

## ManyVids FAQs

Last Modified on 09/26/2024 10:07 am EDT

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## How do I contact MV Support for help?

MV Support is hard at work 24 hours a day, 7 days a week, 365 days a year answering inquiries from the ManyVids community!

You can reach our friendly and knowledgeable MV Support team by emailing [help@manyvids.com](mailto:help@manyvids.com), or using our [Contact Us](#) web form.

Always here to help!



## What is ManyVids?

ManyVids is a popular social and e-commerce platform where content creators can easily monetize their passions and connect with their fans—all in one place!

ManyVids is the premier online ecosystem where generating revenue with online social interactions is easy. You can get paid for live streaming sessions, while at the same time you are selling pre-recorded content from your profile!

We incorporate a host of powerful tools and services so that entrepreneurs can build their dream careers. ManyVids is an adult community which provides you with the technological tools needed to monetize your passions!

If you're interested in getting to know our platform a bit better, we have a range of vids to help you learn, in our [MV University!](#) In our first *MVU episode* you can learn more about our judgment-free online ecosystem, where you can be your own boss and create an online store just for you! Watch the vid [What is ManyVids?](#) for more details.



## Why become a Premium Member?

Premium Membership is the ultimate badge on MV that will earn you respect from Creators and will help you stand out from the rest of the Members!

Premium Memberships give you a ton of perks!

- Access to new content through the [Premium Content Library](#)
- Unlimited messaging and image sharing privileges to all Creators
- Access to ManyMotes in messenger
- Exclusive access to watch all blocked previews on MV
- Your username will stand out in blue when interacting in MV Live chat so Creators know you're Premium!
- An exclusive badge on your profile
- Free tokens with Premium Membership purchase! (not applicable on rebills)
- Full access to send messages directly to Creators in the messenger

- A diamond next to your name in the [MVMessaging Inbox](#)

12-month (\$9.99 - Billed in one payment of \$119.94 - Rebill every year) – 500 bonus tokens at purchase

3-month (\$14.99 - Billed in one payment of \$44.97 - Rebill every 3 months) – 200 bonus tokens at purchase

1-month (\$29.99 - Rebill every month) – 100 bonus tokens at purchase

To upgrade to Premium, go to your drop-down menu > Upgrade to Premium.

<https://www.manyvids.com/premium/upgrade>

If you need further assistance with this, please feel free to reach out to us at [ahelp@manyvids.com](mailto:ahelp@manyvids.com)



## 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!

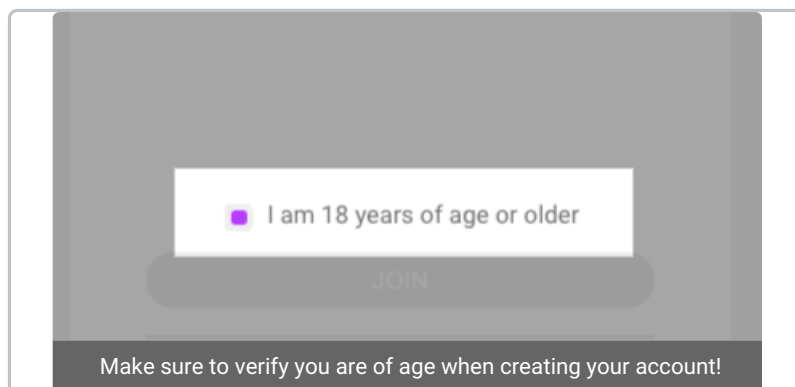
## Here are some common issues in creating your MV account:

### 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*"

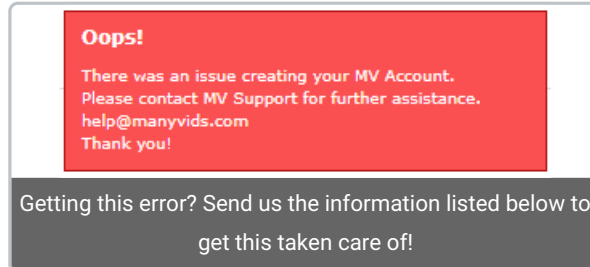


### 3. The password created didn't meet the requirements

- 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](mailto: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 Issues

You may be unable to login to your MV account for various reasons. Here are some helpful links to assist you with your login issue,

[Invalid Credentials](#)

[Unrecognized Location](#)

