

Why can't I create an account?

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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!

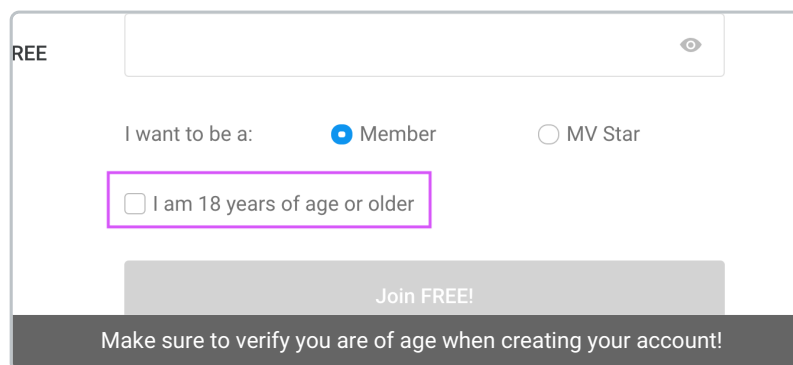
Here are some common issues in creating your MV account:

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"*



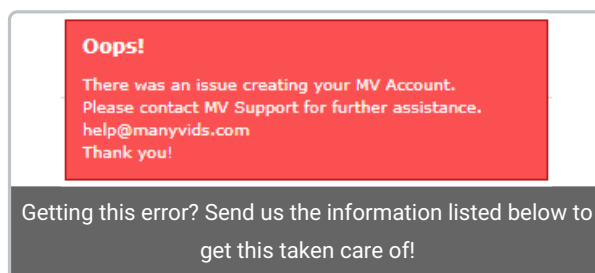
The screenshot shows a registration form with a text input field at the top. Below it, there are two radio buttons: 'Member' (selected) and 'MV Star'. A checkbox labeled 'I am 18 years of age or older' is highlighted with a red border and is currently unchecked. Below the checkbox is a greyed-out 'Join FREE!' button. At the bottom of the form, a dark grey banner contains the text: 'Make sure to verify you are of age when creating your account!'.

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



The screenshot shows a red error box with the text: 'Oops! There was an issue creating your MV Account. Please contact MV Support for further assistance. help@manyvids.com Thank you!'. Below the red box, a dark grey banner contains the text: 'Getting this error? Send us the information listed below to get this taken care of!'.

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!

