

# Plex Help

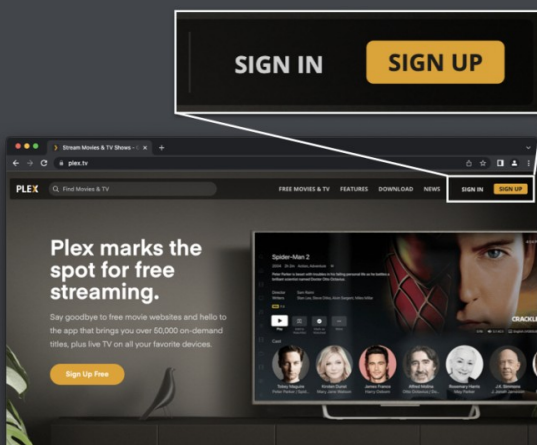
- [Joining Servers](#)
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- [Video Quality](#)
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# Joining Servers

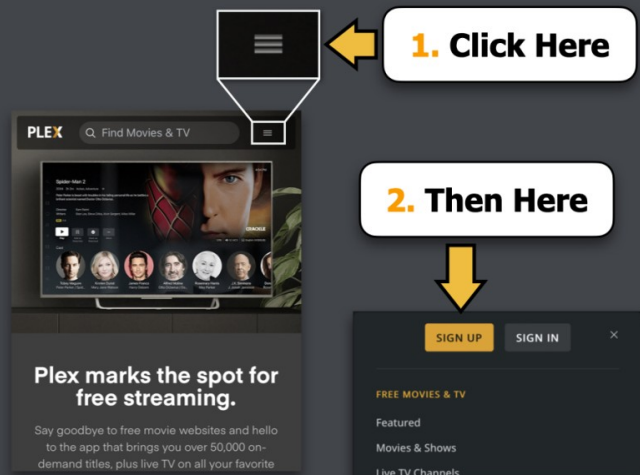
Joining a Plex server is free and only takes a few minutes.  
First, you'll need a Plex account.

**Step 1:** Visit <https://plex.tv> and click "Sign Up"

### Desktop (Large)



### Mobile/Desktop (Small)



**Step 2:** Create an account, using either a Google/Facebook/Apple account or an email address

### NOTE

Using a separate account (e.g. Google) to login can be faster and more secure, but it also makes it harder to share your account with friends or family  
**This can be changed later**

Create your free account

No credit card required.

[Continue with Google](#)

[Continue with Facebook](#)

[Continue with Apple](#)

or

Email address

Create password

8 characters minimum

[Create an Account](#)

Already have an account? [Sign In](#)

Using your Google/Facebook/Apple account

Using your email address and a password

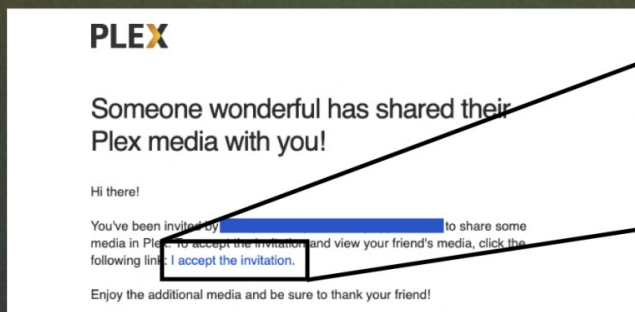
Do **ANY** of the following to accept an invitation to a Plex server

### Option 1. Click on an invite link from the server owner

[https://plex.tv/servers/shared\\_servers/accept?invite\\_token=ss5ZB5h6ZFyLkfJVtmJ](https://plex.tv/servers/shared_servers/accept?invite_token=ss5ZB5h6ZFyLkfJVtmJ)

The link should look like this

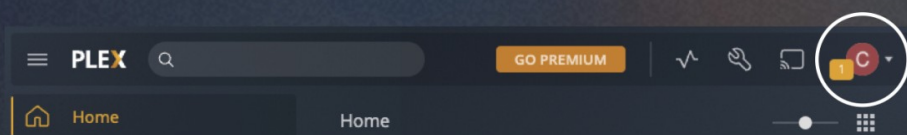
### Option 2. Accept the email from noreply@plex.tv