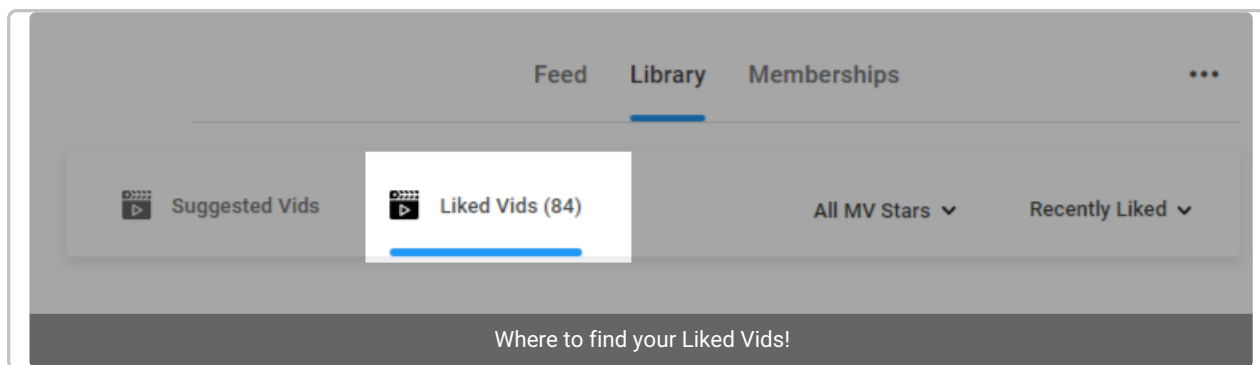
If ever you need more assistance you can always reach out to [thelp@manyvids.com](mailto:thelp@manyvids.com) and be sure to include the error message and details so that we can get this resolved as quickly as possible.

## Where can I find vids that I liked?

If you've been liking and clicking on those hearts on your favorite vids, you'll have the option to view them from within your profile page!

You can find the list of vids that you liked by:

1. Go to your Profile (dropdown > My Profile)
2. Library
3. Liked Vids



You can add as many vids as you like, commitment free!

You can then review your list anytime to find those that you're ready to purchase and easily add them to your cart when you're ready to check out.

If you have any questions or need clarification over anything at all, don't be shy! Reach out to us [ahelp@manyvids.com](mailto:ahelp@manyvids.com) anytime!



## What payment options are available to buy content on MV?

We have a range of payment options for you to purchase vids, store items and services with us!

[Here are our accepted payment options:](#)

- Credit cards such as Visa, MasterCard, Discover, or Diners Club International cards.

We accept these alternate payment methods:

- MV's very own MV Wallet! ([click here to learn more](#))
- Bitcoin and over 50 alt coins ([click here to learn more](#))

Users in eligible regions can also check out with these payment methods:

- [EPS](#) - Austria
- [iDeal](#) - Netherlands

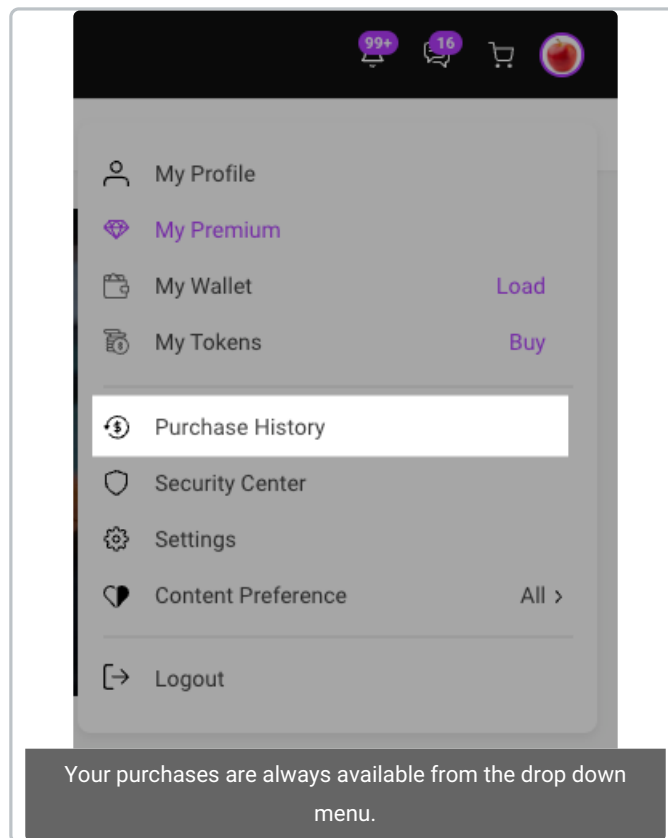
Simply select your payment method of choice at checkout and follow the prompts!



## Where can I find my purchased content?

You can find purchased content in your **Purchase History**

To view your very own Purchase History, all you have to do is to click on the drop-down menu at the top right of the page and select **Purchase History**:



## For details on viewing specific content types, click on a category below!

1. [Vids](#)
2. [Photo Sets](#)
3. [Membership](#)
4. [Clubs Content](#)

If you have a purchase that you're having trouble locating, reach out to us at [help@manyvids.com](mailto:help@manyvids.com) and we will be happy to help you with it!



## What is MV Live?

**Live** is the awesome live-show feature on ManyVids! Create a room and watch as members join in to chat, send you love/tips and watch you perform live!

**Live** has a ton of fun ways to get your fans engaged through the [Tip Menu](#) and [Room Goals](#). These tools will help you earn more during your shows!

### What do I need to get started?

All you will need is a webcam, a mic and a stable internet connection!

### How do I start a new room?

[Click here](#) for details on how to open your live room and start earning tips!

### I received a token tip! How do I get paid?

[Click here](#) for details on converting your tokens to earnings!

