

Login Troubleshooting

Last Modified on 09/09/2024 1:01 pm EDT

Why can't I create an account?

Did you attempt to create a Member or Creator account and were prevented from doing so? There can be different causes for this. Read on to find out more!

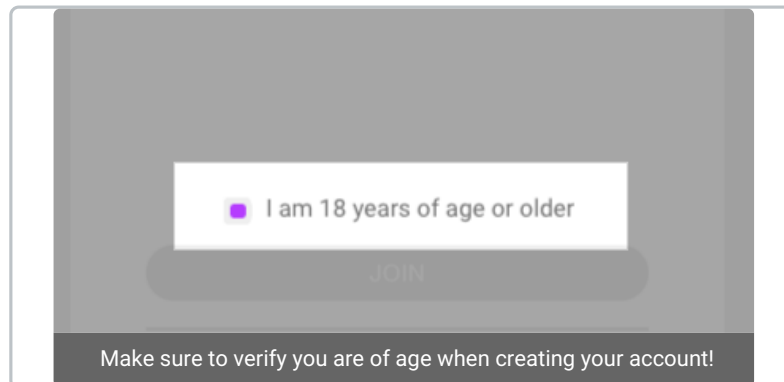
Here are some common issues in creating your MV account:

1. Username is already taken

- If the username or email you attempted to sign up with is already taken, you'll need to try a different one.

2. You are unable to click the "Join FREE!" button

- Make sure that you've ticked the box "*I am 18 years of age or older*"

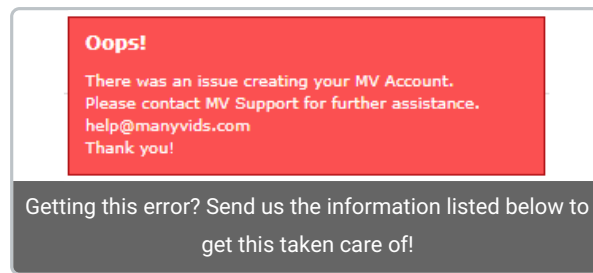


3. The password created didn't meet the requirements

- This can also be a case where the password you created that doesn't meet the minimum requirements. Your password can be a minimum of 4 characters and a maximum of 20 characters
- If you are attempting to create a Creator account, your password must match certain requirements that will be listed when you select "Creator" as your account type:

- Minimum 1 lowercase letter
- Minimum 1 uppercase letter
- Minimum 1 special character (for example ! @ # \$)

3. You are getting an "Oops!" error when signing up



If when attempting to create your account you get an error message that asks you to contact us at support through help@manyvids.com, be sure to send over the following information with your inquiry:

- Username you attempted to use
- Email you attempted to use
- Type of account you were trying to create
- A screenshot of your attempt to create an account with the error message you get

We look forward to having you in the MV Community!



Login Issue - Unrecognized Location

Did you get the following error when attempting to login? **“We do not recognize the location in which you are logging in from. An email has been sent to you with further instructions”.**

This error message means that you’re logging in from a location that is unrecognized for your account. This is a security feature, but you may hit a login flag if your ISP is routing your traffic through a different region. Please check the email address linked to your MV account as there will be an email from MV with a link to confirm that it's you attempting to login, which will allow you to gain access to your account again.

If you can't find the email in your inbox, check your spam and junk folders.

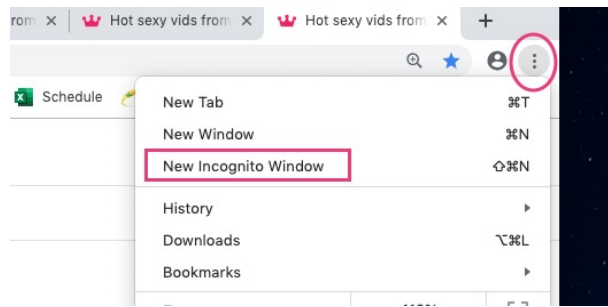
If you’re still having trouble logging in or you not have access to the email attached to your account, feel free to reach out to our Support Team on help@manyvids.com



Login Issue - Says I am a Robot/Not Human

Are you getting an error when logging in that says you are a robot or not human? This is an issue with Google's captcha system and so we can't be totally sure what causes this.

You can try logging in again using Chrome as your web browser in Incognito Mode as this has been shown to resolve the issue in most cases. Another step that has been shown to help is disabling any browser extensions as they may be prompting this issue.



