



ACCESS GUIDE



INTRODUCTION



Depending on the platform you're using, JAX+ may be referred to as either an app or a channel. While the names vary, the experience is the same — it's a streaming destination that offers nonstop video programming focused on Jacksonville's City Council meetings, services, and community—keeping residents informed and connected with the latest updates from City Council. Use this guide to find and watch the channel on whichever platform you prefer.



What It Is:

- Apple TV is a streaming device that connects to your television, allowing you to download apps (like Netflix, Hulu, or JAX+) and stream content over Wi-Fi.

What You Need:

- Apple TV
- Apple ID (free to create)
- Internet connection

How to Watch JAX+:

- Turn on your Apple TV and ensure it's connected to the internet.
- Open the App Store from the home screen.
- Select the Search icon.
- Type in JAX+.
- Select the app from the results and click Get or Download.
- Once installed, return to your home screen and open the app.
- Enjoy the live-streamed content — no account or login required.



What It Is:

- Amazon Fire TV is a platform that is accessible via a small streaming device called a Fire Stick that plugs into your TV and lets you access apps via your Wi-Fi connection. It is also available via a Fire-enabled Smart TV.

What You Need:

- Amazon Fire TV Stick or Fire-enabled Smart
- TV Amazon account (free or Prime)
- Internet connection

How to Watch JAX+:

- Plug in your Fire Stick and power on your TV.
- From the main screen, select the Search icon or say “JAX +” using Alexa voice search.
- Type or speak JAX+.
- Select the app and click Download or Install.
- Open the app once installed to begin streaming Jacksonville content 24/7.



What It Is:

- Roku is a platform that is accessible via a small streaming device called a Roku Stick that plugs into your TV and lets you access channels via your Wi-Fi connection. It is also available via a Roku-enabled Smart TV.

What You Need:

- Roku device or Roku-enabled Smart
- TV Roku account (free)
- Wi-Fi connection

How to Watch JAX+:

- On your Roku home screen, scroll to Streaming
- Channels. Select Search Channels.
- Type JAX+.
- Find JAX+ and click Add Channel.
- Once added, return to your home screen and open the channel.
- Start streaming — no sign-in needed.



What It Is:

- YouTube is a global video-sharing platform accessible on nearly any device, including Smart TVs, smartphones, tablets, laptops, or desktops.

What You Need:

- YouTube app or access via a web browser
- Internet connection

How to watch JAX+:

- Open the YouTube app on your device (or go to youtube.com).
- In the search bar, type “JAX+” or jacksonvilleplus. Select
- the official YouTube Channel from the results. Click
- Subscribe to stay updated and make subsequent visits easier or simply select a video to watch on demand. All
- content is free to watch — no account required unless subscribing.



CONSIDERATIONS

If you're using YouTube TV, you won't find JAX+ in the live TV guide or channel listings. However, if you search for it within YouTube TV, the channel will appear under a separate section labeled "YouTube Results." Selecting one of these results will open the regular YouTube app (if installed on your device), where you can view the content as normal.

If you don't see this option, exit YouTube TV manually and open the YouTube app directly to search and watch.