### Have more questions about live?

Be sure to watch **Episode 7 of MVU!** This class explores Live and all the awesome features you can take advantage of being a Live Creator. [Click here](#) to join the session!

You can also visit the [Live section of our Creator Help Center](#) for more information on Live and features!



## Is it FREE to chat on MV Live?

Chat is free for Members on MV Live. Become a Member of ManyVids for FREE here: [Join FREE!](#)

Even though it is free to chat on Live with some Creators, it is also important to show your appreciation towards your favorite Creators. Show your support and [tip Creators during their cam shows](#) to encourage them for their hard work.



## What are tokens?

Tokens are a very popular form of virtual currency used on camsites all around the world. At ManyVids, we also use Tokens as our virtual online cam show currency.

You can find out how to buy tokens by following the steps here: [Where can I buy tokens?](#)

[You can find more information on our payment methods here!](#)



## What can I use tokens for?

Tokens can only be used for tipping Creators during their live shows. You can use tokens to show appreciation to your favourite Live Creators during Live sessions or tip them to help them reach their goals. You can [purchase Tokens](#) by going into the Live session and clicking "Buy Tokens" on the navigation bar below the live stream.

Tokens cannot be used for any other item or service on the platform, including, but not limited to, vids, memberships, store items, contest votes, custom vids, and any other services that Creators may offer. Visit our [Terms of Use](#) for further details.

You cannot transfer Tokens to other Creators or other Members.

MV Members can purchase Tokens in packages to tip Creators during Live shows. It is always better to buy Tokens before you start viewing a live session. Stock up on Tokens and make sure you don't run out while viewing the live shows!



## Where can I buy tokens?

To buy tokens you need to be an MV Member! To create a member account head over to the link [Join FREE Now!](#)

Once you're Member account is activated, you can purchase tokens from the drop down menu:

- Click the drop-down menu
- My Token
- Choose your token package
- Buy Now

You also have the option to [purchase Tokens in an Live show](#).

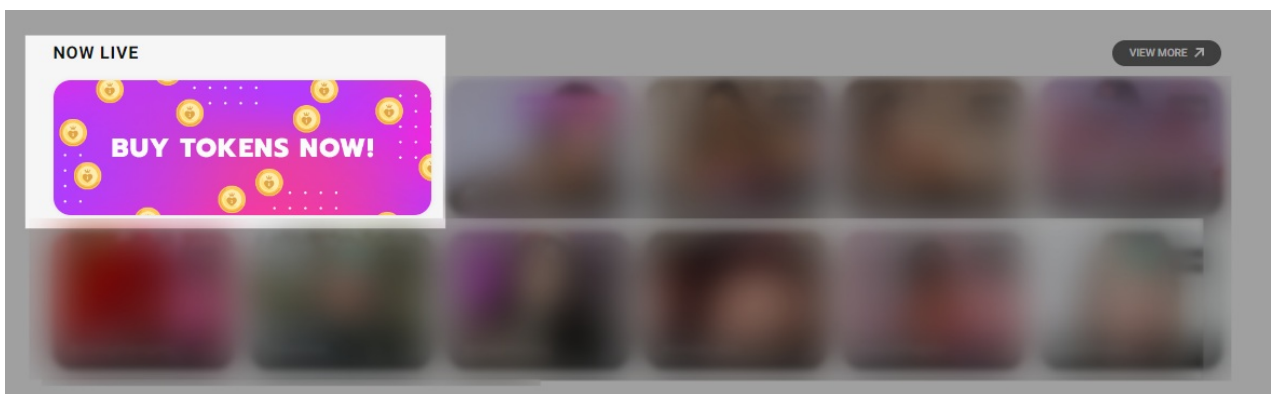
Purchasing tokens in a Creators' Live room is so easy, simply follow the steps below:

- Click on the button 'Buy Tokens' underneath the stream:



- A pop-up menu will appear displaying the token packages available on MV

You can also purchase Tokens from the [Live Landing page](#) under the Now Live header:



## How do I tip a Creator during a live show?

To tip a Creator during a live session, you'll first need Tokens, the currency for Live.

Tokens can be purchased from any live room by clicking the "Buy Tokens" button. You can find more info on that here [where can I buy tokens?](#)

Once you have your Tokens, you can tip during a live show!

To see what the Creator will perform for certain tip amounts, check their Tip Menu next to the "Buy Tokens" button.

You can also send a custom tip by adding a tip amount and a message at the bottom of their tip menu (max. 200 characters), or send special tips to the Creator from the "Give" menu.

To make your tip anonymous, simply click the "Anonymous" button before sending the tip.

Any tip will contribute to the Creators room goal found to the left of their stream. If they don't have a goal, be sure to ask the Creator to add one!



## How do I share feedback with ManyVids?

Have an interesting idea or suggestion? Let us know what you think!

ManyVids cares about the MV Community and your feedback helps us improve the site and tailor it to best suit your needs. We'd love to hear from you, so don't be shy and get it touch with us!

If you'd like to share your creative ideas, wishes or feedback you can complete our [ManyVids Feedback Form](#). We can't wait to hear your thoughts!

