

# **MV Support Knowledge Base PDF**

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pm EDT**

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## How do I delete a vid, Pic or Store Item?

Last Modified on 10/22/2019 6:18 pm EDT

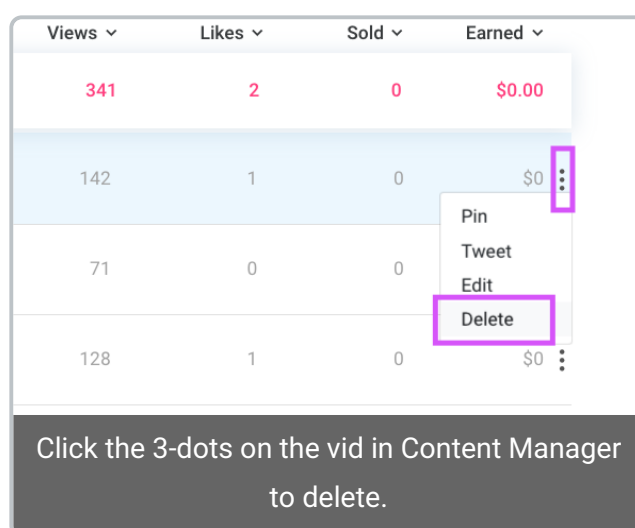
Looking to clean up some of your content from your profile? Below we will provide you with instructions on how to remove Vids, Pics and Store Items when you no longer wish to feature them.

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### How to delete a Vid

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To delete a vid, go to your Content Manager (drop-down menu > My MV > Content Manager) and locate the vid you wish to delete. To the right of the vid, click the 3-dots and you will see the option to "Delete". Once you click that, you will be given a pop-up to confirm your request. You can also delete a vid by going to edit the vid and at the bottom you should see the option "Delete Vid Permanently" which will work the same way.

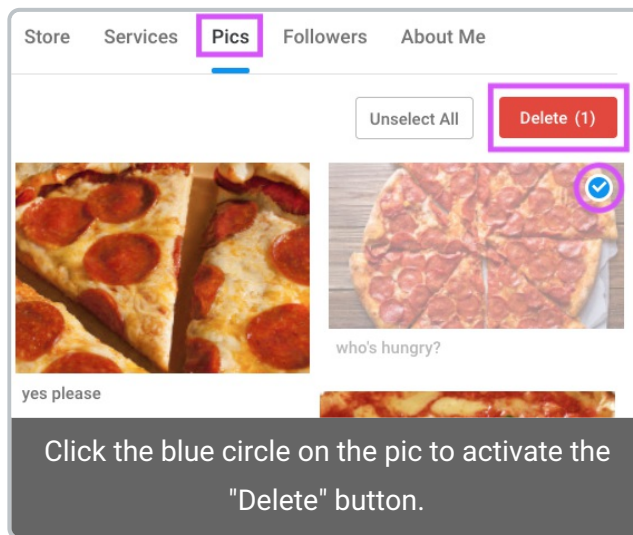


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### How to delete a Pic

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To delete one or more pictures from your profile, go to the "Pics" tab on your profile (drop-down menu > My MV > My Profile) and hover over the picture you wish to delete. You will see a small blue circle appear in the top right corner of the pic. Click the blue circle and you should now see that the "Delete" button is highlighted in red at the top of this section; you can select more than one pic at the same time for deletion. Click "Delete", and a pop-up will ask you to confirm your choice.



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## How to delete a Store Item

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To delete a Store Item, go to your profile (drop-down menu > My MV > My Profile) and go to the Store tab and click on the "Items" sub-tab. Locate the item you wish to delete and click the 3-dots in the top right corner of the item picture and you will be given the option to "Delete". When you click that, a pop-up will appear asking to confirm your request.

# MANYVIDS

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# My vid won't upload

Last Modified on 10/22/2019 6:23 pm EDT

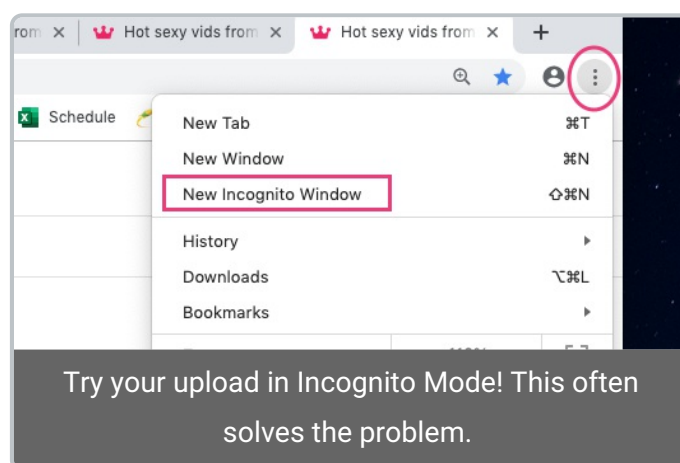
Upload issues can be due to a number of different factors, but if you follow these steps you should be able start uploading vids again in no time!

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## 1. What browser are you using?:

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Google Chrome is the preferred browser for use with MV as our site is tested for and optimized on Chrome. If you haven't tried your upload using Chrome, this may solve the issue. If you already attempted your upload on Chrome, try again using Incognito Mode (click the 3-dots in the top right of the browser and hit 'New Incognito Window') as this will ignore your cached memory and extensions, which could be causing the issue.



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## 2. Is your file too large? Is the file type supported on MV?

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On MV we support the following file types:

- M4V
- MP4
- MOV

If your vid file isn't one of these extensions, you will need to convert it using a video editing program or online file converter. As for file size/length, it must be under 5GB in size and over 1:00 (1 minute) in length.

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## 3. Could another program or browser extension be causing an interruption?

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Browser extension and other programs could cause interruptions when uploading your vid. Make sure you don't



have the vid file open in another program at the same time you are attempting to upload it, and try disabling any browser extensions as this may fix your issue.

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#### 4. Is your internet connection causing the issue?

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Other programs or websites may be using the upload bandwidth which may cause interference and/or failed uploads, so try closing any other programs you have open that could be using the internet as well as any other sites (this goes for any device using the same internet connection). If you are attempting your upload over Wifi on a mobile device, you can switch to data and try your upload that way.

A great way to check if your connection is strong enough is to run a speed test (<http://www.speedtest.net/>).

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#### 5. Did these steps solve the issue?

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If you tried everything suggested above and you are still unable to upload, please send a screenshot of the error you are getting (making sure you are in incognito mode, showing the entire browser window in your screenshot) along with the speed test results to [help@manyvids.com](mailto:help@manyvids.com) so we can further analyze and get you uploading again!

# MANYVIDS

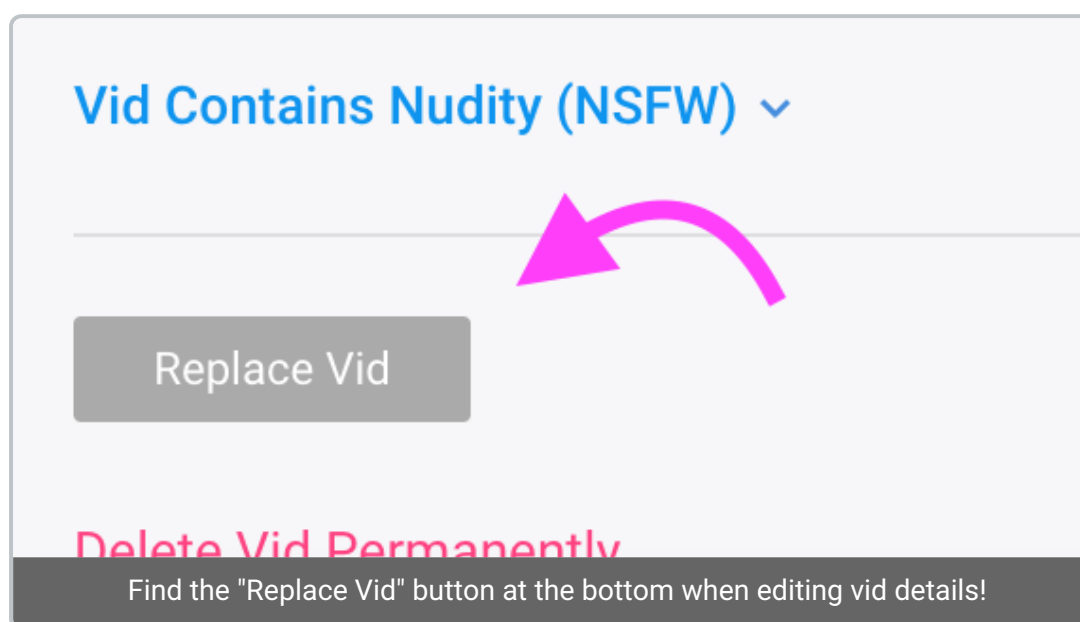
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## How do I replace my vid?

Last Modified on 10/22/2019 6:55 pm EDT

If you want to replace one of your vids, you can do so in the vid's edit details after it has been launched.

Locate the vid you need to replace either on your profile or in your [Content Manager](#) (drop-down menu > My MV > Content Manager). From there, click and go to the very bottom of the page where you will see a button that says .



This will prompt you to add the file of the new version of the vid. If you feel the need, be sure to back up the original version by [downloading it before replacing](#).

The replaced vid automatically applies once the upload is finished,so pressing is not necessary. Once the upload is complete, the vid is replaced and all statistics such as reviews, comments, hearts and views will remain from the previous version!

You may also want to consider [generating a new preview](#) and/or [thumbnail](#) for the vid if they no longer accurately represent the content.

# MANYVIDS

## How do I make my vids stream only?

Last Modified on 10/22/2019 6:36 pm EDT

Setting your vids to Stream Only will mean purchasing members will only be able to view your vids on ManyVids and won't be able to download them for later.

You can set this either when editing the details of a vid at upload, hitting the blue button on a vid from your profile or through your Content Manager (drop-down menu > My MV > Content Manager) by locating the vid and hitting the 3-dots to the right of it and clicking "Edit".

On the 'Edit Vid' page, you will see a section titled Security Options. By default it is set to be able to be downloadable. Simply update to "Stream Only > Yes" and save your changes!

### Security Options [Read more](#)

Stream only [Yes](#) 

# MANYVIDS

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## My vid stream is black but the audio is working

Last Modified on 10/31/2019 4:17 pm EDT

Does your vid show a black screen and play audio when streaming? If so, the video codec on the original vid file may not be compatible with our streaming platform.

*Codecs use algorithms to effectively shrink the size of the audio or video file, and then decompress it when needed.*

Luckily, converting video codecs is easy! When editing your raw vid file, most editing software will allow you to select which one you'd like to use. We recommend the use of VLC Media Player to make this change.

Simply install VLC (<https://www.videolan.org/vlc/index.html>), then follow the steps provided below for either Windows or Mac.

### VLC on Windows:

1. Open VLC and Click on 'Media' in the top left, then 'Convert/ Save'
2. From this section, open the original file of the vid.
3. From the Convert / Save dropdown at the bottom, select 'Convert'
4. On the drop-down next to 'Profile', select 'H.264'
5. Click 'Browse' then select Save Location
6. Name the file, press 'Save', then press, 'Start'

### VLC on Mac:

1. Open VLC and Click on 'File' in the top left, then 'Convert / Stream'
2. Open the original file of the vid.
3. Click on 'Customize' from the Choose Profile section
4. Click on the 'Video codec' tab from the pop-up window
5. From the Codec drop-down menu, select 'H.264', then 'Apply'
6. 'Save as File', 'Browse' then select Save Location
7. Wait for the conversion to be completed

Once the conversion is complete, simply replace the content to MV! To learn how to replace your vid [click here](#).

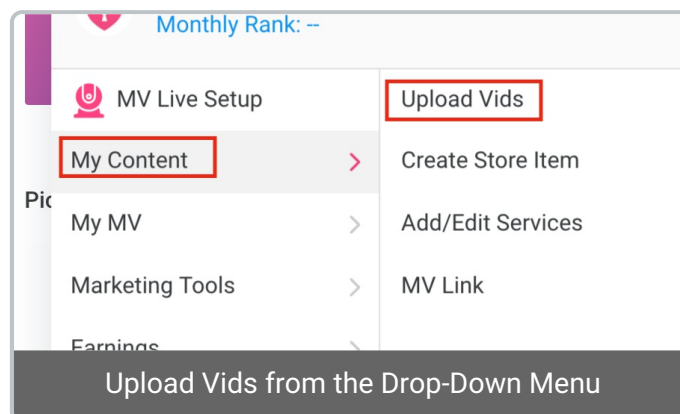
# MANYVIDS

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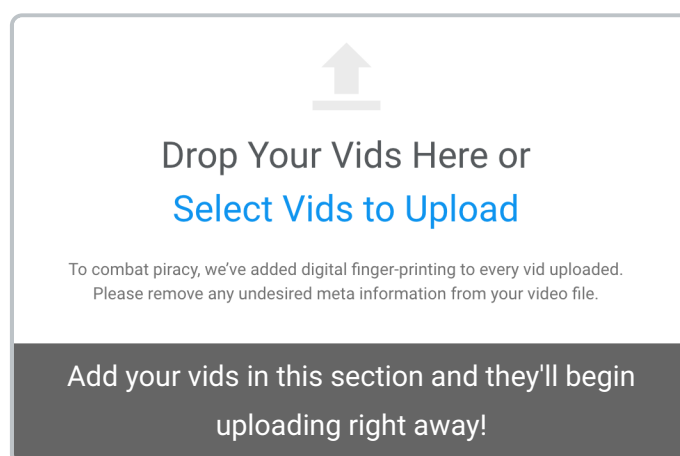
## How do I upload a vid?

Last Modified on 10/22/2019 1:02 pm EDT

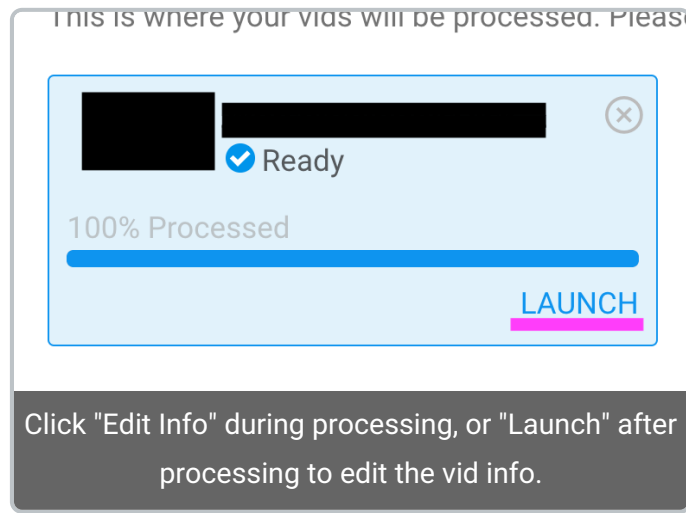
To get started uploading vids, first go to your drop-down menu > My Content > Upload Vids; or, from your profile click the blue button under your profile pic.



You can drag and drop the vid file to the upload section or click "Select Vids to Upload" and find and select the vid file. Once added, your vids will begin uploading right away! When fully uploaded, the vid will then begin Processing which means the file has reached our servers and is being converted for streaming and download purposes.



During processing you can click "Edit Info" to add all the details to your vid such as title, description, tags, price, etc. When the vid is fully processed, click "Launch" to do a final check on all the details. Once processed you can [create a teaser](#) and [thumbnail](#) for your vid. Once you have added all the information for the vid, hit "Save" at the bottom.



Having issues uploading? Try our helpful [upload troubleshooting article](#) or contact our Support Team by LiveChat by clicking the little blue speech balloon on the bottom right of the "Upload Vids" page!

# MANYVIDS

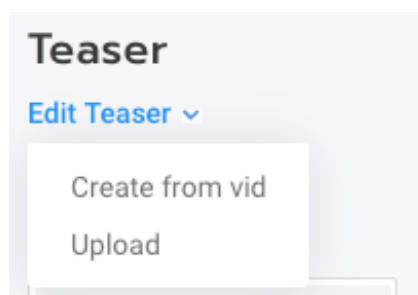
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## How do I generate a vid teaser or upload a custom vid teaser?

Last Modified on 10/22/2019 2:45 pm EDT

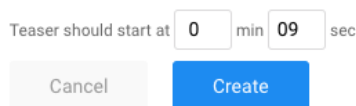
A vid teaser is a short preview that plays for a member who hasn't yet purchased your content. You can either generate a preview from the vid that will be 9 seconds, or upload a custom edited Teaser that can be up to 30 seconds.

When editing your vid details (click after uploading, or click on the vid on your profile or in the [Content Manager](#) after publishing) find the section titled "Teaser", click , and you will be given the following options:



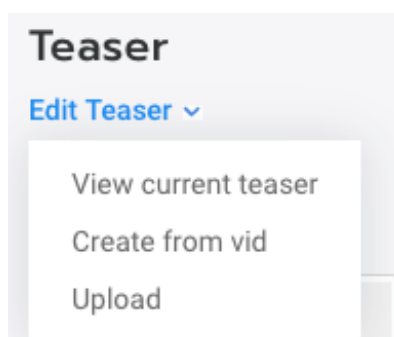
### Create from vid

This option will allow you to show a 9 second clip of the vid you are uploading as the teaser. When using this option, the Teaser cannot include the first or last 9 seconds of the vid. After making your selection, a progress bar will appear to let you know when the Teaser has been generated.



### Upload

When selecting the 'Upload' option, a window will open to select a vid file. The file duration must be between 9-30 seconds and no larger than 50mb. After making your selection, a progress bar will appear to let you know once the file has fully uploaded.



### View current teaser

Once a teaser is generated or uploaded, a option will appear within the Teaser drop-down. This allows you to review your Teaser to ensure that it's exactly the way you want it prior to posting!

### [Download teaser](#)

Once your teaser is created, you'll also gain the option to download it which can be great for promotional use! Simply click the Teaser drop-down and select and your download will begin immediately!

Make sure to hit at the bottom of the page once you're finished!

# MANYVIDS

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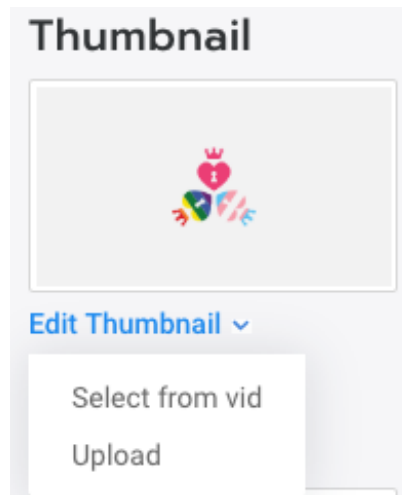


## How do I create a vid thumbnail?

Last Modified on 10/21/2019 2:17 pm EDT

A thumbnail on a vid is the image that displays until the vid is hovered over or clicked on.

To create your thumbnail, click once a vid has fully uploaded and processed. Click and a drop-down menu will appear with two options



### Select from vid

This option lets you use a still from your vid as the thumbnail. The vid need to be played and paused at the desired frame. Click

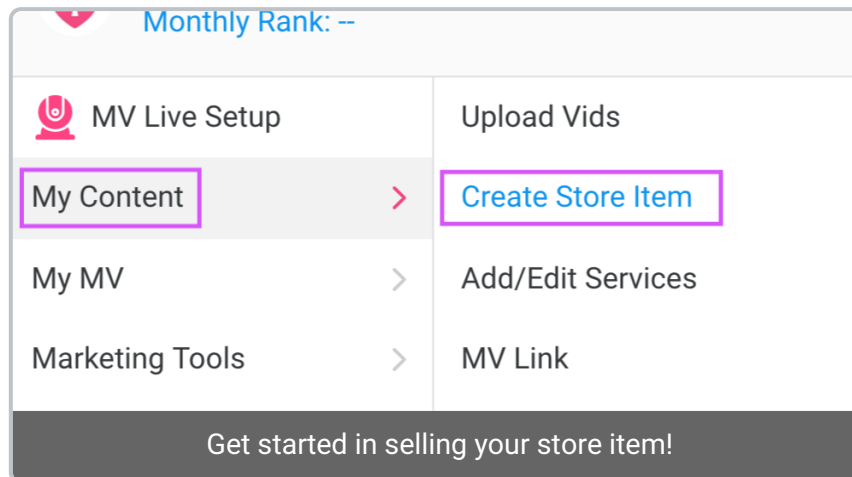
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## How do I add a Store Item?

Last Modified on 10/22/2019 1:42 pm EDT

On MV, long with vids, you can sell physical and digital items such as panties, bras, photo sets, vid bundles, merchandise and more. Below are steps to get you started in adding these items to your store for sale.

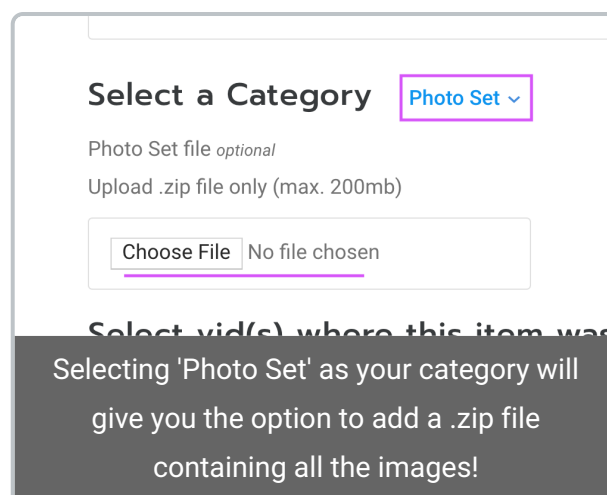
To get started in creating a store item, click the drop-down menu > My Content > Create Store Item.



