

TV Listings Manager

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Overview

The [TV Listings Manager console](#) is intended for PBS stations only, and is primarily targeted for station traffic users. Access is not available to the general public.

The TV Listings Manager console provides a way for stations to modify their *individual*, local TV Schedule listings (up to two weeks in the future) displayed *within PBS Digital products*. These are the listings users see in the station's localized version of PBS.org, in PBS apps/OTT, and when stations embed the PBS TV Schedule modules on their own sites.

The tool is not intended for stations to submit or edit their entire schedules. It should only be used to update or correct individual listings.

NEW: Stations do not need to send updates made in TV Listings Manager to Gracenote. All updates made in the console during the day will be automatically delivered to Gracenote early the following morning, at 4AM ET.

Where Do My Updates Go?

Updates made in TV Listings Manager are distributed across PBS platforms in a timely manner (see table below). The same updates are sent to Gracenote the following morning (4AM ET), so they can have the new data available for their *other* customers. Unfortunately, TiVo (formerly Rovi) will not accept our automated updates, so you'll have to contact them directly if delivery to them is a requirement for you.

What Can I Do in TV Listings Manager?

- [Edit listing information](#)
- [Delete a listing](#)
- [Edit listing time slot and/or length of time](#)
- [Times](#)

 [Download and watch a video tutorial](#)

Access

Please follow the steps below to request an account for the TV Listings Manager console.

- For stations to get access to the console, please [submit a support ticket](#) (Figure 1). It is not available to the general public.



To ensure that you are affiliated with a PBS station, please provide a valid station email address when requesting account access.

Figure 1

- Click the **Start Date/Time textbox** and **select the time and date** on which the listing appears or a **start time/date** for a range you want to search (3).
- Click the **End Date/Time textbox** and **select the time and date** on which the listing appears or an **end time/date** for a range you want to search (4).
- Click **Begin Editing Schedule** to start editing (5).



The timezone is auto-selected according to the timezone in which the selected station resides.

Figure 1

TV Listings Manager

Select the channel, date, start time and end time for the period you wish to edit.
The time period must not be longer than 24 hours.

Station
WHRO 1

Channel Timezone: US/Eastern
WHRO (15 / WHRO) 2

Selected Duration: 4h 0m

Start Date/Time
09/19/2016 7:00 AM EDT 3

End Date/Time
09/19/2016 11:00 AM EDT 4

Begin Editing Schedule » 5

Once you are in the tool, you can:

- [Edit a listing](#)
- [Delete a listing](#)
- [Edit listing times](#)

Front-end Display

When will updates appear within PBS products?

Destination	Estimated Time
TVSS API	Immediately
Station Bento sites <ul style="list-style-type: none"> • Full grid • What's On (general audience & KIDS) • When to Watch 	Within 90 minutes
PBS-provided TV Schedules modules <ul style="list-style-type: none"> • Full grid • What's On (general audience & KIDS) 	Within 30 minutes
Apps	Each time the app is opened
PBS.org What's On module (appears below main carousel on the homepage)	Within 90 minutes
Air Dates	Due to technical complications, Air Dates modules are not updated at this time.

Known Issues

Listing Error

"The time period you've selected includes one or more listings which can't be processed because they have more than one content type (e.g. movie, OTO, program)"

This error occurs when there is a listing that has, over time, been assigned more than one content type by Gracenote. This results in two different IDs for the listing in our system. Since we cannot determine which ID to use, we are not able to update this type of listing. If you encounter this error, your update will need to be sent directly to Rovi.