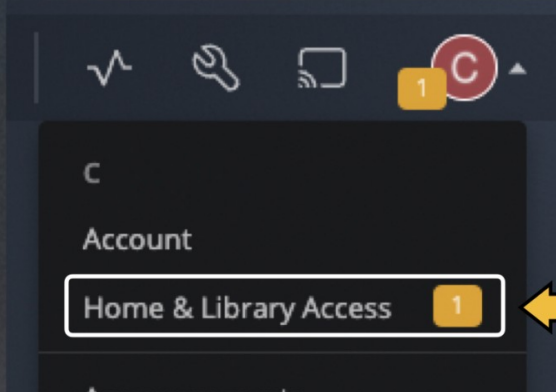
ex. To accept the invitation a  
k: I accept the invitation.

Click this link

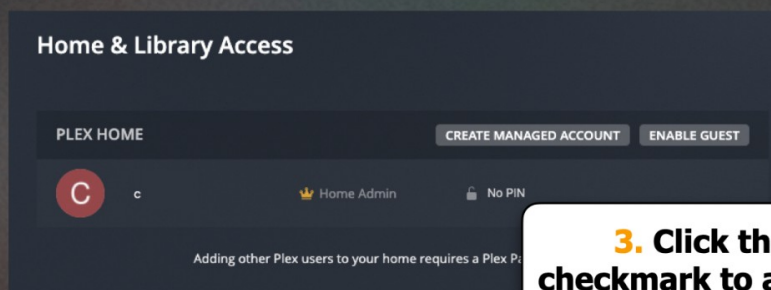
### Option 3. Accept inside Plex at <https://app.plex.tv>



1. Click your account menu



2. Click "Home & Library Access"



3. Click the checkmark to accept

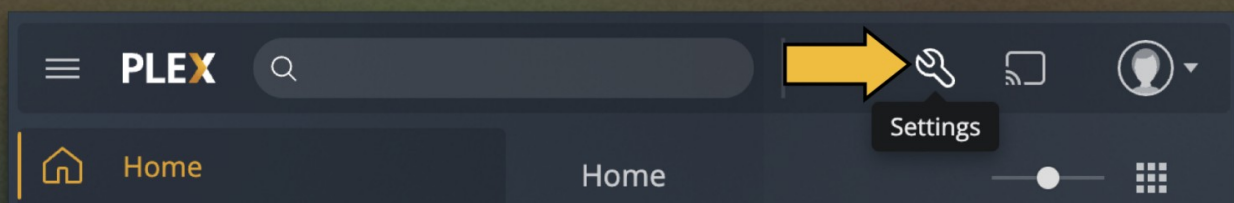


# Unsubscribing from the Plex Newsletter

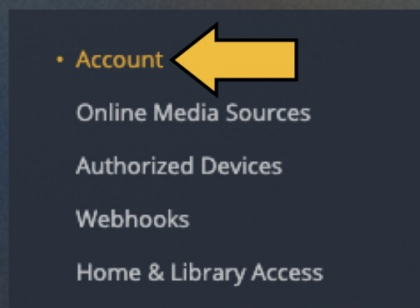


When you create a Plex account, you are automatically subscribed to their newsletter. If you do not wish to receive these emails, there is an option to unsubscribe

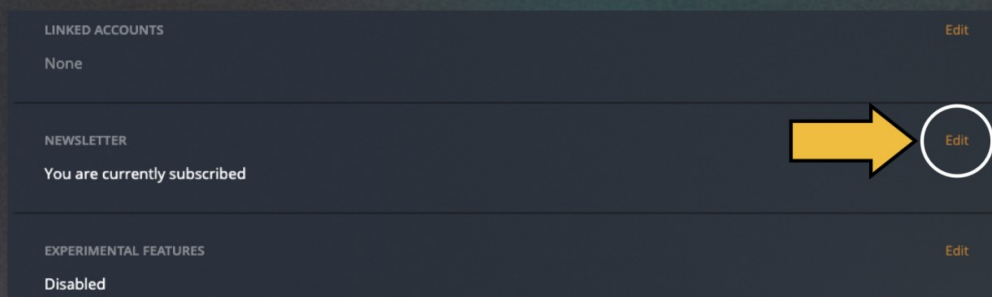
**Step 1:** Go to your Settings menu in the top right of the website