First, add one or more photos of your store item. *(Dimensions of this photo must be at least 800 pixels wide so make sure your file is this size or larger. You will be given the option to crop the photo to show exactly what you want.)*

Next, you have the option to add a short vid preview of between 6 - 20 seconds as a way to further advertise the item *(for example, if you are selling panties, you can show a preview of the vid you wore the panties in).*

Lastly, add all the details of your item such as a clear title and description, quantity available *(if this is a digital item that doesn't have a quantity limit, just make it 999)*, select your category *(different categories will give you different options, such as clothing items giving the ability to add sizes)*, item price, shipping details *(you will need to factor the shipping cost into the store item listing)* and you can also add "extras" which are things members can add to their order, like having an item signed by you for an extra price.



Be sure to hit Save when you're done!

Please keep in mind that store item sales should be fulfilled within 30 days of the sale and if the item requires shipping, you would be best served to get a tracking number for the shipment.

# MANYVIDS

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## How do I sell a Vid Bundle?

Last Modified on 10/22/2019 1:48 pm EDT

Looking to sell a vid bundle on MV? The vids will need to be sent as an MV Link to the purchasing member, but let's go from the beginning on how to create your bundle!

First, decide which vids you want to package together. The type of bundle you choose to create is totally up to you, so get creative! The vids included in the bundle will have to be ones already uploaded to your MV page.

Next, you'll want to decide if you want to sell the bundle under your vids section [as a store item](#) . If selling the bundle as a vid, you'll need to upload a vid as a placeholder which could be a custom preview of the vids included, or could be one of the vids in the bundle. If you decide to create a store item, you can select the item type as "Vid Bundle" and can also include a preview vid if you so choose.

Make sure to add a clear title so members know it's a bundle and in the description be sure to let them know what vids are included in the bundle. You'll also want to mention in the description that the vids will be sent to the member via an MV Link as this is how you will fulfill the order ([click here for more info on how to send an MV Link](#) ).

You can send it to them directly through private message and once they redeem the link, all the vids will be added to their Purchase History for their viewing pleasure!

# MANYVIDS

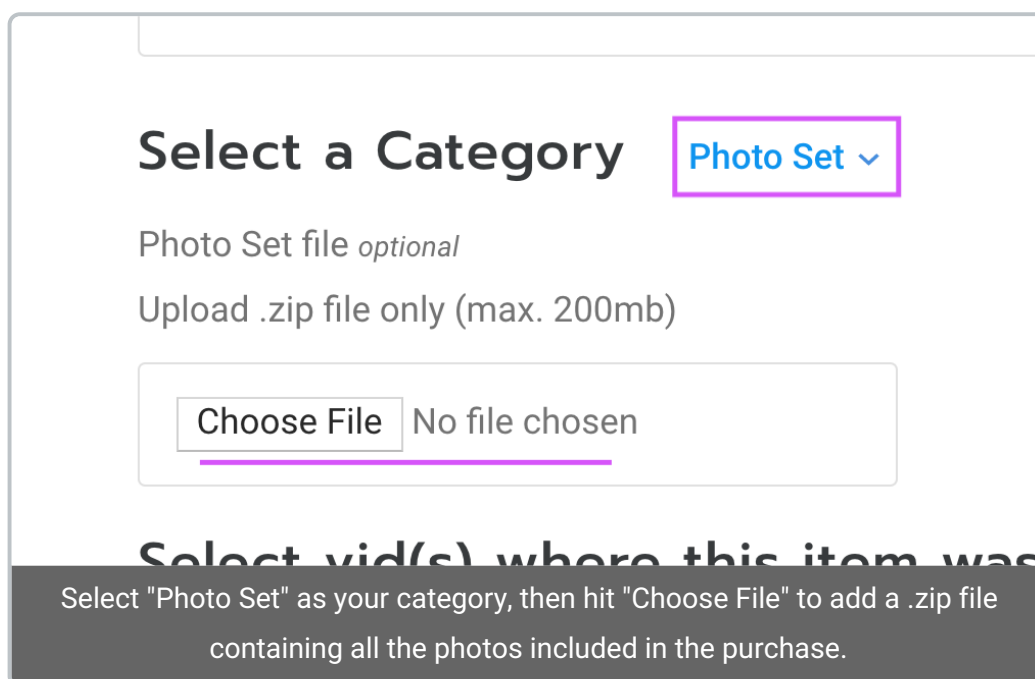
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## How do I sell a Photo Set?

Last Modified on 10/22/2019 1:58 pm EDT

A "Photo Set" store listing is the best way to sell a set of themed photos on MV! You can use whatever theme you like, so get creative!

When selling a Photo Set, you'll want to first [create a store item](#) as you normally would. Once you have gotten to the "Select a Category" section, you'll want to make sure to select "Photo Set" as this will give you the option to upload a .zip file containing all the photos so the purchasing member can download them immediately upon purchase.



The screenshot shows a form titled "Select a Category". To the right of the title is a dropdown menu with "Photo Set" selected and a downward arrow. Below the title, it says "Photo Set file *optional*" and "Upload .zip file only (max. 200mb)". There is a file upload button labeled "Choose File" and the text "No file chosen" next to it. Below the form, there is a dark grey banner with white text that reads: "Select 'Photo Set' as your category, then hit 'Choose File' to add a .zip file containing all the photos included in the purchase."

You'll also want to make sure to set the "quantity" of the item to 999 so it doesn't go "our of stock" (unless you want it to be a limited amount). Set your title and description, and when you've added all the fine details, make sure to hit save at the bottom!

When a member purchases a Photo Set, they can download it immediately (assuming you have added the images in a .zip file) by going to their Purchase History, locating the purchase, hitting the 3-dots to the right of the purchase and hitting "Download".

# MANYVIDS

## How do I add and edit services on my MV Store?

Last Modified on 10/22/2019 2:36 pm EDT

As an MV Star, you can offer a myriad of services directly on your profile to fulfill your fans' every desire. Those services include (hover over the service for more information):

[Custom Vids](#)

[Membership](#)

[Video Chat](#)

[MV Crush Club](#)

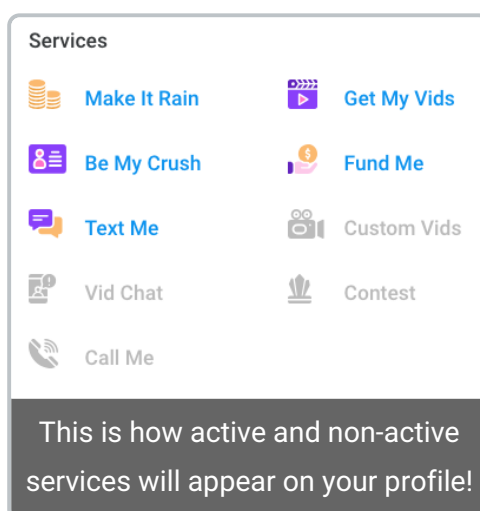
[Fund Me](#)

[Phone Number](#)

[Texting](#)

[Personal Contests](#)

These services will appear on your profile under your profile picture. Active services will be highlighted and non-active services will be greyed out.



To add, edit or remove a service, click on the drop-down menu > My Content > Add/Edit Services.

You can find more related articles with specifics on individual services below linked below.

# MANYVIDS

## How do I set up my MV Crush Club?

Last Modified on 10/31/2019 3:39 pm EDT

MV Crush Club is a private mailing list that lets you instantly send exclusive pics, vids and sexy notes to your most loyal fans! Members can see how many vids, pics and notes are included in you MV Crush Club as well as the price of subscription by checking the Crush Club box on your profile.

**MV CRUSH Club**

**73** VIDS    **1034** PICS    **274** NOTES    **618** CRUSHES

Subscribe for instant access to my exclusive fan-only  
vids, pics, & private messages. Let's connect!

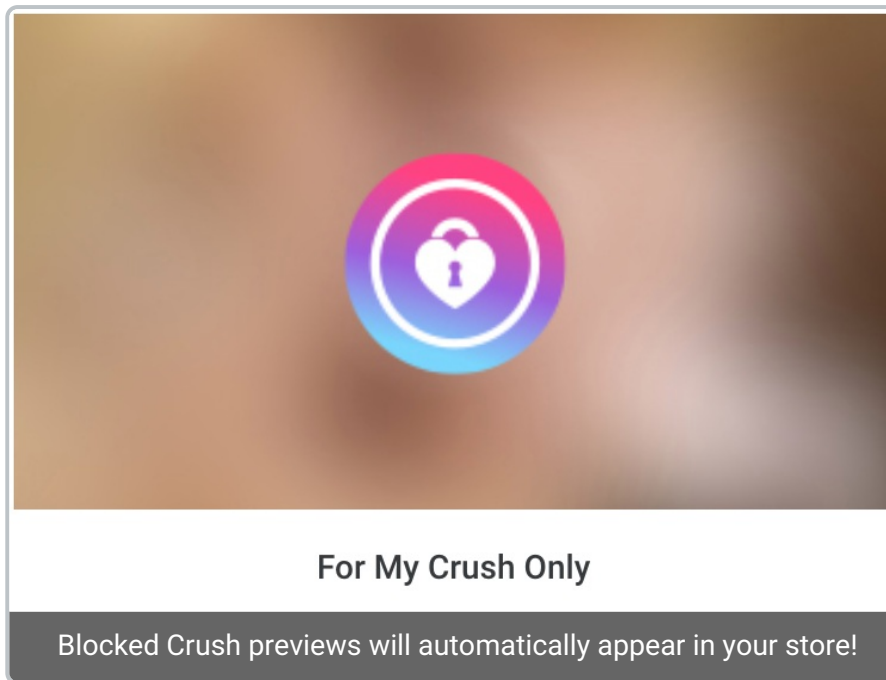
**Be My Crush**

for ONLY \$20.83 / month

The "Crush Club Box" that will appear on your profile when your Crush is setup.

To get started, go to your drop-down menu > My Content > Add/Edit Services > MV Crush. Under Mv Crush Plans, set the price for each month range you wish to offer (between \$1.99 and \$29.99 a month) and then hit . Your Crush Club is now setup! Now blurred Crush teasers will be added to your profile to promote the service.

**Want to offer a Trial version of your MV Crush Club?** Below the Crush Plans under "MV Crush Trial" select the amount of days you want the trial to last and the price (minimum \$1.99). Members who pay for the trial will be able to access your Crush for that trial period at the lowered price and once the trial is over the member will be set to auto-renew as a full 1-Month subscription. *Please note, you must have a 1-Month Crush plan option to create a trial.* Make sure to hit when you're done!



Your Crushes will continue to have access as long as they continue to pay, and billing will be automatic, making this a great source of consistent earnings. You can always go back and edit your prices, but *please note that any member who purchases an MV Crush Club plan will continue to pay the original price they paid as long as they continue to auto-renew, this goes for promo code discounts as well.*

To find out how to start adding content to your MV Crush Club [click here](#) !

# MANYVIDS

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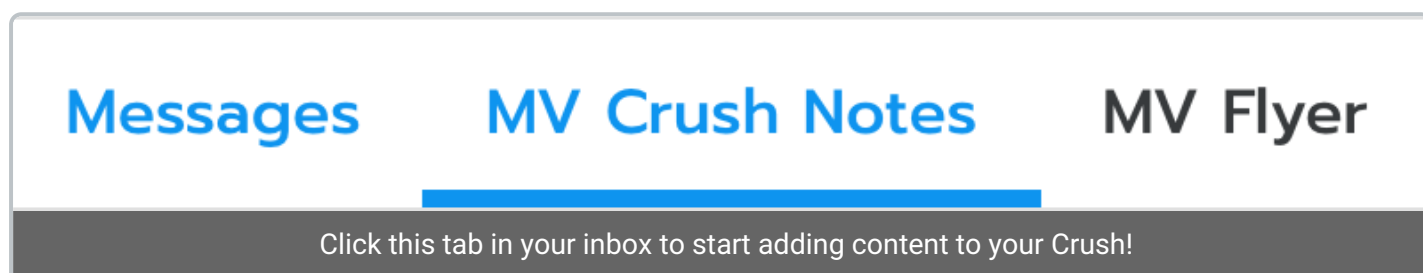


## How do I post content to my MV Crush Club?

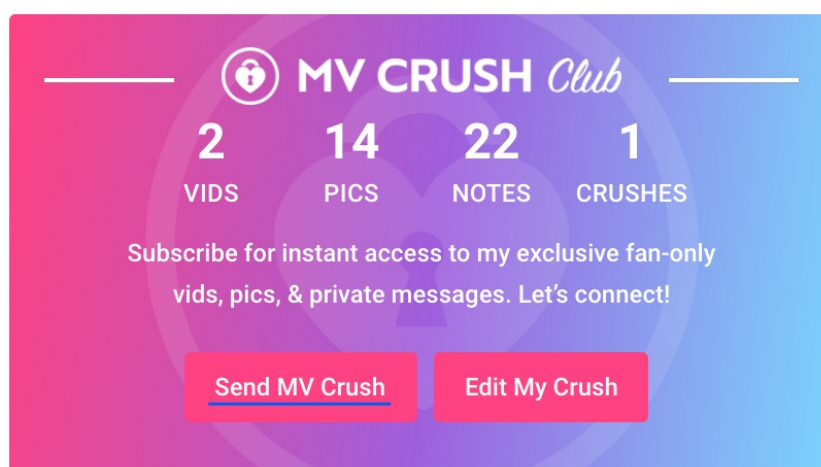
Last Modified on 10/31/2019 3:39 pm EDT

Once your Crush Club is setup ([click here](#) to learn how), there are two ways to add exclusive vids, pics and sexy notes to connect with your fans.

**Method 1:** Go to your Inbox (envelope icon at the top right of the page). Next to the "Messages" tab at the top, click "MV Crush Notes". Any vids, pics or notes you post here will be accessible to your current and future Crush subscribers.



**Method 2:** From your profile, locate your Crush box and click "Send MV Crush". This will bring you to your Crush inbox and any vids, pics or notes you post here will be accessible to your current and future Crush subscribers.



# MANYVIDS

## How do I offer Custom Vids on my Profile?

Last Modified on 10/22/2019 5:18 pm EDT

Custom vids are a way Members can order vids from their favorite MV Stars that are exactly to their liking by providing a script to follow.

You can offer this service by going to the drop-down menu > My Content > Add/Edit Services > Custom Vid.

First, set your different packages by duration (in minutes) and price; it will show you how much the cost works out to per-minute. You can set up multiple options for different times. To delete an option you have created, click the next to it.

Minutes	Price per minute	Billed in one payment of
10 <input type="text"/> min.	\$ 4.50	\$ 45.00 <input type="button" value="+"/>

Next, you can set extras for members to add to their order as special things you will perform in their vid. You can select one of the pre-generated options, or type in your own! To delete an extra, click the next to the option you wish to delete.

Anal / Toys	\$ 25.00 <input type="button" value="x"/>
BG / Cum on Tits	\$ 30.00 <input type="button" value="x"/>

You can also offer different resolutions for the final product at different prices by checking the box next to the listed resolutions and setting a price. Standard resolution will always be available at no extra cost.

<input checked="" type="checkbox"/> Standard	\$ 0.00
<input checked="" type="checkbox"/> HD 720p	\$ 20.00

The last two options to set are delivery time and exclusivity. *Please note, if a member pays for a delivery time shorter than 3-4 weeks, the fulfillment period will be the selected time and if not delivered within that period, will be considered overdue.* If they pay extra for exclusivity, it means the vid will only be for them and should not be added to your store for general sale.

Once you're done adding all your options, make sure to check the box next to our Terms and Condition, hit "Active" and click !

*If you need to take a break from filming custom vids you can simply deactivate the service by selecting*

*"Inactive" at the bottom of the page and save the changes. When you're ready to offer them again, simply click "Active" and save the changes.*

Need help uploading a vid for a Custom vid order?[Click here!](#)

# MANYVIDS

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## How do I upload a Custom Vid?

Last Modified on 10/22/2019 5:16 pm EDT

To upload a Custom Vid in order to fulfill an order, upload a vid as you normally would *(for assistance with this, follow the steps outlined in our ["How do I upload a Vid?"](#) article)*.

The vid will go through the upload process, and when ready to be edited the option 'Launch' will be available for you to click.

From there, click the 'Custom Vid' option and the username of the member the custom vid is for. *Please note this will only be available for Custom Vids ordered through the Custom Vid form.*

When all the details are added and saved, the vid will be sent to the member directly without being uploaded to your store, and the funds for the Custom Vid will enter your earnings!

# MANYVIDS

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## How do I set up my Membership?

Last Modified on 10/22/2019 5:48 pm EDT

A Membership will give a purchasing member access to all of your vids, either for full download or on a stream-only basis (specific vids can be excluded, more on that later). The member will continue to have access as long as they continue to pay, and billing will be automatic, making this a great source of consistent earnings. You'll only be able to set up a Membership once you have 5 or more vids uploaded for sale.

To get started, go to your drop-down menu > My Content > Add/Edit Services and click "View" next to "Membership". Here, you'll see an option to set prices for each pay period (1-month, 3-months, 6-months and 12-months).

### Create A Membership

Sell my 1 Month Membership for	\$	<input type="text" value="0.00"/>
Sell my 3 Month Membership for	\$	<input type="text" value="0.00"/>
Sell my 6 Month Membership for	\$	<input type="text" value="0.00"/>
Sell my 12 Month Membership for	\$	<input type="text" value="0.00"/>

The menu for creating your Membership.

Clicking the "Make all membership vids Stream Only" box will mean that none of the vids can be downloaded through your Membership. Once you have added one or more pay periods and hit save, your Membership will be active!

Now, on your profile, just underneath your profile pic, members will see a pink button that says "Get My Vids" which is where they can purchase the Membership.

Get My 147 Vids Make It Rain

"Get My Vids" will be active on your profile once your Membership is created!

You can always go back and edit your prices, but *please note, any member who purchases your Membership will continue to pay the original price they paid as long as they continue to auto-renew, this goes for promo code*

*discounts as well.*

Want to learn how to make vids exclusive to your Membership?[Click here.](#)

Looking to exclude certain vids from your Membership?[Click here.](#)

# MANYVIDS

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## How do I set my Membership to Stream Only?

Last Modified on 10/22/2019 5:24 pm EDT

You can change your Membership service to "Stream Only" which will mean purchasing members will not be able to download your vids through your Membership, even if your vids are not individually set to Stream Only (to find out how to set your vids to Stream Only, [click here](#)). Members will be able to see your Membership is Stream Only before purchasing.

To set this up, go to the drop-down menu > My Content > Add/Edit Services > Membership.

At the bottom of the Membership section, there's a box that says "Make all membership vids Stream Only". Check the box, hit save and now your Membership is Stream Only!

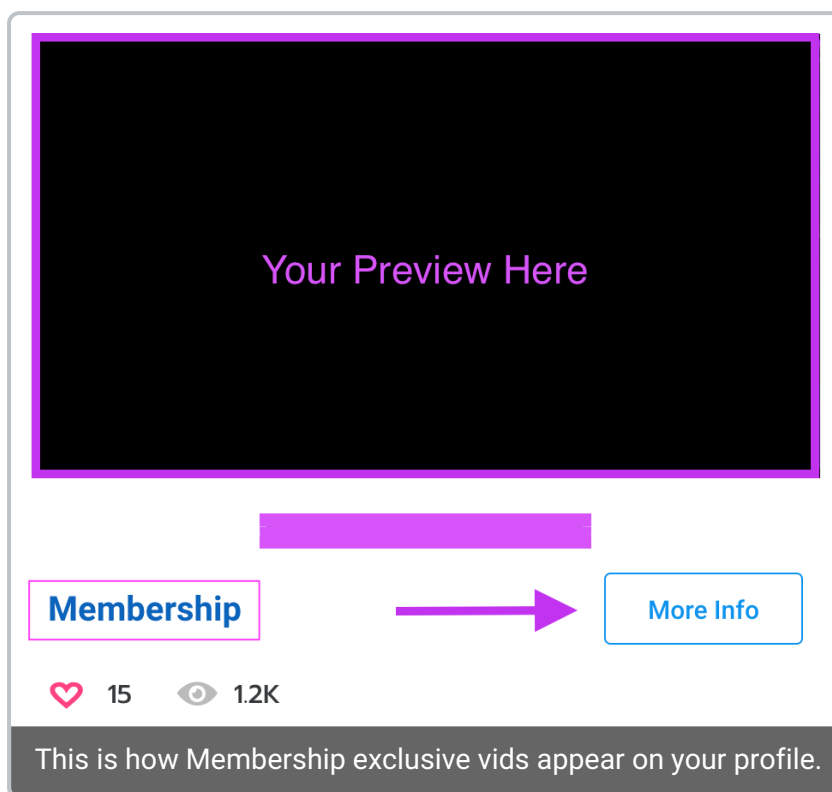
# MANYVIDS

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## How do make a vid exclusive to my Membership?

Last Modified on 10/22/2019 5:27 pm EDT

You can make a vid exclusively available through your Membership in order to entice more members to subscribe! The vids that are exclusive to your membership will show "Membership" where the price would normally be, and instead of an "Add to cart" button, there will be a "More Info" button that shows your different Membership options.



