

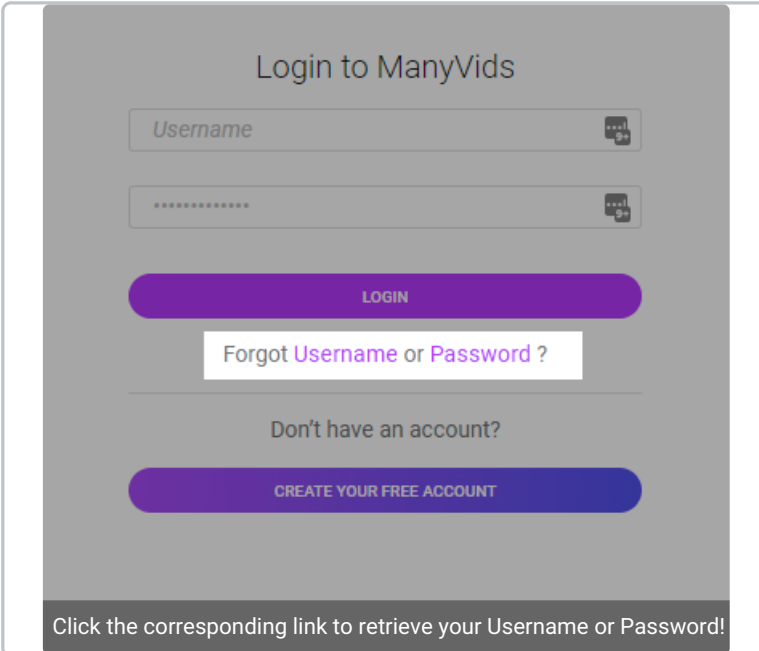
Login

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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 signup.*



Click the corresponding link to retrieve your Username or Password!

The username or password will be sent to that email.

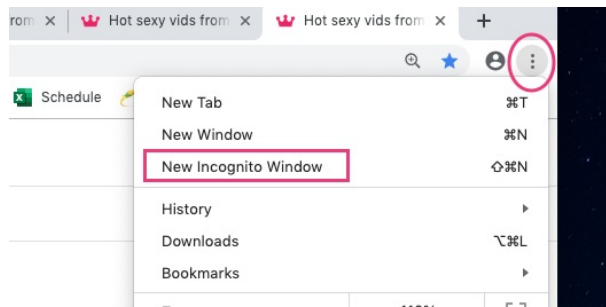
If you no longer remember the email attached to your account or no longer have access to that email, reach out to us at help@manyvids.com letting us know the situation and we'll let you know what we need to locate your account and verify you as the owner to make sure you have access.



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!