**Step 2:** On the left side, click on the section titled "Account"



**Step 3:** Scroll down to "Newsletter" and click "Edit"



**Step 4:** Uncheck the box

NEWSLETTER

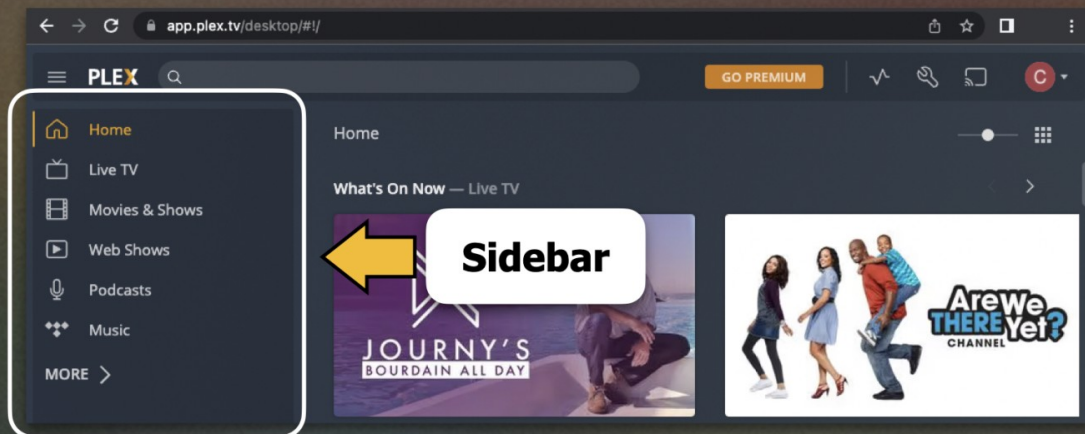
☐ Subscribe to our amazing, but infrequent email newsletter



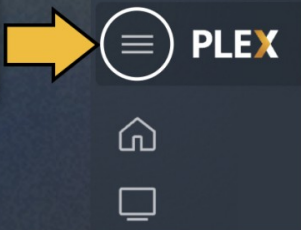


# Pinning Libraries

When you join another person's server, their movies or TV shows won't automatically appear in your sidebar



**Expand/Collapse  
Sidebar Button**

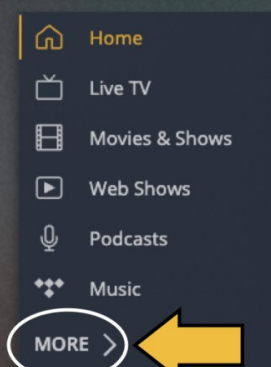


### NOTE

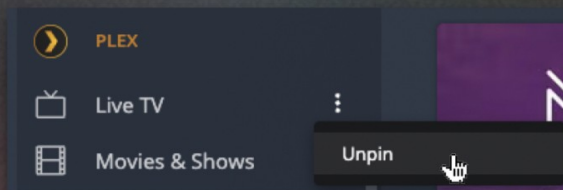
If your sidebar doesn't have any words, you might need to click the three horizontal lines in the top left corner of the screen

Luckily, adding them to your sidebar, what Plex calls "pinning", only takes a few steps

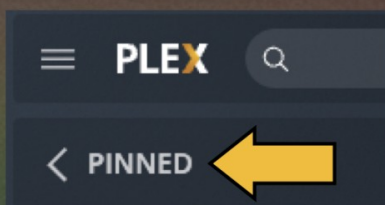
**Step 1: Click "More" in your sidebar**