To do this, go to the edit details of the vid you want to only be featured in your Membership either by hitting the blue "Edit" button under the vid on your profile or by going to your drop-down menu > My MV > Content Manager, locating the vid and hitting the 3-dots to the right of it and hitting "Edit".

Go to the section titled "Your Membership" and click the box labeled "Exclusive (this vid cannot be purchased outside of your membership)" and then Save. Your vid is now only available as part of your Membership!

You can also edit what vids are included, excluded, and exclusive to your Membership by going to your drop-down menu > My Content > Add/Edit Services > Membership and clicking "Click here to customize your membership."

# MANYVIDS



## How do I exclude a vid from my Membership?

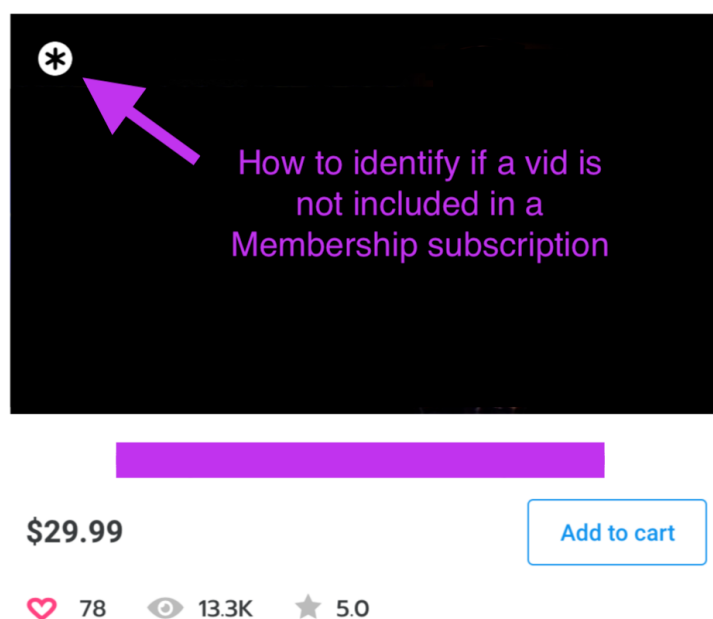
Last Modified on 10/22/2019 5:30 pm EDT

To make it so a vid is not offered as part of your Membership, go to the edit details of the vid you want to exclude from your Membership either by hitting the blue "Edit" button under the vid on your profile or by going to your drop-down menu > My MV > Content Manager, locating the vid and hitting the 3-dots to the right of it and hitting "Edit".

Go to the section titled "Your Membership" and click the box labeled "This vid is not included in your membership" and then hit . This vid will no longer be accessible through your Membership.

You can also edit what vids are included, excluded, and exclusive to your Membership by going to your drop-down menu > My Content > Add/Edit Services > Membership and clicking "Click here to customize your membership."

Members will be able to identify which vids are not part of your Membership by the white asterisk (star) in the top left of your vid thumbnail and preview.



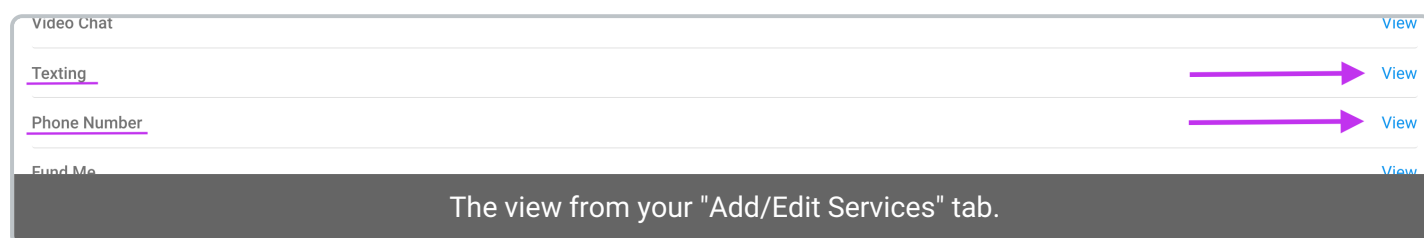
# MANYVIDS

## How do I add phone and texting?

Last Modified on 10/22/2019 5:35 pm EDT

Texting and Phone services can be offered on your profile as a way to interact directly with your fans and give an exciting, sexy and personal experience unlike anything else!

To add one or both of these services, go to your drop-down menu > My Content > Add/Edit Services. From there click next to Texting or Phone Number to set up that service.



Add the preferred app you want to use to fulfill the service as well as your username on that app so the purchasing member can add you. Make sure to also add your rules to make sure your fan will know what you will and won't do over the session.

Enter the prices for whichever month options you want to offer and hit. The service is now active on your profile! Payments will automatically re-bill for the member until they turn off the re-bill option, making this a great source for consistent earnings!

You can always go back and edit your prices, but *please note, any member who purchases a recurring service will continue to pay the original price they paid as long as they continue to auto-renew, this goes for promo code discounts as well.*

# MANYVIDS

## How do I create and send an MV Link?

Last Modified on 10/22/2019 5:43 pm EDT

The MV Link feature enables MV Stars to give vids to Members so they will always have access to them as if purchased. This is a great way to fulfill contest vote incentives, give special gifts, etc.

To create an MV link, click the drop-down menu > My Content > MV Link.

Drag the vid(s) you want to send from the left section to the right and click You will now have the URL for your MV Link. Keep in mind, each link can only be used once, so if you need to send it to multiple members, you'll need to create new links each time.

### **Instructions on how to redeem an MV Link:**

1. Create a free user account.
2. Once logged in, copy and paste the MV Link in your browser.
3. Go to Purchase History and choose the filter MV link from the drop down, and your vid(s) will be available for playback.

# MANYVIDS

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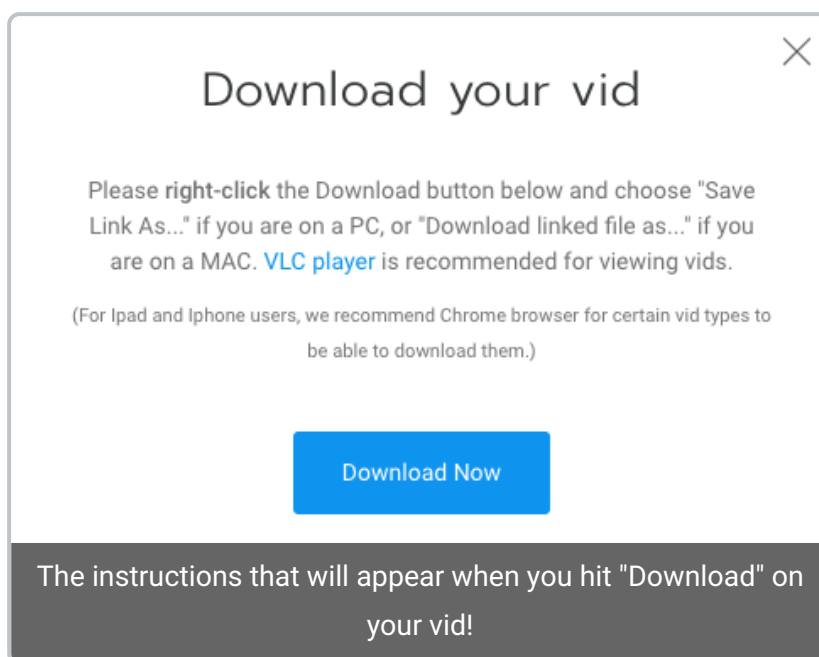


## How do I download my own vids from MV?

Last Modified on 10/22/2019 5:46 pm EDT

To download your own vids, locate the vid either through your profile and hit or from the Content Manager (drop-down menu > My MV > Content Manager) click the 3-dots to the right of the vid and hit .

From the Edit Details page of the vid, the vid stream shows on the right and just under this you will see a blue button. Click the button and follow the instructions to download your vid!



# MANYVIDS

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## How do I pin Vids and/or Store Items to the top of my profile?

Last Modified on 10/22/2019 5:47 pm EDT

Want to make sure certain vids and store items appear at the top of your profile when members visit your page? To pin a vid or store item to make sure it stays at the top of your page, go to your Content Manager (drop-down menu > My MV > Content Manager). If you are looking for a vid then make sure to have "Vids" selected at the top of this section; for store items select "Store Items". Locate the vid or store item, click the 3-dots to the right of it and select "Pin".

You can pin up to 3 vids and 3 store items, and your pinned items will also appear on the "Store" tab for your MV Live room!

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# MANYVIDS

## Payout Information

Last Modified on 10/24/2019 3:55 pm EDT

Payments from MV are issued automatically on the 1st and 16th of each month. If your earnings have met the minimum payout requirement (the minimum amount varies by payment method, see below) your earnings will be sent out on the next payout date to the payment method you added to your account.

Please note that the cutoff time to reach the minimum amount will be 7pm EST the day before payout and payments that land on weekends or holidays will be sent on the following business day.

We are pleased to offer payouts by Direct Deposit, Wire Transfer, Check, CosmoPay and Paxum. To add your payment method, go to your drop-down menu > My MV > Settings > Payment Method. If you have already added a payment method and wish to edit it, you'll need to contact [help@manyvids.com](mailto:help@manyvids.com) to have the information cleared so you can make the change (for more information on this, check out our article [How do I add or update my payment method?](#)).

The following chart shows the specific details regarding our available payment methods. The "Processing Time" is how long it may take from the payout date for the funds to reach your account. Please note, direct deposit in certain countries will be sent via Wire Transfer and there is a \$30 fee as well as a \$250 payout minimum in those cases.

Method	Processing Time	Minimum Earnings	Fees
Direct Deposit	1-5 business days	\$100.00	* FREE in 38 countries, otherwise there is a \$30.00 fee. \$15.00 dollar charge for failed payments
Paxum Prepaid Cards	1-2 business days	\$50.00	FREE
Cosmo Payment Prepaid Cards	1-2 business days	\$50.00	FREE
U.S. Checks	5-10 business days	\$100.00	Fee for re-issue of check: \$30.00 Checks cannot be re-issued after 12 months have elapsed from date of original check. Fee for cancelled check: \$30.00 Checks are void after 90 days, after which the cancellation fee of \$30.00 applies.

US citizens will need to submit a W9 form before adding a payment method [click here to learn more](#).

# MANYVIDS

## How do I add or update my payment method?

Last Modified on 10/24/2019 4:03 pm EDT

If this is your first time adding a payment method, you'll be able to do so by going to your drop-down menu > My MV > Settings > Payment Method. You are also able to change your payout minimum at any time from this section (make sure to hit after making any changes).

If you already have a payment method setup and you need to have it changed, you'll first need to contact [help@manyvids.com](mailto:help@manyvids.com) from the email linked to your MV Account. Be sure to include a photo of yourself holding a sign that has the following 3 things as part of your request:

- Today's Date
- Your Legal Name
- ManyVids

With that we can verify you as the account owner in order to clear your payment information.

*Please note, you do not need to send us your payment information as we do not make the change for you.*

For more information about what payment methods are available to you on MV and payout in general, check out our article [Payout information](#).

# MANYVIDS

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## Why haven't I received my Payout yet?

Last Modified on 10/24/2019 4:15 pm EDT

Payout hasn't arrived yet? Not to worry! In most cases it's just a matter of the payment taking a little extra time to be cleared by your financial institute and you can expect to receive it soon!

To confirm if a payment was sent, go to your drop-down menu > Earnings > My Earnings and hit [next](#) to "Payout History". If no payment was sent, it may be that you didn't set up a payment method yet, or it wasn't set up in time; it could also be that you did not yet hit the payout minimum for your earnings to be sent. (*Find out how to set-up or update your payment method [here](#).*)

If you confirm the payment was sent, next you'll want to see if you are still within the expect timeframe to receive your payment as per the chart below. *Keep in mind, business days are Monday to Friday, excluding holidays and we send payments on the 1st and 16th of every month. If the 1st or 16th landed on a weekend or holiday, the payment would have been sent on the following business day.*

Payment Method	Timeframe
Direct Deposit/ Wire Transfer	1 - 5 business days
Paxum	1 - 2 business days
Cosmo Pay	1 - 2 business days
Check	5 - 10 business days

If you have waited longer than the expected timeframe and still have not received the funds, be sure to contact [help@manyvids.com](mailto:help@manyvids.com) with the payout date of the missing payment and we'll gladly look into it for you. Rest assured, we'll make sure you receive your hard earned money!

For more information on payouts on MV, [click here!](#)

# MANYVIDS

## What are the payout percentages on MV?

Last Modified on 10/28/2019 11:28 am EDT

See the below chart for all payout percentages on MV by sale type! These are subject to change so check back here or on [MV Daily](#) for any updates.

Some of these percentages are also noted on your profile under the "Services" tab.

Vids	60% 100% on your MV Anniversary!
Store Items	60%
Custom Vids	80%
MV Crush Club	90%
Membership	60%
Text Me / Vid Chat/ Call Me	60%
Fund Me / Make it Rain / Tribute Me	80%
Paid Contest Votes	60%
RevShare Affiliate	5%*
Tokens	\$0.06 per token
MV Tube Views	\$0.01 per 15 views
Pay To Open	90% on MV Crush Club 60% on PM and MV Flyer

*\*RevShare applies only on certain sales and does not include the following: Custom Vids, MV Crush, Make it Rain/ Tribute Me, Paid Contest Votes, Tokens, Pay To Open sent in Crush Club, Special Promotions, booking fees for photo/video shoots and monthly bonuses (such as MV Top Earners) and is subject to change without notice.*

# MANYVIDS

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## Does MV send me a tax form?

Last Modified on 10/24/2019 4:29 pm EDT

For all MV Stars (individuals or corporations) residing in the U.S. and / or receiving payouts to a bank account located in the U.S. who have earned a total amount of \$20,000 or more and received 200 transactions or more within the last calendar year, MV will send you a copy of the Form 1099-K to the civic address or PO Box provided by the MV Star on their W9.

MV Stars below this minimum or outside the US can find everything they need to report their earnings from MV which includes their total yearly earnings, our company name and TIN in their Settings under US Tax forms. (<https://www.manyvids.com/Account-settings/tax1099>).

For any further information regarding filing your taxes, you would be best served to contact an accountant or tax professional.

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# MANYVIDS

## How do I fill out/upload my W9 to MV?

Last Modified on 10/24/2019 4:34 pm EDT

For all MV Stars who are US citizens or being paid to a US bank account or address, you will be required to submit a W9 form for approval before adding a payment method.

[Click here for a web-based version of the W9 form.](#)

W-9 requirements for an individual are as follows:

- Legal Name
- A selection in box 3
- Address
- SSN
- Signature & Date (if possible)

W-9 requirements for companies or corporations are as follows:

- Company Name
- A selection in box 3
- Address
- EIN
- Signature & Date (if possible)

To fill out the form for submission, you can do one of the following:

- Print the form, fill in the requested fields and take a picture or scan it
- Fill the form in using your browser and take a screenshot of the completed form
- Use a PDF editing software to fill in the form

Once the form is completed, you can submit it for review by going to your drop-down menu > My MV > Settings > U.S. Tax Forms. Once received, we will verify that it's filled in with all the necessary information, and if not we will send you an email letting you know to submit again.

For more detailed tax information, you would be best served to consult a tax professional and to refer [to the IRS official website](#).

*If you ever need to update the W9 attached to your account, you can send the updated form to [help@manyvids.com](mailto:help@manyvids.com).*

# MANYVIDS

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## How to refer new MV Stars and earn on each of their sales! (MV RevShare)

Last Modified on 10/28/2019 11:57 am EDT

MV RevShare is a referral program that allows you to share a unique affiliate link to recruit brand-new MV Stars to the MV Community. Your referrals earn you 5% commission from the following MV transactions: vid sales, memberships, some service sales, and more!

Not included in the MV RevShare are the following: tokens earned, Make it Rain/Tributes, MV Crush sales, fund me tips, custom vid requests, booking fees for photo or video shoots PTO for Flyer and PM, and monthly bonuses and contests/votes. What is and isn't included in RevShare is subject to change.

*Please note, Pay to Open messages apply to RevShare when sent in Messenger or MV Flyer, but not on MV Crush Club.*

**To find your referral link:** Click the drop-down menu > Earnings > MV RevShare. Anyone who uses the link to create a new account will now be your affiliate!

To help promote your link, you'll also get access to promotional banners [found here](#). You'll be able to keep track of which new MV Stars used your link to sign up as well as their activation status under your MV RevShare tab (where you found your link). Best of all, you can see how much your referrals are earning for you!

*Please note that this program is valid for new referrals only and is not retroactive. The referral will only work for brand-new MV Stars, and does not apply if the signup had a previous account on MV under their legal name. Only direct referrals will earn you 5%; currently, the benefit does not extend to the referrals of your referrals.*

# MANYVIDS

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## How do I convert My Tokens from MV Live into earnings?

Last Modified on 10/24/2019 5:11 pm EDT

To convert your tokens earned for performing on MV Live to earnings, go to your drop-down menu > Earnings > My Earnings. At the very top of this page you should see a section called "Token Balance" with a link to the right that says "Convert Earnings". Click the link, confirm you wish to convert the tokens and your tokens have now been converted to earnings!

### Earnings (US\$)

Token Balance

81 tks (\$4.86)

[Convert Earnings](#)

*Tokens Convert at \$0.06 per token.*

# MANYVIDS

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## When is my MV Anniversary when I will make 100% on vid sales?

Last Modified on 10/28/2019 11:21 am EDT

On your MV Anniversary, we want to celebrate another year of having you as part of the MV Community, that's why we offer 100% vid payout for any sales made on your MV Anniversary! The date will be based on the day your account was approved and you can check this date in your "About" section on your profile just under your username where it says "Joined".



For more information on this, be sure to check the [MV Blog post announcing the MV Anniversary payout boost!](#)

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## How do I change my Stage Name?

Last Modified on 10/24/2019 11:19 am EDT

Need to change your Stage Name as it appears on MV? Here's how!

1. Click the drop-down menu > My MV > Settings and click 'View' next to the **Account** section.
2. Type in the new name you want to appear under in "Display Name"
2. Enter your password in the "Current Password" field
3. Hit the blue button

That's it! Once you update your display name, your personalized URL will be updated as well.

You may notice this doesn't effect the name at the top of the Account section. The name that displays there is the original username used at signup and can only be seen by you.

Please note, in the Account section of your Settings, you can also add your various aliases to make sure you turn up in searches under other names people might search for you by!



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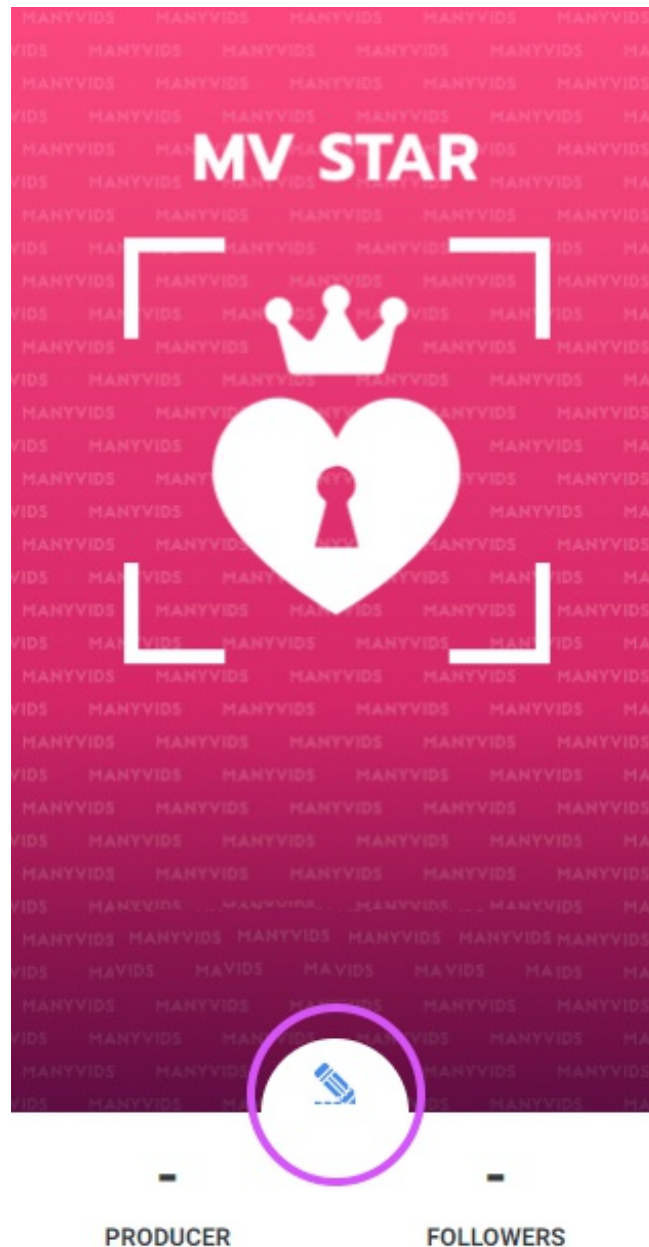
## How do I add a profile picture? (Avatar, Teaser, Potrait and MV Intro)

Last Modified on 10/24/2019 11:13 am EDT

On MV, you have many ways to customize your profile and help members find you. We recommend uploading an Avatar, Teaser, Portrait and MV Intro to attract fans to your profile.

