AEST daily, to find the episodes please go to the Reality category or do a direct search if you are unable to find them on the landing page.

TECH ISSUES:

Creating a 9Now account

To create a 9Now account you will need a valid email account to login and watch content. To create an account go to [9Now.com.au](https://9now.com.au) or [click here](#). Enter the email address and password you'd like to use. Once you have created your account, an email will be sent to your chosen email address from account@nine.com.au with a 6-digit verification code that you will need to enter on 9Now to verify your account. If you can't find the email in your inbox, please check your spam/junk folder. If you do not receive the email, please contact us [here](#).

Connecting 9Now to your Smart TV

For a full step by step guide, please see here:

<https://help.9now.com.au/hc/en-au/articles/34314882301081-How-do-I-log-in-to-9Now-from-my-Smart-TV>

When using 9Now how can I rewatch an event that's already halfway through playing?

If the event is on Channel 9 or 9Gem, you can rewatch your favourite from the beginning of each session with the 'start over' button on 9Now.

When I try to watch the Olympics on my TV it says no signal but the other channels are fine.

If Channel 9 is not appearing, please perform a TV channel rescan. If you are not sure on how to do this please refer to the instruction manual for your TV. If the issue persists, please reach out to our team [here](#) for support.

I don't have the internet for a 9Now account so how can I watch the Olympics?

If you don't have access to the internet, you will need to watch the Olympics on free-to-air television (Channel 9, 9Gem).

Why is my 9Now app not working?

If your 9Now app is not working on your SmartTV, please try the following troubleshoots:

- Select 'Exit' or 'Back/Return' on your TV remote to return to your home screen. Then try to re-launch the app.
- Turn your TV off and then keep holding the power button until it comes back on. Give the TV a minute or two and then retry opening the app.
- Go to 'Apps' on your home screen and then find your downloaded apps. Try reinstalling the app.

Downloading the 9Now app

To download the 9Now app, select the 'Home' button on your TV remote. Scroll and select 'Apps' - you may find 9Now under the Featured apps or in the search bar type in '9Now', select the app and then click on the 'install' button. Once the app is added you will see it from your Home screen (you may need to scroll across).

I have a fast internet connection, why am I having troubles with 9Now?

High-traffic times during the day can mean slower speeds. If you are sharing a single connection through a modem or router, this can affect the speed and if you have ADSL the proximity to the telephone substation can be an issue. If your wireless connection keeps dropping in and out, this can also cause issues.

To use 9Now, you will need a minimum of 0.6 mbps. If you want the best out of 9Now with High Definition (SD) you will need a speed of 3.0 mbps. To check your Internet speed, visit the Speed Test [here](#).

9Now keeps freezing or crashing

Ensure that you are using the latest version of your web browser or app and that you are connected to the internet with a stable connection. If you keep experiencing issues, please reach out to our support team [here](#).

9Now keeps buffering

Excessive buffering can occur when the video playback is interrupted to allow more data to download. If you experience continuous buffering, please see our full list of troubleshooting steps [here](#).

Why do I keep seeing the same ads on 9Now?

It is normal to occasionally encounter the same advertisements in different ad breaks (particularly from our event sponsors), however if you are seeing the same advertisement back-to-back in the same break there might be an issue with our ad-serving system. You can report back-to-back advertisements in the same ad break [here](#). Please provide details about the specific advertisements and we will raise it immediately with our ad operations team.

Why isn't my 'Start Over' button working on 9Now?

The Start Over feature is for the Olympics coverage on Channel 9 and 9Gem. Pop-up channels for individual sports will not have Start Over functionality. If you are experiencing issues with the 'Start Over' button, please visit [here](#) to find out why. If the problem you are having is not addressed on this page, please contact our support team [here](#).