**Step 4:** You can also unpin any default libraries you don't use

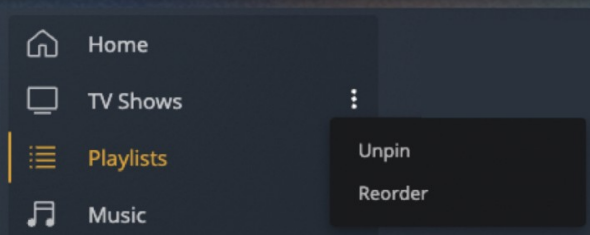


**Step 5:** Click "Pinned" at the top to go back

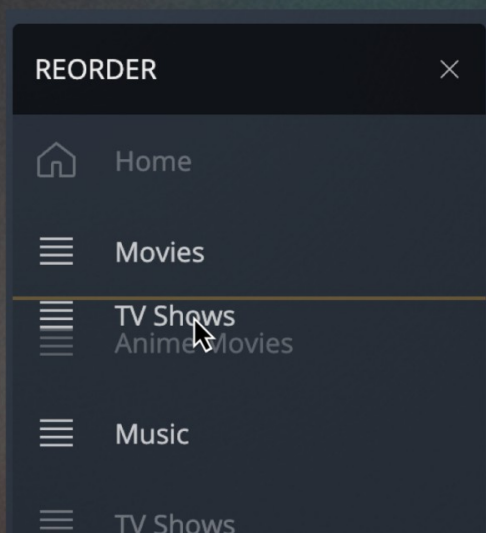


You can also reorder your pinned libraries

**Step 1:** Click the three dots and select "Reorder"



**Step 2:** Drag the libraries into your preferred order



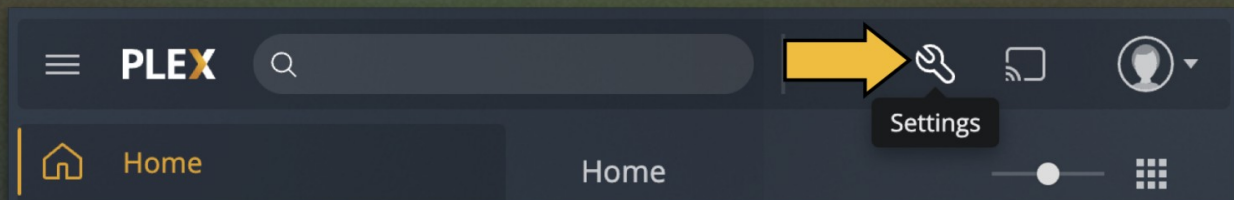


# Video Quality

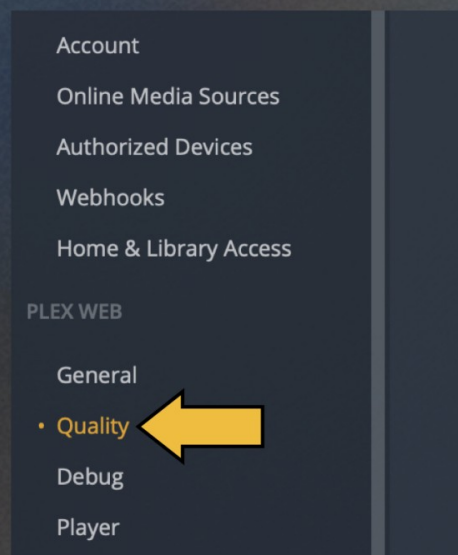


When you first create an account, Plex will play all videos at only 720p, even if the original file is in 1080p or 4K. Luckily, there is a simple fix...

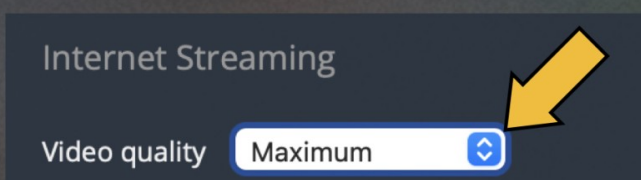
**Step 1:** Go to your Settings menu in the top right of the website



**Step 2:** On the left side, click on the section titled "Quality"



**Step 3:** Under "Internet Streaming", set "Video Quality" to Maximum



### NOTE

Maximum Quality can be too much for some devices or slow connections. If you experience frequent buffering, try turning this setting down.