- **Avatar**: the small circular image that shows on the "MV Stars" page
- **Teaser**: a short gif that will play when a member hovers over your Avatar
- **Portrait**: the long image that shows to the left of your profile
- **MV Intro**: a short preview (with sound) that plays when hovering over your Portrait

To add/edit or delete these, go to your profile (click the drop-down menu > My MV > My Profile) and click on the blue pencil icon at the bottom of your portrait. This will give you the option to add each of the different images and vids that will make your profile uniquely yours!



# MANYVIDS

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## How do I change my password?

Last Modified on 10/24/2019 11:24 am EDT

There are two ways to change your password on MV. If you are unable to login and you forgot your password, you can click "I Forgot Password" at the login screen to send a password reset email to the email attached to your account.

To change your password while logged in, go to your drop-down menu > My MV > Setting > Security Center and click 'View' next to "Change Password". Enter your current password, then your new password twice. Click save and you will be logged out of your account and you can now login again using the new password.

*When creating a password for your account we recommend using a strong password that contains at least 1 uppercase letter, 1 lowercase letter, a number and a special character.*

# MANYVIDS

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## How do I link my Social Media?

Last Modified on 10/24/2019 11:29 am EDT

We believe that creating your brand and promoting yourself is everything! MV has created an easy way to link you social media so that your fans can visit your social media profiles and increase your sales potential!

To link your Twitter, Instagram, Youtube, Reddit, etc. simply go to the drop-down menu > Marketing Tools > Social Media and add the direct links to each of your profiles for those services, then hit "Save".

Linking your twitter is a great idea if you would like to have your sales and uploads auto-tweet directly to your Twitter feed. For more detailed steps on setting up your auto-tweets, check out our article [How do I link my Twitter to auto-tweet my sales?](#)

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# MANYVIDS

## How do I hide my followers?

Last Modified on 10/24/2019 11:36 am EDT

To hide your followers from public view so only you can view them, go to your profile (drop-down menu > My MV > My Profile) and hit at the top. You will see a column that says "Who can see your followers?". Hit the switch to change it from "Public" to "Only Me".



You can do the same for who you are following by hitting the sub-tab and hitting the same switch.

# MANYVIDS

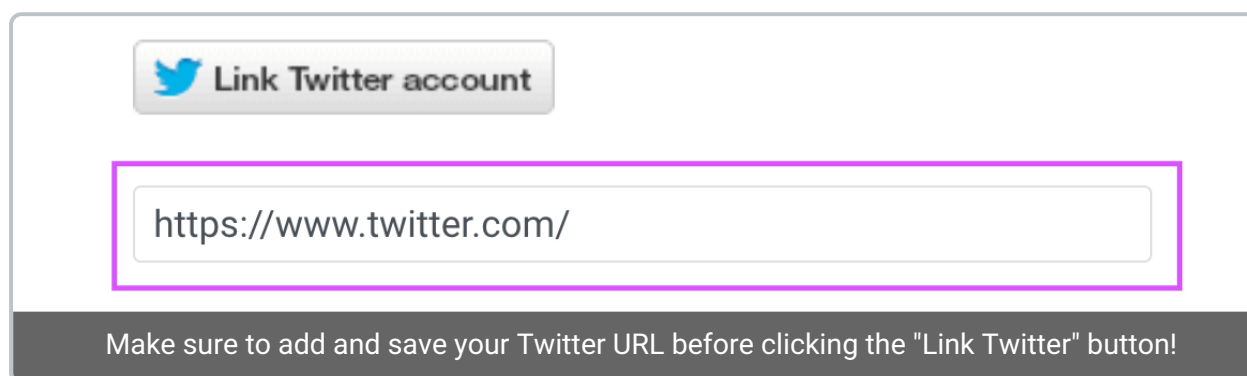
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## How do I link my Twitter to auto-tweet my sales?

Last Modified on 10/24/2019 11:43 am EDT

Linking your Twitter account to your ManyVids account is a great way to promote your content on Twitter with minimal effort on your part. Your sales will be auto-tweeted based on the frequency you choose. Here's how to set that up!

First, go to your drop-down menu > Marketing Tools > Social Media. You should see on the "Social Media" section of this page a button that says "Link Twitter account". Before clicking that, make sure to add your full Twitter profile URL just below this button, then scroll down and click "Save". *For example, the ManyVids Twitter URL is <https://twitter.com/manyvids>.*



Make sure to add and save your Twitter URL before clicking the "Link Twitter" button!

When that is saved, you can now click the button and enter your Twitter login detail and click . Your Twitter is now linked!

To further customize your auto-tweets, go to your drop-down menu > Marketing Tools > [MV Promo Blaster](#) and there you will see the different frequency options for how often you want your sales to be auto-tweeted.

# MANYVIDS

What are "My Top Vid Tags" in my About section?

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## How do I reactivate my deleted MV Star/Producer account?

Last Modified on 10/24/2019 12:14 pm EDT

Looking to come back to MV? We're more than happy to have you back!

In order to have your MV Star or Producer account reactivated, we ask that you reach out to us at [help@manyvids.com](mailto:help@manyvids.com) with your request and make sure to include a photo of yourself holding a sign with the following 3 things:

- Today's Date
- Your Legal Name
- ManyVids

We look forward to having you as part of the MV Community again!

# MANYVIDS

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## How do I see my active and expired subscriptions? (Sold-Service Status)

Last Modified on 10/24/2019 1:36 pm EDT

The sold-service status feature allows you to have visibility on active (and expired) subscriptions to your offered services such as MV Crush Club and Membership.

To find this, go to your drop-down menu > Earnings > My Earnings > Sold-Service Status.  
(<https://www.manyvids.com/View-my-earnings/>)

There's a filter that allows you to select the service you want additional info for. You also have the option to send a message all members with expired subscriptions to prompt them to re-subscribe!

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# MANYVIDS

## How to use the Content Manager

Last Modified on 10/24/2019 1:42 pm EDT

The Content Manager page is where you can edit the layout of your store, pin things to the top of your page, edit and delete Vids or Store Items, see vids that are set for future release and more! To find this section of your account, go to the drop-down menu > My MV > [Content Manager](#).

To utilize this page, first select if you want to edit Vids or Store Items at the top. If you want to reorder things as they appear on your profile, hit "Reorder" and then you will be able to drag things up and down the page to select their position, then hit "Save" when you're done. To move a vid from page to page in your content manager, you will need to turn off "Reorder", click the 3-dots to the right of the vid and move it ahead or back one page (you will only be able to move it one page at a time).

If a Vid or Store Item appears on a different page and you need to move it, leave "Reorder" mode and click the 3-dots to the right of the item you want to move pages and you'll see the option to move it ahead or back a page.

Clicking the 3-dots to the right of a Vid or Store Item will also give you the option to "Pin" items to the top of your profile to make sure they always appear first (click the 3-dots again and hit "Unpin" to unpin the item), the ability to Tweet to promote that item (if your [Twitter account is connected to your MV account](#)), edit the details of that item or to delete it from your page completely.

To view and edit your vids that are set for future release, click where it says "Launched" and change it to "Scheduled".

Feel free to play around more in this page! It's a great way to see your sales, views and likes across all your Vids and Store Items to determine what works best on your page.

# MANYVIDS

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## How to use the MV Promo Blaster

Last Modified on 10/24/2019 1:48 pm EDT

The MV Promo Blaster is a feature that will enable auto-tweets of your sales to your Twitter account **once it's linked to your MV Account**. This is a great way to promote your content automatically!

When you link your Twitter, the MV Promo Blaster will automatically be set up to your account. You can adjust the frequency of the auto-tweets by clicking the drop-down Menu > Marketing Tools > MV Promo Blaster (<https://www.manyvids.com/MV-promo-blaster/>).

You can choose between auto-tweets every 2 sales, 5 sales, 10 sales, 20 sales, 50 sales or never if you wish to turn it off.

Be sure to 'Save' your changes! :)

# MANYVIDS

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## How do I create promo-codes for my store?

Last Modified on 10/24/2019 2:35 pm EDT

To create a promo code to share with your fans, go to the drop-down menu > Marketing Tools > Promo Codes (<https://www.manyvids.com/Promo-codes/> ).

The initial page will have a full history of your promo codes allowing you to edit and recreate previous Promo Cods.

To create a new one you can simply click.

For each promo code you create you can select a title, promo code type (*markup codes increase the price of a sale, this is generally used for financial domination fetish*), discount percentage, item/services it applies to, if it apply to items currently on sale (that are already marked down) and the date range of the promo code for when it will be active and when it will deactivate. Don't forget to save the changes!

You can share promo codes on your MV Profile, using [MV Flyer](#) , over [MV Crush Club](#) , on Twitter or wherever you like! Members will be prompted to use this at checkout and it will only work on your own store.

*Please note, if a member uses a promo code to pay for a service that is recurring, they will continue to pay the promo code/ discounted price as long as they continue to auto-renew, this is also true if you edit the price of that service.*

# MANYVIDS

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## How do I change/edit the email attached to my account?

Last Modified on 10/24/2019 2:24 pm EDT

To change the email attached to your MV account, go to your drop-down menu > My MV > Settings. From there, locate the section named "Account" and click "View".

Here, you will be able to enter a new email address (make sure it isn't one already in use on MV). To save your changes, enter your current password and hit !



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**MANYVIDS**

## How do I manage discounts on my profile? (Discount Manager)

Last Modified on 10/24/2019 3:18 pm EDT

If you're looking to add a discount or have a sale on your MV Profile, the Discount Manager is the tool is for you!

To create a discount on your vids or store items simply go to the drop-down menu > Marketing Tools > Discount Manager. Select "Vids" or "Store" at the top and drag the items from the left box to the right to set those as the items for discount.

From there you can select the percentage of the discount (form 10% to 75%), chose the date the sale begins as well as the date it ends. Make sure to hit when finished!

Want to add a promo code that works only for your MV profile?[Click here to find out how!](#)

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# MANYVIDS

## Why aren't my auto-tweets sending?

Last Modified on 10/24/2019 3:23 pm EDT

If you connected your [Twitter account to your MV account](#), but you notice not all of your sales are auto-tweeting, there could be several causes for this.

First, keep in mind that Twitter may prevent some auto-tweets from MV as they limit the amount of Tweets that can come from one site daily. If you have other sites that are sending auto-tweets on your account, this can also prevent some tweets from sending from MV.

Be sure to check your MV Promo Blaster by going to your drop-down menu > Marketing Tools > MV Promo Blaster as this is where you can change the frequency of your auto-tweets for sales to see if it's set to your liking.

If you still find that your auto-tweets are not sending as they should be, you may need to unlink and relink your Twitter account to your MV Account. To do so, go through the following steps:

1. On Twitter, go to your drop-down menu > Settings and privacy > Apps and Devices and locate all ManyVids apps and click "Revoke access" (This must be done prior to relinking your account or the issue will persist).
2. On ManyVids, go to your drop-down menu > Marketing Tools > Social Media and remove your Twitter URL, click 'Unlink Twitter account' then save.
3. Add your Twitter link again and hit Save, then click "Link Twitter account", enter your Twitter login credentials and hit "Authorize app".

After relinking your Twitter, be sure to go to your drop-down menu > Marketing Tools > MV Promo Blaster to set your auto-tweets to your liking.

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# MANYVIDS



## How do I delete my MV Star/Producer account?

Last Modified on 10/24/2019 3:27 pm EDT

We'd be very sad to see you leave the site but we totally respect your decision. In order to have your account deleted, you would need to reach out to [help@manyvids.com](mailto:help@manyvids.com) . Once we verify you as the account owner and confirm you don't have any outstanding store item or custom vid orders and that your [payment method is set-up](#) (to make sure you receive your final pay), we can remove the account for you.

Please remember you will always be welcome back. If you ever wish to [reactivate your account](#), be sure to message us again to let us know.

*Please note, if you have unpaid earnings on your account above \$20, your earnings will be sent out to you on the next payout date (1st and 16th of every month) to the payment method on file upon the deletion of your account. If you are eligible for a Top Earners bonus, your account needs to be active after payout cutoff, which is 7 p.m Eastern Time the evening before the payout date to receive the bonus.*

# MANYVIDS

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## How do I block certain regions or countries from viewing my profile/ live shows?

Last Modified on 10/24/2019 3:29 pm EDT

On MV you can block up to 3 regions as well as 3 entire countries from being able to access your profile and they will also be prevented from viewing your MV Live room.

To add blocked regions/countries to your account, follow these steps:

- Go to your drop-down menu > My MV > Security Center
- Find "Content Location Block" and click
- Select the regions and / or countries you wish to block
- Press

To learn how to block specific members or MV Stars from viewing your profile/ live room [click here!](#)

# MANYVIDS

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## How do I block or unblock a member or MV Star from viewing my profile?

Last Modified on 10/24/2019 3:43 pm EDT

If you need to block a member or MV Star from viewing your profile, live room or from sending you messages, there are two ways to do this.

The first way to block another user is from that users profile. To do so, click the 3-dots in the top right of their profile and select .

The other way to block a user is from the drop-down menu > My MV > Security Center. Find the section named "Blocked Members / MV Stars" and click , enter the username of the user you wish to block and hit "Block".

To unblock a previously blocked user, go to your drop-down menu > My MV > Security Center and click next to "Blocked Members / MV Stars". Locate the user you wish to unblock and click the next to their username, click and they are now unblocked.

To learn how to block certain regions or countries from viewing your profile or live room, [click here!](#)

# MANYVIDS

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When trying to go live, I get the error "Connection could not be established"

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## I keep getting disconnected from MV Live

Last Modified on 11/01/2019 1:23 pm EDT

Do you keep getting disconnected from MV Live? This typically occurs due to an issue with your internet connection or device, so if the following steps don't help, you can always try restarting your device, modem and/or router as this could resolve the issue.

- Click "Leave Room"
- Close browser entirely
- Reopen browser making sure to use Google Chrome in 'incognito mode'
- Login
- Create a new room and attempt to go live again

If you are still having trouble with your MV Live feed, check out our other [MV Live Troubleshooting steps](#) and if all else fails be sure to reach out to us in [live chat!](#)

# MANYVIDS

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## I'm trying to go live but I'm only seeing a black screen

Last Modified on 11/01/2019 1:47 pm EDT

Are you seeing a black screen when attempting to go live? This is usually due to external software or another webpage capturing your cam feed. If anything else is using your cam or if you are using a cam splitter or an overlay, try turning those off first as they can cause interference. Otherwise, try these steps.

- If your cam is external, unplug it and plug it into a new USB port
- Restart your device
- Try using a different browser (we recommend either Chrome or Firefox)

If you are still having trouble with your MV Live feed, check out our other [MV Live Troubleshooting steps](#) and if all else fails be sure to reach out to us in [live chat!](#)

# MANYVIDS

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I'm getting the error message "We can't find your webcam!?"

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## Why did my Lovense toy disconnect from MV Live?

Last Modified on 11/01/2019 1:52 pm EDT

If your Lovense toy disconnected from MV Live, it could be due to the Lovense Connect app on your phone being closed or your phone shutting down. Your phone and Lovense Connect app will need to remain active in order to maintain a connection to MV Live. It could also be that your toy ran out of battery so make sure to charge your toy fully after every use!

Since the Lovense is connecting to MV through your internet, it may also help to reset your modem and/or router if you find your Lovense is disconnecting from MV.

If your Lovense icon is flashing yellow,[click here!](#)

If your Lovense is showing a weak connection with your phone,[click here!](#)

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# MANYVIDS



## Why is the Lovense icon flashing yellow in my live room?

Last Modified on 11/01/2019 1:54 pm EDT

If the Lovense icon is flashing yellow in the top of your live room, it means that one of your toys is disconnected or low on batteries. Make sure to fully charge your toys if you are experiencing any connection issues.

If your Lovense Connect app shows a weak connection for your toy, [try these tips!](#)

If your Lovense toy is disconnecting from MV Live, [click here!](#)

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# MANYVIDS

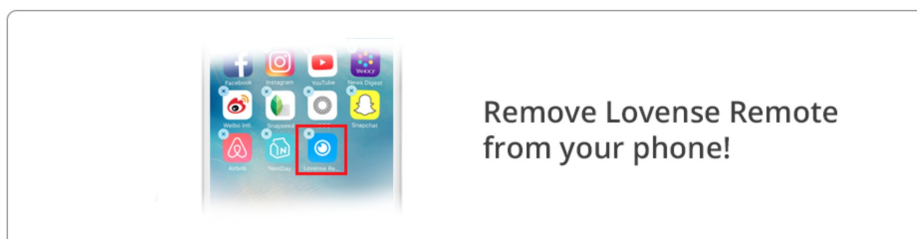
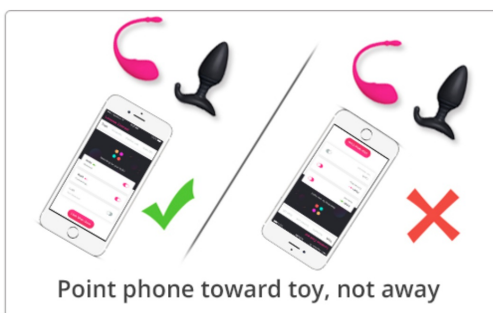
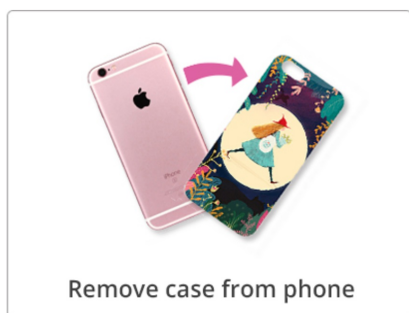
## Why does my Lovense toy have a weak connection?

Last Modified on 11/01/2019 1:55 pm EDT

If your Lovense toy shows on your phone as having a weak connection, this issue is not related to ManyVids specifically so you may need to contact [Lovense Support](#) for further assistance, but for maintaining a stable connection, Lovense give the following suggestions:

- Make sure the phone is facing towards your toy
- Remove your phone case
- Delete the Lovense Remote app from your phone (don't delete the Lovense Connect app as you'll need this to connect to MV)

### How to keep a stable connection



If your Lovense toy is disconnecting from MV Live, [check here!](#)

If your Lovense icon is flashing yellow in your live room, [click here!](#)

# MANYVIDS

## How can I start an MV Live Show?

Last Modified on 10/25/2019 6:33 pm EDT

From the homepage you can open an MV Live Room by clicking on the pink cam icon which can be found on the upper right-hand side of the page. You can also access your MV Live Room by clicking on the drop-down menu > MV Live Setup.



From there, you will need to allow the page access to your cam and mic. Once you are all ready to go live, you can click at the bottom of your room!

MV Live has many features available to you to help you get more tips from your fans, so be sure to check out our [other MV Live articles](#) if you need any help setting these features up!

Enjoy your show!

# MANYVIDS

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## How do I setup/edit my MV Live Tip Menu?

Last Modified on 10/25/2019 6:51 pm EDT

Looking to get more tips in MV Live? Setting up or editing your Tip Menu is a great way to keep your members interested by offering to perform things for a set amount of tokens! You can offer up to 11 tip options, and members will always have the option to send you custom tips.

To set this up, [first create a live room](#). From there, click below the cam feed. To add a new Tip Menu option, click <+ Add New> and under "Menu Item" put what action you will perform, then under "Token Amount" put how many tokens you will be charging to perform that action and then hit . You will see the new option has been added!



Tip Menu

To edit an existing tip menu option, click the item you wish to edit and this will give you the option to change the item name and token amount; make sure to save your changes!

To completely remove a tip menu item, select the item you wish to remove and hit

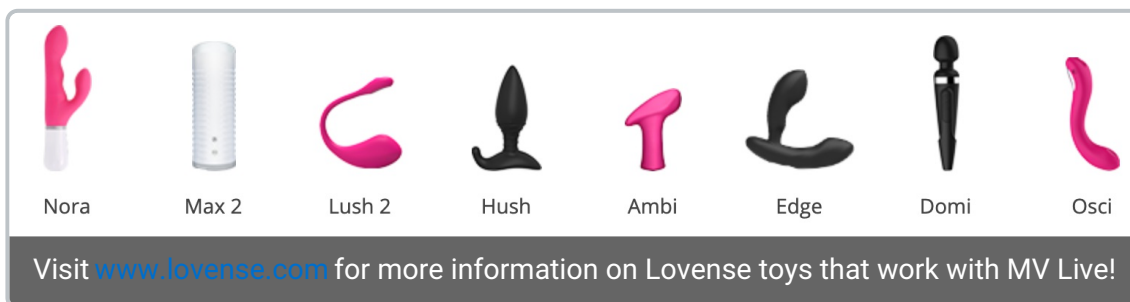
Why not set up a Prize Wheel as well for even more tips? [Click here to learn how.](#)

# MANYVIDS

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## What is Lovense?

Last Modified on 10/25/2019 6:54 pm EDT



Lovense provide wireless compatible toys that vibrate when members tip with tokens during your Live show. You are in complete control over how your toy reacts to tips including how long it vibrates and at what intensity. You can connect up to 9 toys at a time to play with during your live show!

To learn how to connect your Lovense toys to MV Live, [click here!](#)

To learn how to set up your Lovense tip and vibration levels, [click here!](#)

*For more general information on Lovense and Lovense products, visit <https://www.lovense.com/>*

# MANYVIDS

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## How do I connect my Lovense toy to MV Live?