Login Issue - "There was an issue with your MV Account"

If you attempt to login to your account and you get the the error message "**Oops! There was an issue with your MV Account. Please contact MV Support for further assistance at help@manyvids.com. Thank you!**", it could be occurring for several different reasons, for example too many failed login attempts.

Reach out to us at help@manyvids.com using the email attached to your MV account. In your email, please provide a full screenshot of the error message that you are getting and we should be able to assist with gaining access to your account.

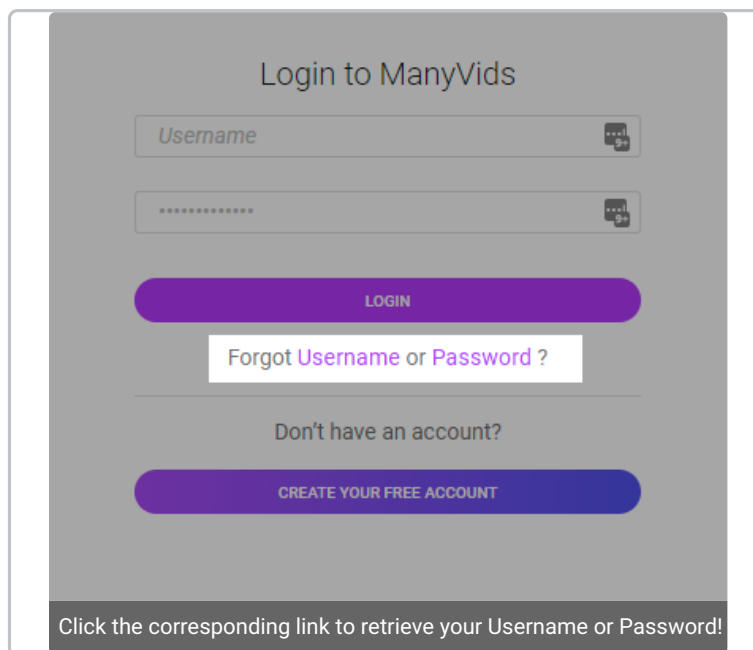
If you no longer have access to that email linked to your MV account, let us know your username in your request and we'll let you know what we need on our end to verify you as the account owner!



I forgot my Username and/or Password.

If you are looking to retrieve your username or password, you can do so by clicking either 'username' or 'password' next to "I Forgot Username / Password" at the login screen.

This will bring up a page asking you to enter your email. Please be sure to enter the email that is attached to your MV account, *most likely the email you used at sign up.*



The username or password will be sent to that email.

If you no longer remember the email attached to your account or no longer have access to that email, reach out to us at help@manyvids.com letting us know the situation and we'll let you know what we need to locate your account and verify you as the owner to make sure you have access.



How do I add or remove Two-Step Verification on my account?

Two-Step Verification is a great option for adding extra security to your account to prevent anyone aside from yourself from logging in. At login, after entering your username and password, you will be asked for a 6-digit code which would be generated by a verification app on your mobile device.

Adding Two-Step Verification to your account

To activate this feature:

- Go to your drop-down menu
- Security Center
- Two-Step Verification

You will be prompted to enter your password and from there the page will let you know which apps work with this service.

Download one of the recommended apps onto your mobile device and then scan the QR code on MV using the app. Once done, you will get a 6-digit code from the app to verify and activate the feature.

Next time you go to login, the extra step of using the verification app will be added, so you'll need to enter the 6-digit code generated by the app to access your account.

Removing Two-Step Verification from your account

If you no longer have access to the verification app and therefore cannot generate the 6-digit code to access your account, you'll need to have the feature removed from your account by MV Support. Please contact help@manyvids.com using the email attached to your account, and we'll let you know what we need in order to verify you as the account owner and have this feature removed.



Login Issue - Invalid Credentials


If you are seeing this error:

Invalid Credentials

Check Username & Password are correct and re-try.
Retrieve Username or Reset Password links below.

This means that your email, username, or password are incorrect. If you've forgotten your username or password, you can check your username or reset your password using the links below the login buttons:

Login to ManyVids

 Continue as a Member with Google

or

aadsgadsffasdfasd



.....



LOGIN

Forgot [Username](#) or [Password](#) ?

Don't have an account?

CREATE YOUR FREE ACCOUNT

These links will let you send a username reminder email, or a password reset email, to the address we have on file for your account.