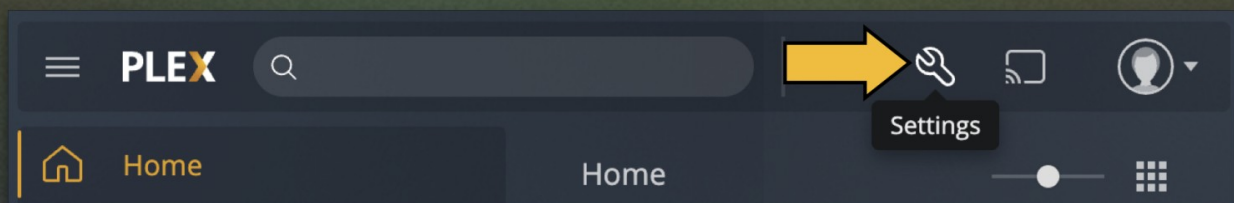




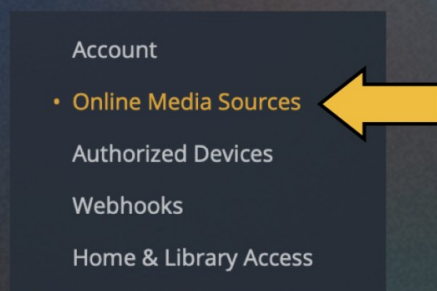
# Disable Online Media Sources

Beyond viewing the files hosted by server owners, Plex can also provide access to online media like live TV, podcasts, and web shows. However, if you don't want them cluttering up your search results, they are easy to disable

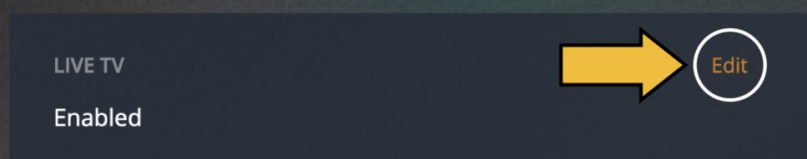
**Step 1:** Go to your Settings menu in the top right of the website



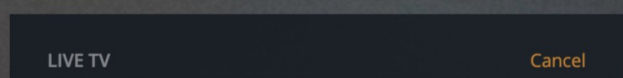
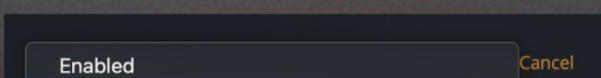
**Step 2:** On the left side, click on the section titled "Online Media Sources"



**Step 3:** For each media source you wish to disable, click "Edit" on the right side



**Step 4:** Change the setting to "Disabled" and click "Save Changes"





# Why Bitrate Matters

A video's "**bitrate**" is how much data you need to download every second while streaming it. If you are watching a video with a higher bitrate than your internet connection can handle, Plex will need to periodically buffer so it can "catch up"

### The Tradeoff

**Higher bitrate = Better Quality**  
**Lower bitrate = Less Buffering**

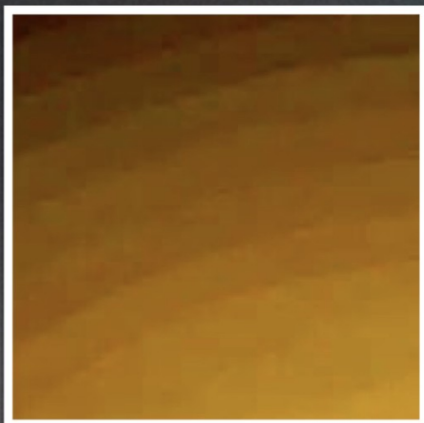
### NOTE

"Bitrate" is not the same thing as "resolution"  
Resolution measures **pixels**  
Bitrate measures **data**

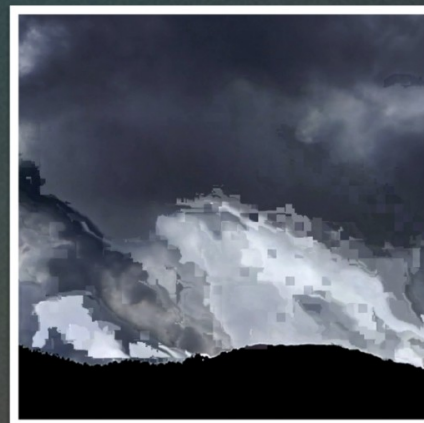
### How Bitrate Affects Video Quality

When videos are compressed to reduce the bitrate, data is lost. As the bitrate gets very low, that missing data will cause "artifacts", especially during darkly-lit or high-action scenes.

### Examples of Compression Artifacts



Color banding



Glitched Images