Last Modified on 10/31/2019 11:39 am EDT

Your wireless compatible Lovense toy vibrates when members tip with tokens during your Live show. To connect your Lovense toy to MV Live, you will first need to download the "Lovense Connect" app onto your mobile device.

Make sure your mobile device and the computer hosting your MV Live room are on the same internet network, then follow these steps:

### On ManyVids:

- Open a live room
- Click the button from the live menu (if you don't see this button, [click here](#))
- Click "Generate QR Code"

### On the Lovense Connect app:

- Power on your toy and pair it with your phone
- Ensure that the toy displays as "Connected"
- If you are having trouble connecting your Lovense toy, make sure the battery of your toy is fully charged
- Select from the top menu
- Scan the QR code; you will receive a message if the scan is successful (this may take up to a minute)

### On ManyVids:

- From the Lovense menu, select the tab and enter the tip, toy, duration, and vibration settings\*
- Save your settings
- Select the tab and turn your toy on!

\*For more information on setting up your Lovense levels, [click here](#).

That's it! You are now ready to live cam with your Lovense and you can connect up to 9 toys to play with while you're performing in your MV Live room. Any token tips that meet one of the levels you set will activate the toy, including: tip menu options, custom tips, Show Love and Make It Rain.

Members can click the button in your live chat to see what settings you have set for your Lovense toy so they know how to activate it.

If the Lovense icon in the Live room menu bar flashes a yellow color [click here!](#)

For more general information on Lovense and Lovense products, visit <https://www.lovense.com/>.

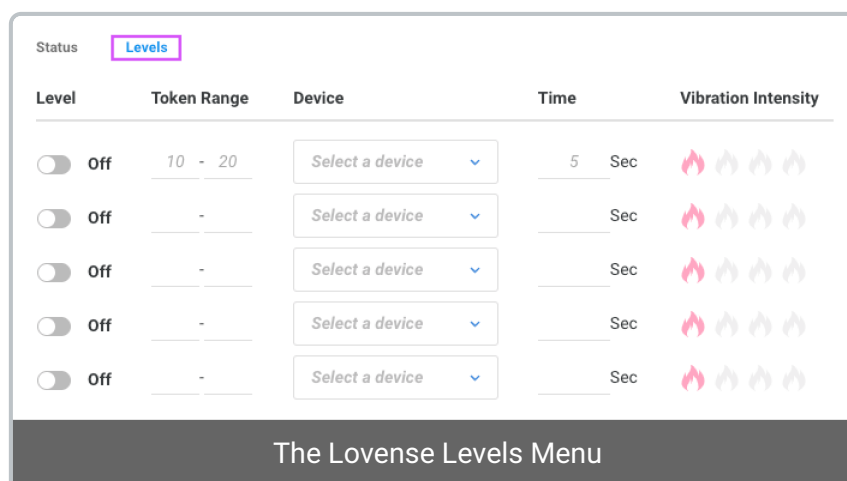
# MANYVIDS



## How do I set up my Lovense levels?

Last Modified on 10/31/2019 11:42 am EDT

Once your Lovense toy is connected to your MV Live room (see our article on how to connect your toy [here](#)) you will want to set the levels at which tokens will activate your toy. You will need at least one level set in order for your toy to work with MV Live; to set your levels to your liking, here's a quick step-by-step guide:



- From the Toys menu at the bottom left of your Live room, click "Levels"
- Select the token range for each level, any token tip that matches or is in between these numbers will activate that level (*put the same amount in both fields if you want a specific amount to activate a certain level*)
- Choose the device that will activate for that level, or choose "All Devices" if you want the level to activate all of your connected toys (*you can have up to 9 connected at once*)
- Select the amount of time the toy will stay on in seconds
- Select the vibration intensity, the more flames, the more intense!

Members will be able to see which levels you set by clicking "More" at the bottom of your live chat so they know how to activate your toy. Any token tip that matches one of your levels will activate the toy including tip menu options, custom tips, Make it Rain and Show Love!

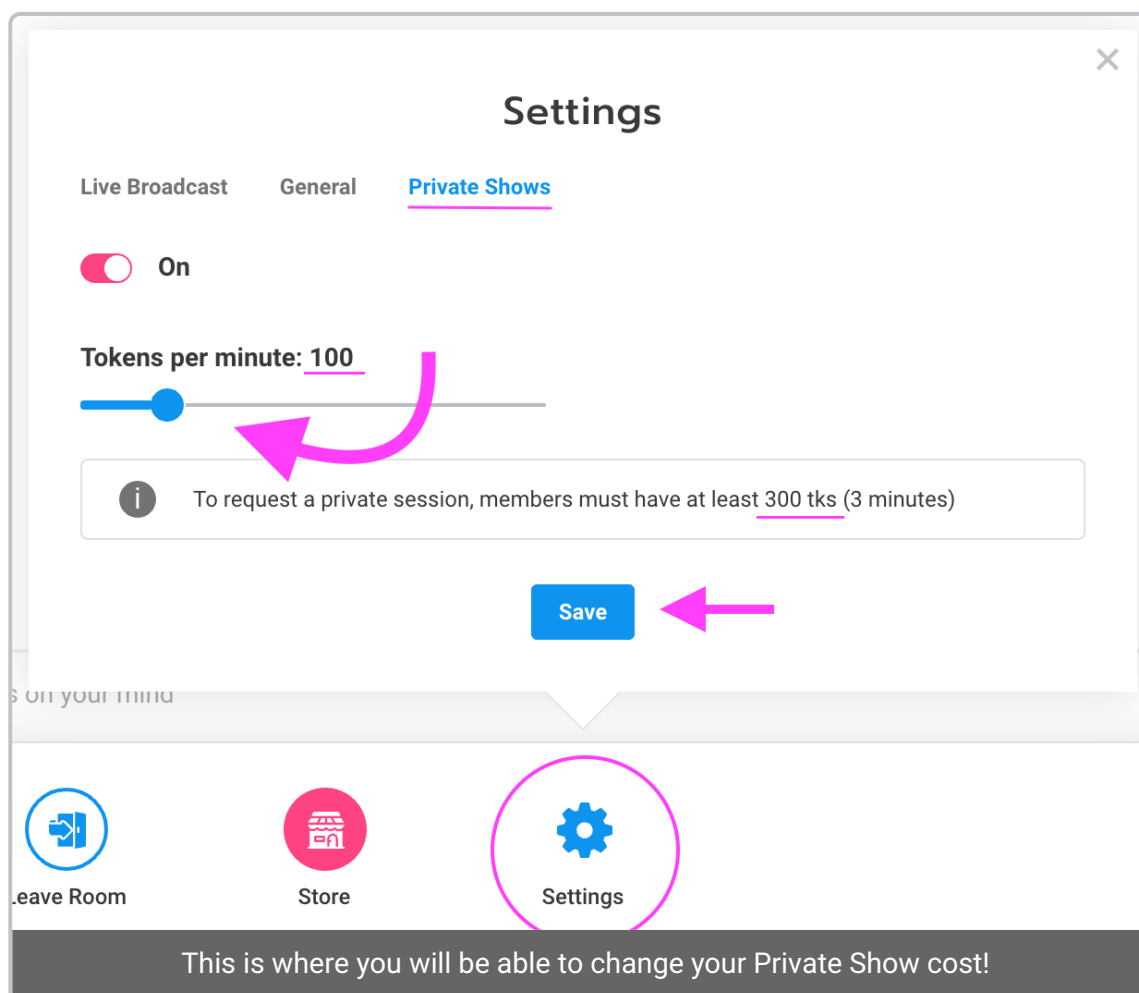
# MANYVIDS



## How do I change my Private show price?

Last Modified on 10/31/2019 11:45 am EDT

For a member to take an MV Star Private during MV Live, the default price is 60 tokens per minute (*per second*) and requires the member to have a minimum of 180 tokens (*enough for 3 minutes*). To change these prices, click the tab at the bottom of your live room, and select the tab.



Here, you will see a sliding scale that will allow you to change your "Tokens per minute" price for Private to anything from 5 tokens to 600 tokens (*in 5 token increments*). As you change the slider, you will also notice the amount of tokens a member will need to own before requesting a private show will change. *For example, in the image above, the cost per minute has been changed to 100, therefore the minimum amount of tokens a member must own to make a Private request is 300, or 3-minutes worth.*

Make sure to save your changes, have your Private Show switch set to "On" and have a great show!

# MANYVIDS




## How do I set up my Prize Wheel during a live show?


Last Modified on 10/31/2019 11:49 am EDT


The Wheel is a fun way to earn tips during MV Live! Offer awesome prizes and incentives that members can win by spinning with tokens. You can have up to 20 different options, and set the probability so some prizes are more common and some more rare for the most lucky members!

First, click at the bottom of your live room and set the spin cost in tokens. Next, enter the name of a prize, enter how many times that prize appears on the wheel (*the more times, the better chance it will be chosen*), select the color of that option and then hit ! Repeat this for all the things you want to offer until the wheel is completed to your liking and then be sure to hit .

Wheel:  Off

Prize Title	Qty	Color	<a href="#">Remove All</a>
flash boobs	3		<a href="#">Remove</a>
oil ass	2		<a href="#">Remove</a>
1 free vid	1		<a href="#">Remove</a>



Spin Cost:  Prizes:    

The Wheel can be active with only one option, so make sure to turn the Wheel off completely with the switch in the top left if you no longer wish to offer it as an option during your show!

You'll notice you have the option to turn off the wheel if you need to with the switch in the top left corner, as well as the ability to remove individual wheel options by clicking next to the option you wish to delete, or delete all your wheel options to create a new wheel by clicking in the top right.

From the members side, they will see the Wheel Menu in the same area as you but it will appear as shown below with the option to spin. Good luck!

Spin Cost: 88 tks



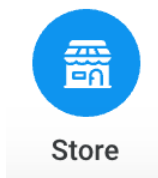
# MANYVIDS

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## How do I add vids and/or store items to my MV Live Store?

Last Modified on 10/31/2019 11:52 am EDT

Want to advertise some of your top vids and store items to members during MV Live? By adding vids and items to your MV Live Store, you can do just that!



The vids and store items that will show on the “Store” tab of your MV Live room will be items and vids you have “Pinned”, meaning they will remain at the top of your Vids and Items pages on your profile as well.

To “pin” something, go to your Content Manager (drop-down menu > My MV > Content Manager). If you are looking for a vid then make sure to have “Vids” selected at the top of this section; for store items select “Store Items”. Locate the vid or store item you want to show up in your live store, click the 3-dots to the right of it and select “Pin”.

That’s it! You can pin up to 3 vids and up to 3 store items, and any active services you have will show up in your MV Live Store as well!

# MANYVIDS

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## How much do MV Stars earn per token?

Last Modified on 10/31/2019 12:28 pm EDT

1 token earned during an MV Live show converts to \$0.06 of earnings.

To learn how to convert your tokens to earning,[click here!](#)

For more information on payout percentages on MV,[click here!](#)

Have a great show!

# MANYVIDS

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## How can I record my MV Live shows?

Last Modified on 10/31/2019 1:08 pm EDT

Looking to record and sell your live sessions as vids? Here's how!

Once you are Live, click the switch in the bottom right corner of your live feed. Once you turn off the recording option, if you recorded for over 1 minute, the file will automatically show up in your vid uploader (drop-down menu > My Content > Upload Vid) for you to add the details such as title, price, etc. You can even [download the vid](#) for use elsewhere, or to be edited before posting!

*Important facts about live recordings:*

- You can turn the Record option on/off as often as you want. Every time you turn it off or on it will create a new vid file!
- The recording must be at least 1 minute long in order to be saved.
- The maximum duration of each recorded vid is 1 hour. Once you surpass the 1-hour, the system will automatically create a new vid file and continue recording the remainder of your stream as a new separate file (labelled with the date/time for easy access).
- Chat, Animations and sounds will not be included in the recording.
- Going private will turn off the recording, so if you wish to record your private session, make sure to hit record again!

Have a great show!

# MANYVIDS

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## How can I verify another performer for MV Live?

Last Modified on 11/01/2019 1:13 pm EDT

You are allowed to appear with other MV Stars during your MV Live session. To perform with a co-star that is not currently an MV Star, simply send a copy of their ID to [help@manyvids.com](mailto:help@manyvids.com) before you go live!

# MANYVIDS

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## How do I block a member from my MV Live room?

Last Modified on 11/01/2019 1:16 pm EDT

Have an unwelcome visitor in your chat? No worries! You have a few options to deal with this type of situation.

If you hover over a members username in your chat feed, or on the “Viewers” tab, a few options will pop-up. One option would be to block the member entirely, which will delete their chat messages and prevent them from viewing your live shows or visiting your profile again. If you ever wish to unblock them, you can do so by going to your drop-down menu > My MV > Security Center, go to “Blocked Members / MV Stars” and click “View”, locate the members name you wish to unblock and click the “x” next to it.

If you don't want to fully block the member but want to show them their behaviour is not appreciated, another option is to mute them so they can still watch your live show and visit your profile, but they won't be able to participate in chat.

Lastly, you have the option to make a trusted member a Moderator which will give them the ability to Block and Mute other troublesome members on your behalf so you can spend less time monitoring your chat and more time performing! Their Moderator powers will go away when you leave the live room so you would need to set a new Moderator for each new live show.

# MANYVIDS

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## Why do some members have different colour usernames in MV Live?

Last Modified on 11/01/2019 1:18 pm EDT

When a user has a different colour username in your Live Room chat, it will indicate somethings about them. The below chart indicates what the different colours mean:

Black	Free Member Account
Blue	Premium Member
Purple	Top Tipper in the current show (based on highest single tip)
Green	Room Moderator (as set by MV Star)

To all members looking to get more attention from MV Stars [click here](#) to learn more about becoming a Premium Member!

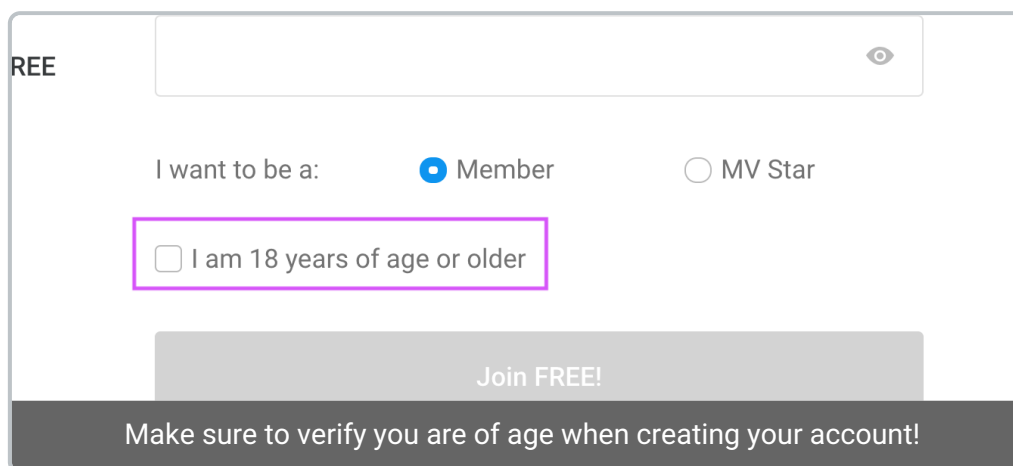
# MANYVIDS

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## Why can't I create an account?

Last Modified on 08/05/2019 2:27 pm EDT

Did you attempt to create a member or MV Star account and were prevented from doing so? There can be various different causes for this. If the username or email you attempted to sign up with is already taken, you'll need to try a different one. **Make sure before hitting the "Join FREE!" button at the bottom of the page to check the box that confirms you are 18 years of age or older.**



REE

I want to be a:  Member  MV Star

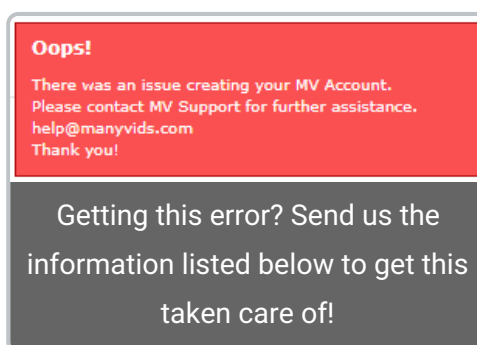
I am 18 years of age or older

Join FREE!

Make sure to verify you are of age when creating your account!

Your password can be a minimum of 4 characters and a maximum of 20 characters, and you can hit the "eye" icon in the password field if you want to be able to see what you are typing. If you are attempting to create an MV Star account, your password must match certain requirements that will be listed when you select "MV Star" as your account type. Those password requirements are as follows:

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



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

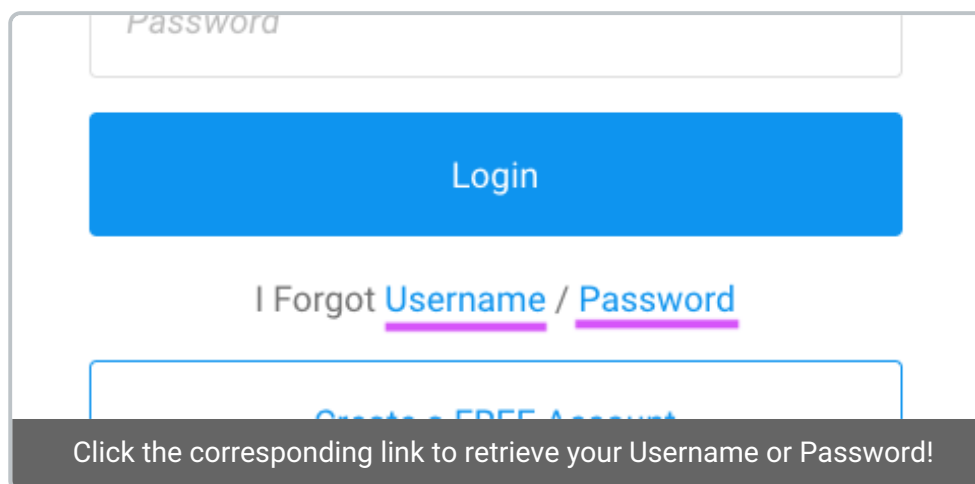
We look forward to having you in the MV Community!

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## I forgot my Username and/or Password.

Last Modified on 06/28/2019 1:04 pm EDT

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.

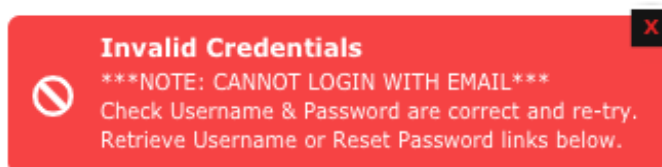


The username or password will be sent to that email. If you no longer remember the email attached to your account or no longer have access to that email, reach out to us at [help@manyvids.com](mailto:help@manyvids.com) letting us know the situation and we'll let you know what we need to locate your account and verify you as the owner. From there, we can update the email on your account so you can send yourself the username/password email again from the login screen and get back into your account!

## Login Issue - Invalid Credentials

Last Modified on 06/14/2019 1:56 pm EDT

Having trouble accessing your account and getting the the error message "Invalid Credentials?". This error message means that the login information that you're entering does not match what we have on file.



First, make sure to use your username at login as entering your email will return this error. If you don't remember your username, click "I Forgot Username" to have it sent to the email attached to your account.

If you are entering your username and still getting the same error message, you may be entering an incorrect password. Click "I Forgot Password" to have an email sent to you which will let you update your password and this should help you get back into your account!

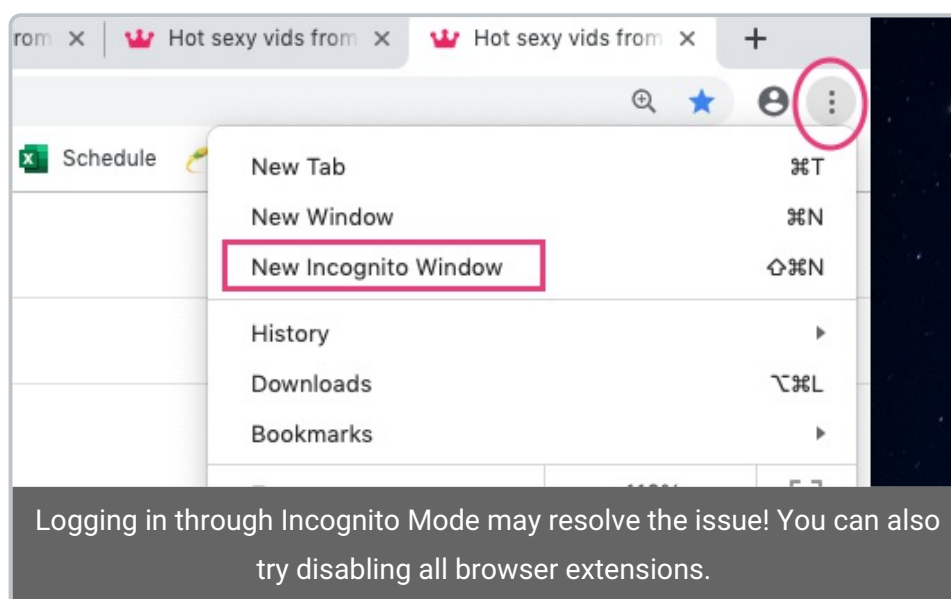


## Login Issue - Says I am a Robot/Not Human

Last Modified on 06/14/2019 3:29 pm EDT

Are you getting an issue when logging in that says you are a robot or not human? This is an issue with Google's new captcha system and therefore we can't be totally sure what causes this. While it's being fixed on their end, we have some suggestions to help with this problem, but if it persists, be sure to reach out to us at [help@manyvids.com](mailto:help@manyvids.com) and we'll have our Tech Team schedule a remote session with you to get this resolved.

Before reaching out, 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 some cases. Another step that has been shown to help is disabling any browser extensions as they may be prompting this issue.



We hope these steps help, but as mentioned above, don't hesitate to reach out to us about this problem and we'll have our Tech Team help you further!



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

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

Last Modified on 10/24/2019 2:36 pm EDT

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.

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### Adding Two-Step Verification to your account

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To activate this feature, go to your drop-down menu > My MV > Security Center and locate the "Two-Step Verification" section and click 'View'. 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 that shows up 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.

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### Removing Two-Step Verification from your account

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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](mailto:help@manyvids.com) and we'll let you know what we need in order to verify you as the account owner and have this feature removed.

# MANYVIDS

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## I found my vid on another site. How do I submit a DMCA takedown request?

Last Modified on 07/09/2019 12:47 pm EDT

Here at MV we want to make sure you and only you have a say as to where your content is distributed, that's why we partnered up with DMCAForce and DigiRegs to scan the web regularly for material pirated from our MV Stars and submit takedown requests to have the content removed as quickly and efficiently as possible. All your vids are imprinted with a unique digital fingerprint which allows our DMCA partners to easily do frequent scans for stolen copies of your vids and submit legally binding takedown requests on your behalf.

In cases where the vids remain up, you can always submit the links to the content to us directly at MV Support using the Form below.

When sending these links, make sure to send a link that points directly to the stolen content where the vid is being streamed to ensure the DMCA takedown request is properly submitted. If the file is up for download on a file-sharing site, make sure to send us the page where the file is directly downloadable.

Loading...



## What MV Star account type is right for me?

Last Modified on 11/01/2019 2:00 pm EDT

We're excited that you're looking to sign up with ManyVids as an MV Star, we welcome everyone! Below are the MV Star account types that are available:

### MV Star Types:

- MV Girl
- MV Boy
- MV Trans
- Producer

Here is a breakdown to help determine which account type is right for you based on the content you plan to upload. Your account type will also depend on the owner of the account, *for example, if you plan to sell Boy/Girl content you appear in, if you are male, you would want to sign up as MV Boy, if you are female, MV Girl.*

MV Star	Content Types - Yes (Y) / No (N)									Independent model who produces, sells and stars in their own content
	B/G	G/G	G (Solo)	B/B	B (Solo)	T/G	T/T	T/B	T (Solo)	
MV Girls	Y	Y	Y	N	N	Y	N	N	N	Yes
MV Trans	N	N	N	N	N	Y	Y	Y	Y	Yes
MV Boys	Y	N	N	Y	Y	N	N	Y	N	Yes
Producers	Y	Y	Y	Y	Y	Y	Y	Y	Y	Might not necessarily star in their own content but own the right to sell/distribute the content they produce.

**Key: G = Girl, P = Producer, T = Trans, B = Boy**

MV Boy and Producer accounts are also sub-divided by preferences (straight, gay, also trans for Producers) so we can ensure you appear for users who are looking for your type of content.

If you plan to perform as a Couple, you would be best suited for a Producer account, and we ask that you contact us at [help@manyvids.com](mailto:help@manyvids.com) after adding your documentation to your application to inform us that this is the case.

*Please note, MV reserves the right to change MV Star account types at any time at our discretion. If you are unsure of which type of account you should have, or if you feel you need to change your account type, please contact our Support Team and they'll be happy to help at [help@manyvids.com](mailto:help@manyvids.com).*

To get started creating your account, go to <https://www.manyvids.com/> and hit the "Join FREE" button, and after choosing your username and password, make sure to hit "MV Star" as your account type.



## Privacy Checklist

Last Modified on 11/01/2019 2:01 pm EDT

On ManyVids, ensuring you have all the tools at your disposal to be successful as well as safe is our top priority. That's why we put together our [ManyVids Privacy Checklist](#) to give you the best tools to make sure you are protected as an MV Star. We recommend this for any online sex workers, new or experienced. You can never be too safe!

[Click here to access our Privacy Checklist.](#)

# MANYVIDS

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## How do I send a message to all my followers? (MV Flyer)

Last Modified on 11/01/2019 2:04 pm EDT

MV Flyer is a mass-messaging tool that lets you send direct messages to all your followers at once! MV Flyers can include text, pics and or vids as well as [Pay to Open messages](#). This is a great way to let your fans know about a sale, new vid or store item, send out a promo code, or just send a sexy picture to show your appreciation to your fans!

To get to your MV Flyer inbox, go to your drop-down menu > My MV > Send MV Flyer; or go to your inbox (click the envelope in the top right corner) and click the "MV Flyer" tab at the top.

Anything you send from here will go out to all your followers. We're sure they'll be happy to hear from you! :)

# MANYVIDS

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## What are the Upload Rules on MV?

Last Modified on 11/01/2019 2:05 pm EDT

To make sure your vids are compliant with our Upload Rules, you can view them by going to <https://www.manyvids.com/Information/> and clicking next to "Upload Rules".

Please note that these rules are in place to make sure we remain compliant with our credit card processors as well as to maintain a safe and welcoming community. At times we modify these rules so make sure to check back if you are ever unsure if a vid you wish to upload goes against our rules or not.

The logo for Manyvids, featuring the word "MANYVIDS" in a bold, blue, sans-serif font. The letters are all uppercase and have a consistent thickness. The logo is positioned on the left side of the page, above a horizontal line that spans the width of the content area.

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What are the "Forbidden Words" on MV?

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## I can't fulfill/deliver an order. How do I refund a customer?

Last Modified on 11/01/2019 2:09 pm EDT

There are many reasons why you may be unable or unwilling to fulfill an order. Whether it be a physical item that requires shipping or a Custom Vid, sometimes life gets in the way or an order includes something you are uncomfortable with; we do not judge!

Whatever the reason, we ask that you get in touch with MV Support through [help@manyvids.com](mailto:help@manyvids.com) or [live chat](#) to request the refund. Make sure when you send your request to include the members username and the item name along with any other details you think are relevant that can help us locate the order (sales ID, purchase date, etc.). The refund will be applied in the form of a credit to the member's MV Wallet, and the funds will be removed from your earnings (if it is a Custom Vid, the funds will be removed from escrow).

We'll get back to you once everything is confirmed and we'll also reach out to the member on your behalf to let them know about the adjustment.



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## How can I get some MV Gear?

Last Modified on 11/01/2019 2:11 pm EDT

Check out the official MV Store for all the awesome MV Gear you could need by clicking the link below!

[MV Store](#)

Also make sure to keep an eye on the [Official MV Twitter](#) as well as the [MV Blog](#) as we will do giveaways of MV Gear from time to time. Good luck! :)

# MANYVIDS

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## What is MV Tube and how does it work?

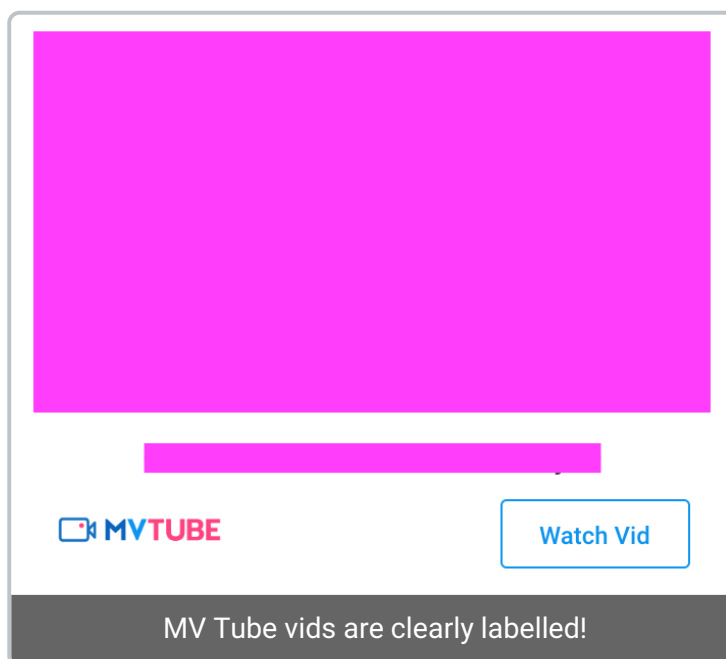
Last Modified on 11/01/2019 2:21 pm EDT



MV Tube is the first ever ethical tube site powered by MV Stars and was created to offer a solution against piracy in the adult industry as well as help bring FREE traffic and exposure to your profile. Instead of seeing intrusive ads, pop-ups, and links to stolen vids as on other adult streaming sites, viewers will see the vids you have for sale on the right side of the screen and a link to your MV Profile! [Check out MV Tube here.](#)

### How to add a vid to MV Tube

To make your vid an MV Tube vid, go to the edit details of the vid and under the "Pricing" section, check the circle next to "MV Tube". You will also be given the option to add a price for the download of the vid, or you can leave it as a free download by making the price \$0.00. Once you save your changes, your vid will now be available on the MV Tube tab of the site, and will also be clearly labelled so your fans know it's free to stream!



### How much do MV Tube vids pay?

MV Tube vids are free to stream and will pay based on the views they receive, specifically \$0.01 for every 15 views (0.67\$ / 1000 views). The view count is calculated based on the combination of the views on all your MV Tube vids, and this revenue is paid out on the first of every month.

*Please note that views generated from a previous month do not carry over into the following month's calculations as they will get paid on the same month the view was generated. Earnings from MV Tube do not impact your MV Score or Rank.*

# MANYVIDS

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## How do I report a Member or MV Star for abuse/ harassment?

Last Modified on 11/01/2019 2:25 pm EDT

Here at MV, we always want you to feel safe and comfortable. If you are ever exposed to behaviour from a member or MV Star that you feel is abusive, harassing or in any way goes against our Terms & Conditions, we're here to help!

Our first suggestion would be to block the member or MV Star. You can do this from the offending users profile by clicking the 3-dots in the top right and selecting , or by going to your drop-down menu > My MV > Security Center. Find the section named "Blocked Members / MV Stars" and click "View" to the right and enter the username of the user you wish to block and hit .

If you want to report this behaviour to us in MV Support, we ask that you take screenshots of any messages or emails that show the abuse/harassment and send them to us directly at [help@manyvids.com](mailto:help@manyvids.com) so we can refer to the users account and take the appropriate action.

If this situation is causing you any undue emotional distress, if you're feeling lonely, stressed or having suicidal thoughts, we provide a service called MV Hotline where an attentive, respectful and non-judgmental agent is available to listen from 9AM to 10PM eastern standard time. To utilize this service, go to your drop-down menu > MV Hotline, or go to our [Terms of Use page](#) and hit next to the section titled "MV Community Hotline" for more information.

# MANYVIDS

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# How do I report a Vid, Private message, MV Post or MV Profile?

Last Modified on 11/01/2019 2:30 pm EDT

On MV, you have the ability to report things you think need to be brought to our attention due to a potential rules violation or if you feel it goes against our community guidelines. You have the ability to report vids, profiles, inbox conversation (PMs), and activity posts. We look at every report so don't hesitate to report anything you feel should be reviewed by our Compliance Team!



When you report something, you'll be prompted to leave a short description so please be sure to let us know why you are sending the report so we know what to look for in the reported content.

## 1. Reporting a Vid:

To report a vid, hit the "Report" button just below the vid, underneath the MV Star's username

## 2. Reporting a Profile:

To report either an MV Star or member profile, click the 3-dots on the top right while on the profile and you will be given the option to 'Report'

## 3. Reporting an Inbox Conversation (PM):

To report an inbox conversation with an MV Star or member, click the 3-dots on the top right while viewing the conversation in your inbox and you will be given the option to 'Report'

## 4. Reporting an Activity Post:

To report an activity post, click the 3-dots on the top right of the post itself and you will be given the option to 'Report'

# MANYVIDS

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## I need a comment or review removed from my Vid or Store Item

Last Modified on 07/18/2019 1:12 pm EDT

Purchasing members have the ability to leave comments and reviews on your vids and store items. This is a great way to get feedback on your content, but at times you may receive comments or reviews you feel are unfair, derogatory, harassing or in some other way goes against our community guidelines.

In those cases we first suggest you block the member (click the 3-dots on the top right of their profile and click "block") and we ask that you reach out to us in Support at [help@manyvids.com](mailto:help@manyvids.com) making sure to include a direct link to the page with the comment/review and the username of the member who left it.

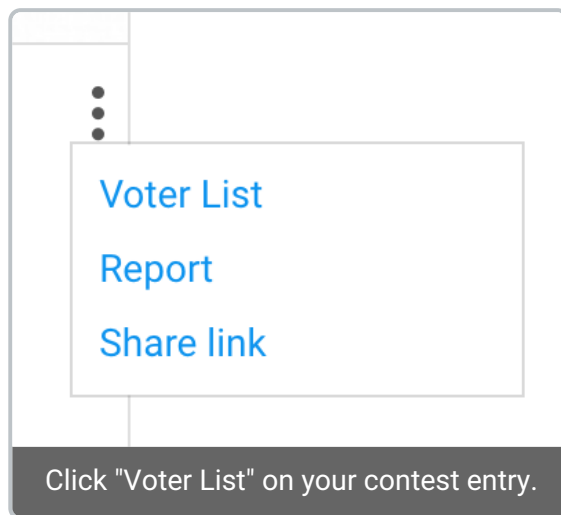
We'll review the comment/review for you and if we find it needs to be removed we'll make sure it no longer shows up on your page.

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## How do I see who voted for me in a contest?

Last Modified on 10/28/2019 5:55 pm EDT

To view who gave you their support in an MV Contest either with free or paid votes, go to the Contest tab and find your entry. Click the 3-dots on the entry and you should see the option for . *You can also find your current contest entry from your profile under your portrait where it says "One free hand? Vote for me!"*



To view voter lists from previously completed contests, you'll need a direct link to that contest's page. From there, find your entry and click the 3-dots as indicated above.

Good luck!

# MANYVIDS

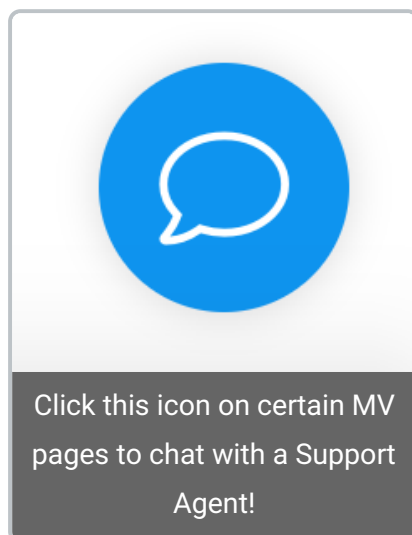
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## How do I Live Chat with MV Support?

Last Modified on 06/28/2019 3:17 pm EDT

Sometimes you need help with an issue that requires the immediacy our Help Center or email cannot offer. For those cases, you are welcome to join us in Live Chat and talk to one of our Support Agents who are available 24/7 to assist you with whatever you may need. To enter Live Chat, locate the blue speech balloon that appears on the bottom right of specific pages on MV.



The live chat balloon appears on the following sections of MV (click to link to go to that section on your account):

- [Upload Vids](#)
- [Create Store Item](#)
- [Services](#)
- [Account Settings](#)
- [Earnings](#)
- [Content Manager](#)
- [My Membership](#)
- [MV Link](#)
- [Discount Manager](#)
- [Promo Codes](#)

We look forward to chatting with you!

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## How do I make a submission to MV Blog?

Last Modified on 08/05/2019 6:09 pm EDT

Having your article featured on our MV Blog (<https://www.manyvids.com/MV-Blog/>) is great promotion for your profile and content! The blog was created so that everyone in the MV Community can talk about interesting experiences, share opinions, and discuss current topics.

To submit your blog article, go to the drop-down menu > Marketing Tools > MV Blog Submission.

We get a lot of submissions so be sure to check out the guidelines on the blog submission page for a better chance at being featured!

We can wait to see your submission. :)

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## How do make an MV Starlight submission?

Last Modified on 08/14/2019 3:29 pm EDT

MV StarLight is a fun offshoot of our flagship publication, MV Mag, that showcases amazing MV Stars with pics and interviews. MV StarLight is unique in that it gives total creative control to our MV Stars to create their own photoshoots. Check out the most recent MV Starlight submissions [here](#) , they may provide some inspiration for your submission!

We publish 3 MV StarLights per month, and members have the chance to cast one free vote as well as paid votes to crown one “MV StarLight of the Month” who wins \$100 and gets the official MV StarLight of the Month badge on their profile! All MV Starlight photosets appear on our dedicated MV StarLight Page.

To view all of our submission guidelines, visit the MV Starlight submission page by going to your drop-down menu > Marketing Tools > [MV Starlight Submission](#) .

We can't wait to see your submission!

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## What Vid categories and fetishes are available on MV?

Last Modified on 08/02/2019 6:36 pm EDT

When adding your Vids to MV, you'll want to make sure to apply the appropriate categories to give yourself the best chance to be found by members who are searching for that type of content. You can find a list of all our accepted vid categories at the following link:

<https://www.manyvids.com/Accepted-Categories/>

Some of these categories will get your vid found on the MV Fetish tab. To see what tags will have your vid found in this section, go to the following link and see all the accepted categories on the left of the page (*switch over to the BDSM or Kink tab at the top for more options*).

<https://www.manyvids.com/MV-fetish/Femdom>

The categories used in your vids will also effect your "My Top Vids Tags" as found on the About section on your profile which will determine if you are entered into certain categories for the MV Top Earners monthly contest.

For more information on "My Top Vids Tags",[click here!](#)

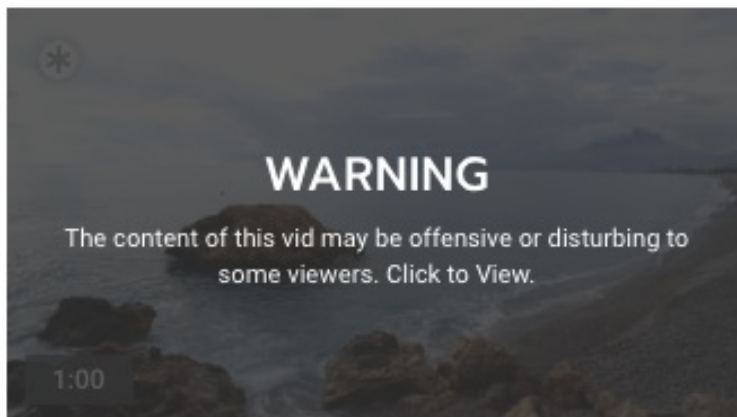
For more information on our monthly MV Top Earners contest,[click here!](#)

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## Why do some Vids have an extreme content warning?

Last Modified on 08/05/2019 4:25 pm EDT

If the content of a vid has been flagged by our Support Team as potentially disturbing to some viewers, but still falls within our accepted categories, a warning message will be displayed on top of that specific vid.



We do this to allow the uploading of vids featuring risqué and taboo themes while allowing our Members and MV Stars the choice to opt out of viewing content that may be offensive to them.

If you find any content you feel should feature this tag, feel free to report the content for review to us at Support by following the instructions outlines in our article "[How do I report a Vid, Private message, MV Post or MV Profile?](#)".

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## How much should I charge for shipping on Store Items that require delivery?

Last Modified on 08/05/2019 4:41 pm EDT

When creating a Store Item, if it is a physical item that requires delivery, selecting the correct item category will give you the option to add a shipping cost, which you'll need to factor in. You can turn on both domestic and international delivery options and set separate prices for each.

Keep in mind that the shipping cost is subject to the 60% payout amount for Store Items (see our payout percentages [here](#) ) so you'll want to factor that into your calculation; *for example, if you require \$8.99 to send your item, you should set your shipping price at \$14.99.*

You'll want to make sure that you base your shipping price on the item being shipped as the weight and size can effect the shipping cost, along with packaging and stamps required. Your best source for information on how to determine the shipping cost of different store items will be whichever mailing service you plan to send your package through.

Providing a tracking number for your shipped item can give you an extra layer of protection should there be a purchase dispute or if the member claims the item was unreceived, so if you plan to add that, make sure to factor that in as well incase there is an associated cost.

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## How can I win an MV Top Earners contest?

Last Modified on 10/21/2019 12:37 pm EDT

Every month, we run the [MV Top Earners contest](#) giving away amazing cash prizes totalling \$27,000 to the MV Stars with the most sales for the month. All you have to do to be featured in one of the 4 main categories (MV Girl, Producer, MV Trans and MV Boy) is to have the highest sales for the month for your account type. Any account within the top 20 positions for each of these categories will have the corresponding cash prize added to their earnings.

We also give away \$10,000 total in prizes to our top performing MV Live Stars every month! Be one of the top 25 token earners during the month to win cash!

To qualify for one of the other categories for MV Top Earners Contest, reference the below chart to see if you meet the qualifications:

Cosplay	Have one of the following as your first <a href="#">My Top Vid Tags</a> ": Cosplay, Anime
Femdom	Have one of the <a href="#">Top Femdom Categories</a> as your first " <a href="#">My Top Vid Tags</a> "
Findom	Have Findom as your first " <a href="#">My Top Vid Tags</a> "
BDSM	Have one of the <a href="#">Top BDSM Categories</a> as your first " <a href="#">My Top Vid Tags</a> "
Kink	Have one of the <a href="#">Top Kink Categories</a> as your first " <a href="#">My Top Vid Tags</a> "
BBW	Have one of the following as your first <a href="#">My Top Vid Tags</a> ": BBW, BBW Ass Worship, BBW Ballbusting, BBW BDSM, BBW Domination, BBW Face Sitting, BBW Feet, BBW Female Domination, BBW Goddess, BBW Handjobs, BBW Interracial, BBW Smoking, BBW Tickling, BBW With Thin Chicks, BBW With Thin Men, BBW- SSBBW, SSBBW

MILF	Have one of the following as your first <a href="#">'My Top Vid Tags'</a> : MILF, Arab MILF, Ebony MILF
New Cummer	Have joined the site in the previous month and achieve the "New Cummer" badge
Rising Star	Have made the most progress since the previous month, with no sign of stopping!
Store	Have the most sales made from MV Store items
Director	Have the most sales made through Custom Vid orders
Ebony	Have one of the following as your first <a href="#">'My Top Vid Tags'</a> : Ebony, Black & Ebony, Ebony Ass Fetish, Ebony Ass Worship, Ebony Ballbusting, Ebony Female Domination, Ebony Foot Fetish, Ebony Goddess, Ebony Medical Fetish, Ebony MILF
Asian	Have one of the following as your first <a href="#">'My Top Vid Tags'</a> : Asian, Asian Goddess, Asian Princess
Hispanic	Have one of the following as your first <a href="#">'My Top Vid Tags'</a> : Latin, Latina, Spanish, Latino

*\*Please note: If you have multiple qualifying category tags within your "My Top Vid Tags" then your first qualifying tag will be the one considered for which category you appear in.*



## What happens if my vid gets flagged/reported?

Last Modified on 08/08/2019 6:12 pm EDT

We take rule violations on MV very seriously in order to maintain a safe and welcoming community as well as to make sure we remain compliant with our payment processors. Every vid that is flagged/reported to us is investigated by the MV Support Team and any MV Star hosting content that breaks our site rules will have the offending vid removed and receive a warning via email. Depending on the severity of the offence, further action may be taken; this also applies if there are multiple infractions on the account.

We also understand that at times, a rule may be violated due to lack of understanding of our upload rules and we make sure that the MV Star in question is informed as to the rule being broken. At the time the warning is sent, the MV Star is required to audit their profile to ensure there is no other infringing content.

For confidentiality reasons, any action taken will remain confidential between the MV Star and ManyVids.

Making sure MV is a safe place is a top priority for us, and it's easier to accomplish this with help from our MV Community, so if you see something you feel could be a potential rule violation, be sure to report it to us for review.

To review our Upload Rules, [click here](#) and go to "Upload Rules"; you can also find our other site rules here such as Community Guidelines, Forbidden Words, etc.

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## How do I get published in MV Mag?

Last Modified on 08/14/2019 3:39 pm EDT

The MV Mag is the flagship magazine of ManyVids and receives over 80,000 views each month! Our creative team selects MV Stars to do photoshoots to be featured in the MV Mag and if you're interested in being considered, please send an email to Pam in Marketing via [pamela@manyvids.com](mailto:pamela@manyvids.com).

Check out previous editions of MV Mag by [clicking here](#).

We hope to see you in an upcoming issue!

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

Last Modified on 08/20/2019 3:26 pm EDT

We have many different options for you to purchase vids, store items and services with us!

Here are the options that we provide:

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

*We also accept prepaid cards from these providers.*

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

## [Member] How can I Identify Stream-Only Vids and Memberships?

Last Modified on 08/20/2019 6:58 pm EDT

To identify if a vid is Stream Only you will need to visit the vid page where you can find specific details before your purchase. Below the vid player, it will say "Stream Only" to the right of the resolution.

To identify if a Membership is Stream Only when you click on "Get My XX Vids" you will see a pop-up box that says "Get instant access to XX Stream Only vids plus exclusive and new vids added during your membership."

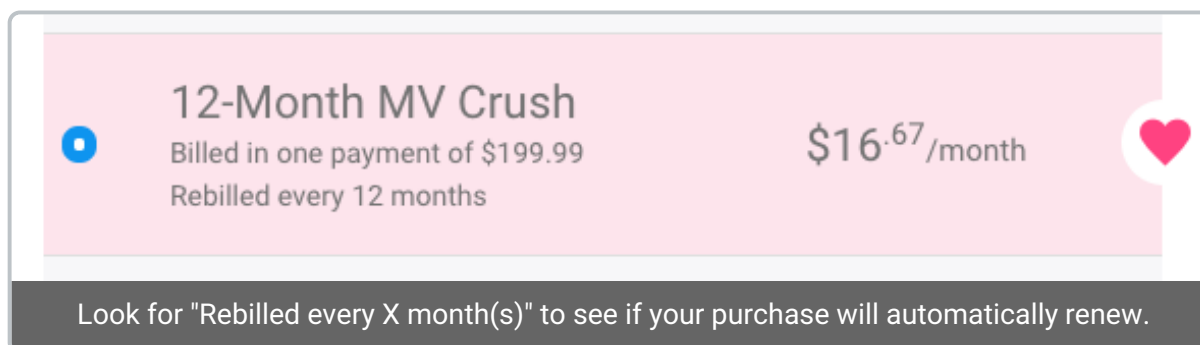


sf

## [Member] How to turn off recurring billing for a subscription such as Crush or Membership?

Last Modified on 08/05/2019 4:14 pm EDT

On MV, certain subscriptions and services automatically renew every month (every 3 or 12 months on 3 and 12 month orders respectively). These include but are not limited to Premium Memberships, MV Star Memberships, MV Crush and Text Me. When making a purchase on MV, look for a message that says "Rebilled every X month(s)" to see if the purchase is automatically recurring.



To turn off the automatic billing for any of these purchases except for Premium Membership (for that, see below), go to the drop-down menu > Purchase History. From there, locate the initial purchase (it must be the original purchase, not one of the rebilled transactions), click the 3-dots to the right of the purchase (you may need to scroll to the right to see this) and select "Turn-Off".

To turn off recurring billing for a Premium Membership, go to the drop-down menu > Settings > My Billing Options and deselect the box "Set your Premium Membership to Auto-Renew".



## [Member] I didn't receive my Custom Vid

Last Modified on 08/06/2019 6:56 pm EDT

Custom Vids have various delivery time-frames. Some MV Stars offer delivery time-frames such as 24 hour, 48 hour, 1 week, 2 week, etc. If you have not selected an earlier delivery date, you can expect to receive your custom vid within 30 days of the purchase date.

If your custom vid is passed due, we encourage you to contact the MV Star through the site PM to get an update. If you do not hear back from the MV Star, please reach out to us at [help@manyvids.com](mailto:help@manyvids.com) with the MV Star's username and the Sales ID.

We'll be happy to mediate the purchase and do everything we can to help out!

Please make sure to report all non-delivered custom vids within 120 days to be eligible for a credit.

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## [Member] I didn't received my Store Item

Last Modified on 08/06/2019 6:59 pm EDT

MV Stars have 30 days from the purchase date to deliver Store Items. Within that 30 day period you will have the ability to private message the MV Star incase you need to check on the status of your order.

If your store item is passed due, feel free to reach out to [help@manyvids.com](mailto:help@manyvids.com) with the MV Star's username and the Sales ID.

We'll be happy to mediate the purchase and do everything we can to help out!

Please make sure to report all non-delivered store items within 120 days in order to be eligible for a credit.

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## [Member] I didn't receive Text Me, Vid Chat or Call Me

Last Modified on 08/05/2019 4:14 pm EDT

MV Stars have 30 days from the purchase date to start the service for Texting, Calling and Vid Chat.

If your service is passed due, we encourage you to contact the MV Star through the site's PM to get an updated. If you do not hear back from the MV Star, please reach out to [help@manyvids.com](mailto:help@manyvids.com) with the MV Star's username and the Sales ID.

We'll be happy to mediate the purchase and do everything we can to help out!

Please make sure to report all non-delivered services within 120 days in order to be eligible for a credit.



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## [Member] I didn't receive an incentive for Fund Me, Contest Votes or a Tip

Last Modified on 08/05/2019 4:15 pm EDT

Fund Me donations, Contest Votes and Tips (Make It Rain/Tribute Me) are considered donations and are non-refundable.

If an MV Star promised an incentive in exchange for a Fund Me donation, Contest Vote or Tip, please reach out to them to get an update on your incentive.



sf

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## [Member] RocketGate & RocketPay Information

Last Modified on 10/10/2019 9:07 am EDT

**RocketGate is our main payment processor on MV.** They offer a feature at checkout when paying with a credit card known as "**RocketPay**", this will save your checkout information for ease of use on future purchases. For information on how to edit your RocketPay details, you can visit <https://rocketpay.net/faqs>.

*Please note*, RocketGate is a PCI tier 1 compliant payment gateway. This means they securely and safely store cardholder data (once you have made a purchase). They are approved by Visa, MasterCard and other card brands to provide services to cardholders.

While you can update your credit card information, **if you wish to have your information removed from RocketPay completely**, please contact MV Support via [help@manyvids.com](mailto:help@manyvids.com) with your request and we will ask that RocketGate remove your details.

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## [Member] Duplicate Billing/Billed Twice

Last Modified on 08/05/2019 4:15 pm EDT

If you have been billed twice for the same purchase and both are appearing in your Purchase History please reach out to [help@manyvids.com](mailto:help@manyvids.com) for assistance.

If you notice that you have been billed twice on your card and you only have one purchase appearing in your Purchase History this most likely means that your first transaction was unsuccessful. The unsuccessful purchase is only an authorization and the funds will be returned to your card within 7-10 business days.



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## [Member] How do I download my purchased vid?

Last Modified on 08/06/2019 6:54 pm EDT

So, you just purchased a vid and you want to download it onto your device! Depending on which device you are using the process may be slightly different, so locate your device below and follow the corresponding steps. Please note, if the vid is set to "Stream Only" by the MV Star it will not be able to be downloaded.

We highly recommend the use of [VLC media player](#) when playing your downloaded vids.

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### Desktop/Mac:

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- Go to the drop-down menu > Purchase History (<https://www.manyvids.com/View-my-history/1/>).
- Locate the vid, click on the 3-dots to the right of the vid and select 'Download'.
- A pop-up box will appear, right click (2-finger click on Mac) on 'Download Now' and click 'Save Link As' and choose your file destination.

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### Android:

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- Go to the drop-down menu > Purchase History (<https://www.manyvids.com/View-my-history/1/>).
- Locate the vid and scroll to the right, click on the 3-dots and select 'Download'.
- A new window will open, press 'Download' (Note: some vids may play at this point, others will require the following 2 steps).
- Once the download is complete you will see 'Open In'.
- Select the media player of your choice.

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### IPhone:

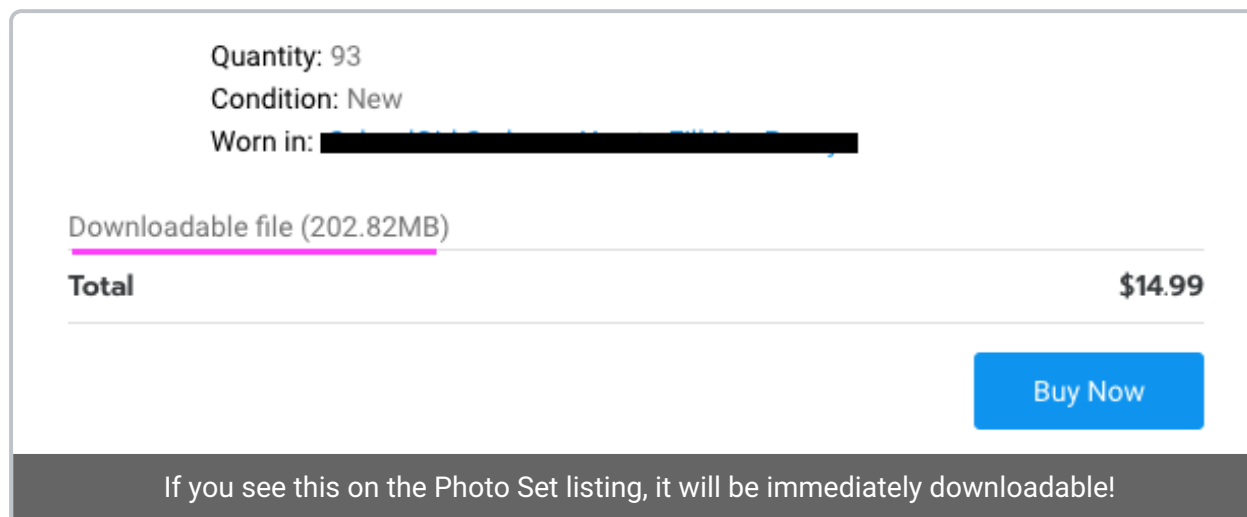
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- Download the VLC media player app in the App Store.
- Go to the drop-down menu > Purchase History (<https://www.manyvids.com/View-my-history/1/>).
- Locate the vid and scroll to the right, click on the 3-dots and select 'Download'.
- Hold down 'Download now' and then select 'Copy Link URL'.
- On the VLC media player app, click on the cone icon at the top left.
- Select the 'Downloads' tab and paste the URL.
- Press the white 'Download' button below the link.

## [Member] How do I download my purchased Photo Set?

Last Modified on 08/08/2019 6:34 pm EDT

When you purchase a Photo Set from an MV Star, you should first check if the file is already attached to the store listing. If so, you will be able to download the Photo Set in the form of a .zip file directly from your Purchase History (found in your drop-down menu). To check if the file is attached, go to the store item listing and look for "Downloadable file" just above the total cost.



The screenshot shows a product listing with the following details:

- Quantity: 93
- Condition: New
- Worn in: [REDACTED]
- Downloadable file (202.82MB)
- Total \$14.99
- Buy Now button

A grey banner at the bottom of the screenshot reads: "If you see this on the Photo Set listing, it will be immediately downloadable!"

If the file is attached, go to your Purchase History, locate the purchase, click the 3-dots to the right of the item and click "Download" to receive your purchase.

If the file is not attached to the item listing, the MV Star will need to send the Photo Set to you by some other method. The MV Star will have 30 days to fulfill the order before it is considered overdue and you can private message the MV Star within that period to discuss your purchase.

If the order is not fulfilled within that time frame, be sure to reach out to MV Support via [help@manyvids.com](mailto:help@manyvids.com) and we'll gladly mediate on your behalf!

## [Member] How do I load/use MV Wallet?

Last Modified on 10/18/2019 10:20 am EDT

MV Wallet is a great way to pay on ManyVids without having to enter your credit card information at each checkout. You will be granted the option to load your MV Wallet once 30 days have past since your first purchase on MV.

To load your wallet, go to your drop-down menu > My MV > Settings and at the very top you will see a button that says ; *this is also where you can see your current wallet balance* Click there, select the amount you want to add and hit to proceed with your payment.

**MV Wallet** Balance: **\$0.00**

Your MV Wallet can be used to purchase faster on ManyVids. All refunds are credited to your MV Wallet.

[Load Wallet](#)

You will have this option 30 days after your first purchase on MV!

For anyone who is going to enjoy the benefits of MV Wallet, we recommend setting up the 2-way authentication feature to help protect and keep your account and funds safe! [Click here to learn how.](#)

Now, next time you go to checkout, you will have to option to pay with your MV Wallet balance!

*Please note, you cannot pay with a partial wallet balance, in order to use you wallet, your balance must match or be more than the amount in your cart.*

## [Member] How do I pay on MV with Cryptocurrency?

Last Modified on 08/20/2019 3:23 pm EDT

Do you own any cryptocurrencies? If yes, we have some good news for you! We support payments with **Bitcoin, XRP, Ether, Litecoin, and over 50 other Altcoins**. Click [here](#) to view the full list of accepted cryptocurrencies.

### Pay with Bitcoin or another Currency

#### Step 1: Select cryptocurrencies as a payment method

Go to checkout and select the cryptocurrency payment option. You will be redirected to complete the payment on our processor's invoice page. *You will have 20 minutes to make the transaction.*

#### Step 2: Choose the desired payment currency

Click on the digital asset you wish to pay with. You will notice BTC, XRP, ETH and LTC at the top, while other supported cryptocurrencies can be viewed under the "More currencies" tab.

#### Step 3: Enter your email address (optional)

This is optional; however, we encourage you to provide a contact email in case of payment issues.

#### Step 4: Make the transaction

You will see the payment amount, a unique address to send the transaction, as well as a QR code (for XRP transactions, do not forget the destination tag). You can proceed as follows:

1. Click on the wallet button to open a supported wallet on your device.
2. Scan the QR code with your mobile wallet.
3. Copy/paste the displayed amount and address to your cryptocurrency wallet. You will notice a confirmation screen right after. You can also pay for the invoice via the Lightning Network. Check the [step-by-step](#) guide for the instructions.

#### Step 5: Payment confirmed

Your transaction will typically be detected within a few seconds after it was broadcast to the network, regardless of the currency you are paying with. Once detected, the page will immediately display a 'Confirming' message which will then change to 'Paid and Confirmed'. The payment is now completed and your order is on the way!

**Important to know:** we strongly advise not to make purchases from exchanges as your payments may arrive late.

# Advantages of Paying with Cryptocurrencies

In some cases, paying with cryptocurrency can be much more convenient than using traditional payment methods. Here are a few reasons why:

- **Transactions are quick and simple:** The transaction speed of different cryptocurrencies can range between a few seconds up to 10 minutes, and therefore will always be faster than a traditional bank transfer. On top of that, you don't need any physical payment cards or to tediously enter billing details to make the payment.
  - **No added fees:** Cryptocurrency transaction cost depends on many factors. While 'pre-mined' digital assets can boast of nearly cost-less transactions, payments with Bitcoin or Litecoin might cost more because of miner fees. However, the payment option allows purchases via both Bitcoin and Litecoin using the Lightning Network, which reduces the costs to a fraction of penny.
  - **Pay from anywhere in the world:** There are no cryptocurrencies that care about borders. Whether you pay with cryptocurrency in a local shop or transfer it to another continent, the payment will be processed in the same time frame, for the same price.
  - **Stay private:** Nobody can see your identity behind a wallet address. Cryptocurrencies are well-suited for those who wish to retain a certain level of privacy. Other than your email address, we will not ask for any additional information.
-



## [Member] Login Issue - Unrecognized Location

Last Modified on 08/05/2019 2:29 pm EDT

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 we do not recognize. Please check the email address linked to your MV account, there will be an email from MV with further instructions to help you get back into your account.

If you’re still having trouble or no have access to the email attached to your account, feel free to reach out to us at [help@manyvids.com](mailto:help@manyvids.com)



## [Member] Vid Streaming Troubleshooting Tips

Last Modified on 09/12/2019 6:51 pm EDT

### Browser

We always recommend using Google Chrome for any MV Feature to ensure the best experience.

### **Stable Connection/Ethernet connection**

When attempting to stream a vid, always ensure that you have a stable connection (Either full bars or connected via an ethernet cable).

### Downscale Resolution

If the stream will not start, or the vid continuously buffers – Refresh the page. Once completed, click on play, and immediately click the gear in the top-right corner of the player. Next, select the lower definition resolution. This should eliminate or lessen the rate at which the stream buffers.

### Bandwidth & Processes

If you're experiencing any issues while attempting to stream a vid, it could be caused by another running program or device. We recommend closing all other programs and ensuring that no other devices are currently using the internet (Example: Netflix).

### Multiple Windows

At times, having multiple tabs of MV or other sites open can cause interference with your vid stream. Try closing any other websites or vid streaming software and refreshing your page to see if that resolves any streaming issue.

### Fresh Start

If none of the above steps resolved the issue – We strongly recommend restarting both your device & modem, then reattempt to stream the content.

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## [Member] How do I become a Premium Member and what are the perks?

Last Modified on 08/08/2019 5:38 pm EDT

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

Premium Membership will give you the following benefits:

- Unlimited messaging and image sharing privileges to all MV Stars
- Access to ManyMotes in messenger
- Exclusive access to watch all blocked previews on MV
- Your username will stand out in blue on your profile and in MV Live chat so MV Stars know you're Premium!
- An exclusive badge on your profile
- Bonus tokens to use on MV Live!

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


### Upgrade to Premium

You know you want this!

**Included When You Upgrade:**

- MV Live TKS Bundles:
  - 12-Month = 500 TKS
  - 3-Month = 200 TKS
  - 1-Month = 100 TKS
- Unlimited messaging, ManyMotes™ and image sharing
- Full access to blocked previews.
- Attention and visibility.

**Select your membership plan:**

<input checked="" type="radio"/>	<b>12-Month Membership</b> Billed in one payment of \$119.94 Rebilled every 12 months	<b>\$9.99/month</b>	
<input type="radio"/>	<b>3-Month Membership</b> Billed in one payment of \$44.97 Rebilled every 3 months	<b>\$14.99/month</b>	
<input type="radio"/>	<b>1-Month Membership</b> Rebilled every month	<b>\$29.99/month</b>	

[Get Premium Now](#)

**Upgrade Today!**

## [Member] How do I delete my member account?

Last Modified on 08/05/2019 4:16 pm EDT

We would hate to see you leave the site but we respect your decision. If you wish to delete your Member account, you can do so by going to your drop-down menu > My MV > Settings. Locate the section on this page that says "Delete Account" and to the right of this hit "View", then hit the blue button that says "Delete Account" and then hit "Yes" on the confirmation message.

*If you have been made an Affiliate on MV and have unpaid earnings on your account above \$20, your earnings will be sent out to you on the next payout date (1st and 16th of every month) to the payment method on file upon the deletion of your account.*



## [Member] How do I reactivate my deleted member account?

Last Modified on 08/05/2019 4:16 pm EDT

Looking to come back to MV after a break? We're more than happy to have you back!

In order to have your member account reactivated, we ask that you reach out to us at [help@manyvids.com](mailto:help@manyvids.com) with your request, making sure to contact us using the email attached to the account. If you no longer have access to that email, please let us know and we'll let you know what we need to verify you as the account owner. From there we can also edit the attached email to one you have access to (assuming it's not already in use on MV) to make sure you are able to access the account once reactivated!

We look forward to having you as part of the MV Community again!



## [Member] How do I become an MV Partner?

Last Modified on 08/19/2019 1:29 pm EDT

On MV, there's a way for members to get paid for referring new MV Stars to our site through our MV Partner program. MV Star's already have this built into their account, but if you are a member, all you need to do to become an affiliate of MV is to contact us directly at [help@manyvids.com](mailto:help@manyvids.com) using the email attached to your account and let us know you want to join the MV Partner program!

Once confirmed, you'll have a RevShare link you can access through your drop-down menu > My MV > MV RevShare, and for any future MV Stars who sign up with that link, you will make 5% on the majority their sales!\*

You will be able to set up a payment method by going to your drop-down menu > My MV > Settings > Payment Method. For more information on how payout works on MV, check out our article [Payout Information](#) .

\*RevShare applies only on certain sales and does not include the following: Custom Vids, MV Crush, Make it Rain/ Tribute Me, Paid Contest Votes, Tokens, Special Promotions, booking fees for photo/video shoots and monthly bonuses (such as MV Top Earners).

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## [Member] I was blocked by an MV Star, what do I do?

Last Modified on 08/20/2019 6:57 pm EDT

It's never fun to be blocked by an MV Star, especially if you want to access their content or interact with them. It is totally up to the MV Stars who they allow to access their profile and they can choose to block a member for whatever reason they see fit so it is best not to take it personally. We're sure that with over 30K active MV Stars, you'll be able to find other performers that are to your liking.

If you have a pending order with an MV Star who has blocked you, they can still fulfill the order, but if the order is past it's fulfillment date (30 days unless otherwise stated) be sure to reach out to us at [help@manyvids.com](mailto:help@manyvids.com) with your Sales ID and we'll gladly assist you further.

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**[Member] Why do I get "This MV Profile has been blocked for your region" when trying to visit an MV Star's profile?**

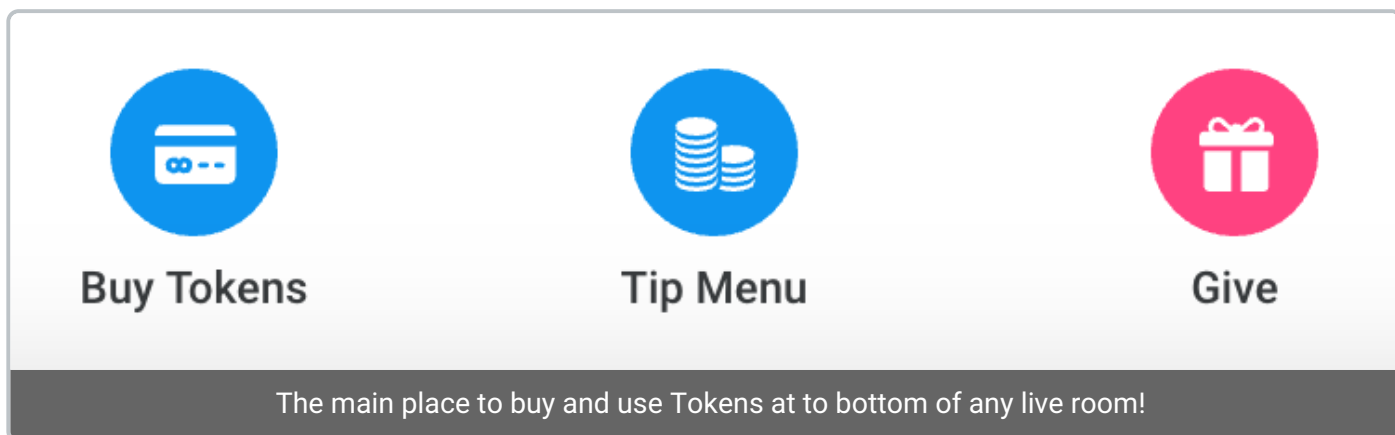
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## [Member] How do I tip an MV Star during a live show?

Last Modified on 08/05/2019 4:23 pm EDT

To tip an MV Star during a live session, you'll first need Tokens, the currency for MV Live. Tokens can be purchased from any live room by clicking the "Buy Tokens" button at the bottom left, but can also come from other places such as a Premium Membership subscription (click here to find out more about becoming a Premium Member) or by checking out with \$200 total value in your cart.



Once you have your Tokens, you can now tip during a live show! To see what the MV Star 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. You can also send special tips to the MV Star from the "Give" menu.

If an MV Star has a Wheel set up, you can click "Wheel Menu" at the bottom and your tip will spin the wheel, giving you a prize based on what the Wheel lands on!

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

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

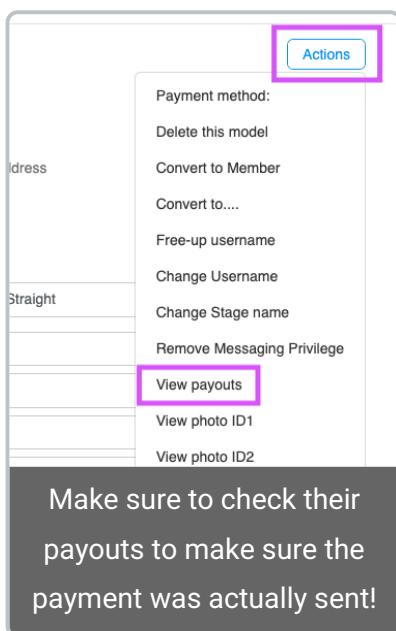
## [Internal] When does a payout inquiry get sent to Accounting?

Last Modified on 10/11/2019 1:38 pm EDT

MV Stars may reach out to us to ask why they haven't received their payout. If their MV Account shows a payout was sent, the good news is their payout is expected to arrive soon! There are also times when the email will need to be sent to the Accounting Queue for further review.

How do you know when to send something to Accounting? It will depend on different factors such as the payment method used, how long that method takes to process as well as if payout landed on a weekend or holiday.

The first thing we need to look at is the MV Star's payouts by checking the Actions tab on their Admin page to make sure the payment was actually sent. **If the payment wasn't sent, most likely they didn't hit the payout minimum or their payment method wasn't set up at the time of payout.**



You can check if they didn't have a payment method setup at the time of payout by cross referencing their tab on their Admin page with their tab found when searching the MV Star on the Admin page, hitting and then . The tab will show if their payment method was recently cleared whereas the tab shows us when they set a payment method.

User  Search

Type	Status	Joined	Action
model	2	May 15, 2016 @ 12:53 am	<a href="#">Edit</a> <a href="#">Actions</a>

[View all sales](#)  
[View logs](#)  
[View Live Time](#)

Hit "View logs" to see when their payment method was set. If it was recently cleared or wasn't set up in time, that may explain why no payment was set.

If the payout was sent, we then need to look at their payment method. The list below shows the wait time on specific payment methods:

Direct Deposit or Wire Transfer	1 - 5 business days
Paxum or CosmoPay	1 - 2 business days
US Check	5 - 10 business days

We need to check the calendar to see if their payout is still within the allotted wait time for their payment method. When calculating this, keep in mind that if the payout date (1st and 16th of every month) falls on a weekend or holiday, the payment is sent by us on the following business day (business days are Monday to Friday, excluding national holidays). If they are past the expected wait time, let them know we'll have our Accounting Team look into the issue and send their inquiry to the Accounting Email queue.

*Example: If the 1st is a Saturday, the payment will not be sent until Monday the 3rd. If they are direct deposit, that means 5 business days later is the 10th, so we send their inquiry to Accounting only on the 11th or after if the payment is still reported as missing.*

Sunday 26	Monday 27	Tuesday 28	Wednesday 29	Thursday 30	Friday 31	Saturday Jun 1
						Payout
2	3 Payment Sent	4 business day 1	5 business day 2	6 business day 3	7 business day 4	8
9	10 business day 5	11 Send Accounting	12	13	14	15

Visualization of the above example where payout lands on a Saturday and payment method is direct deposit, so the inquiry is not sent to Accounting until the 11th.

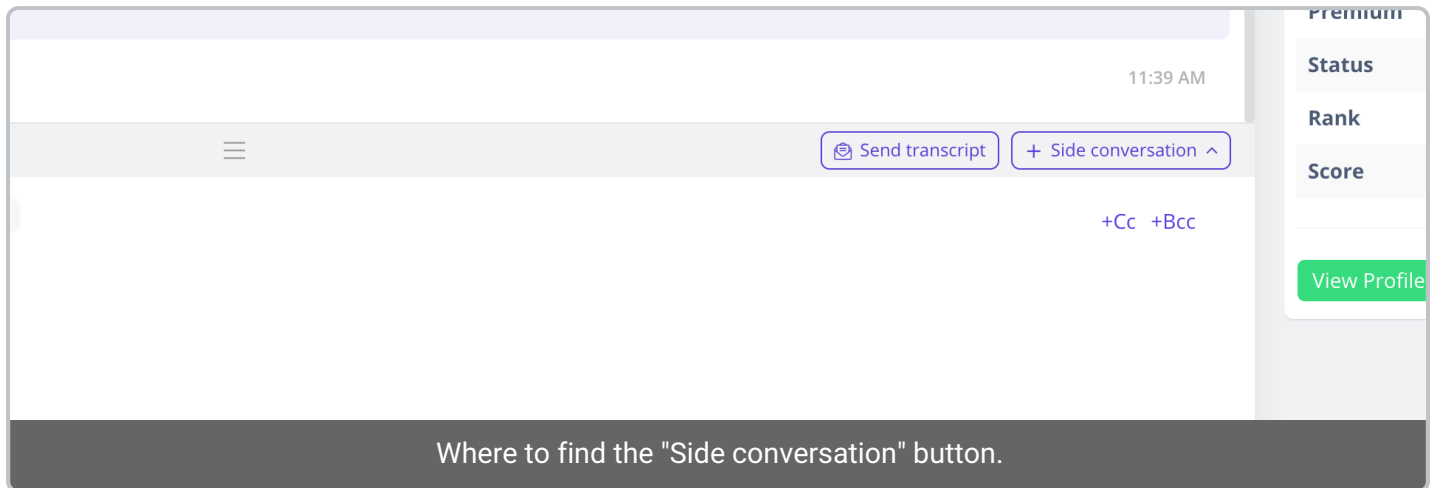
For any further questions on this, please don't hesitate to ask a Senior Agent.

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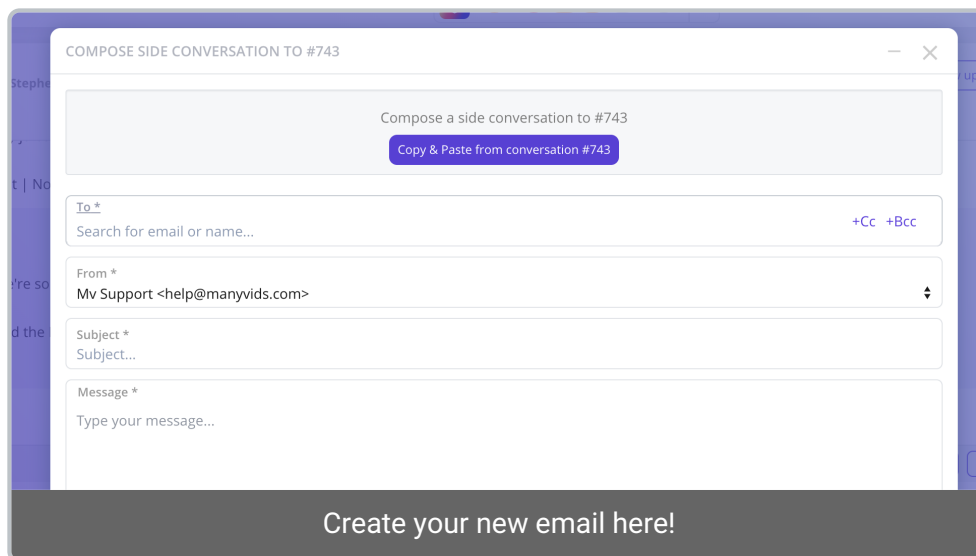
# [Internal] How to create linked tickets using Side Conversations in Dixa

Last Modified on 10/11/2019 1:44 pm EDT

The best way to create linked tickets in Dixa is using the **“Side conversation”** function. You can find the side conversation button on the right of the grey partition between the users message to us and where you type your response, next to the “Send transcript” button.



This function is perfect for purchase inquiries, broken vid reports, audits, basically **anything where one ticket requires you to create a new conversation**. When you click the “Side conversation” button, click “New email” and it will open a new email form.

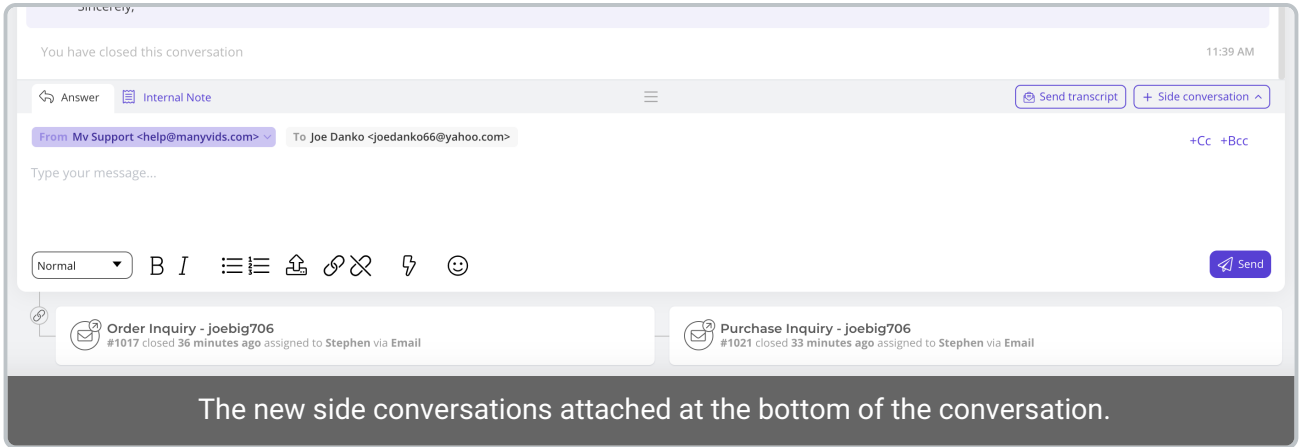


You will see the option at the top to paste all the information from the original ticket. For almost all cases you won't want to do this, you'll want this to be a fresh email that does not contain the information from the original conversation.

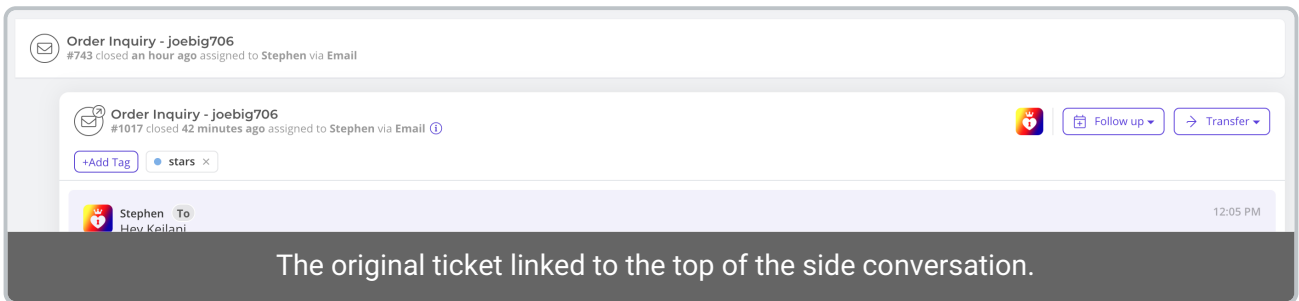
From there, write your new email as you normally would, *for example, if this was a purchase inquiry, you would add the MV Stars email, then the subject “Purchase Inquiry”, then type in the reminder email to let them know about the unfulfilled purchase and then when you're all done, hit send!*

Now, the original ticket will show this new side conversation attached at the bottom, below where you type your

reply.



When clicked, this will take you to the ticket of the side conversation, and on that ticket the original ticket will be attached at the top!



Please note you can link multiple side conversations to one ticket and you won't be able to create side conversations

## [Internal] MV Star account deletion process

Last Modified on 10/11/2019 3:50 pm EDT

**MV Stars cannot delete their own accounts, they need to contact Support to do so.**

When we get an email request from an MV Star to close their account, there's a macro called **MV Star: Delete account - 2nd chance message'** that you will send. Please cater the macro to the specific situation, *for example, if the MV Star provides a reason for leaving in their initial message, remove the part of the macro asking why they are leaving and see if there is a way to solve the issue for them to entice them to stay, while still requesting the verification to continue with the account deletion.* Please see our document [Retention Strategies](#) for guidance.

Stars who are leaving the industry are exceptional and do not require retention, simply express your understanding and follow through requesting the verification for account deletion and continue the process as outlined below with sales etc.

Stars who are afraid that their personal information is at risk (*possible doxing etc.*) just delete the account first and proceed to attempt retention strategies and then continue the process as outlined below with sales etc.

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### Before Deleting

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We will request that the MV Star send us a photo of themselves holding a sign that has today's date, their legal name and ManyVids to verify themselves as the account owner. Compare this to the pictures we have on file used for account approval. When verifying, please make sure of the following:

- Legal name matches that on the ID/account owner name at bottom of admin.
- The date matches the day the picture was sent.
- It's clear that the photo is of the performer/account owner. Don't hesitate to ask for a second opinion if you are unsure.

We will also want to make sure to check for the following:

- Check "View All Sales" by clicking "Action" from the admin search tab to see if they have any tangible store items (items that require shipping) sold under 30 days from today, if so we will either need to adjust and credit the member or see if they still plan to fulfill the order (we ask the star about this in the macro).
- Check the escrow tab in Admin for any undelivered Custom Vids, again we will need to check if they should be adjusted/credited or if the MV Star plans to deliver.
- Check if they are eligible for a final payout (if their earnings are \$20 or above, aside from wire transfer which must be minimum \$50 as there is a \$30 fee) and check if their payment method is set up. If they are eligible and there is no payment method set, advise them on how to set it up. If they are in the US we will also need to verify their W9 is on file in order for them to get paid.

If they respond to us after informing them of any unfulfilled sales, setting of payment method and have provided the required verification, move forward with crediting the members/adjusting for any unfulfilled sales and delete the account.

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What to do when deleting the account

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Once you have verified the photo and made sure there are no unfulfilled orders/custom vids and we have done all we can to retain the MV Star, we will delete the account by clicking "Actions" from their admin page and then clicking "Delete this model".

Upon deletion we note the account with the ticket number and the note "deleted as per request" and if a reason was provided, make sure to add that to your note.

Finally, we will need to shut off any recurring billings for members to the MV Star Search the MV Star in Admin panel and from the search page click "Actions" > View All Sales. Sort by "Type" and locate any member with the following sales types: Membership, Crush, videoChat, Text or Phone. Go to the members Purchase History and shut off any recurring billing associated with the MV Star from the original purchase, NOT one of the rebilled transaction (*Actions > Turn Off Rebil*). Make sure to check all sales going back at least 1 year, sorting by "Type" on each new page.

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## Payouts to a different name

Last Modified on 08/08/2019 12:58 pm EDT

As you know, we often get requests for MV Stars to be paid out to someone else's bank account, or someone else's name.

For compliance reasons, this isn't ideal however, we can still allow it if we get the information we need about the person being paid.

I have added a section to the support manual titled "**Payouts to a different name**". There is also a macro with the same name that includes what we need to get from them.

If you come across an account that has a payment method in someone else's legal name, what we want to do it collect the information needed.

Please follow the process in the manual, and come see me or a member of the Accounting Team if you have questions!

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## Auto-Tweets for sales

Last Modified on 08/12/2019 1:49 pm EDT

As of August 7th, we now auto tweet Star's previews! :D

Any video that has an Mp4 preview, will have an auto-tweet that includes the preview:

<https://twitter.com/ellefayepromo/status/1159822377812930562>

Videos that have a preview that is NOT mp4, OR is over 15mb will have an auto-tweet that includes a still image:

<https://twitter.com/ellefayepromo/status/1159711629614964738>

So if models want to opt OUT of the previews showing up on twitter, they can:

- Put a custom preview that is a promo reel (not a clip of their vid)
- Put a custom preview that is NOT mp4 format, so the screenshot will auto tweet
- unlink their twitter account (try not to suggest this unless it's necessary)

I hope this helps, but of course if questions come up please ping me or a member of R3, and we'll be sure to check into it further.

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# Team Feedback

Last Modified on 10/25/2019 11:37 am EDT

Loading...

## Process: Non-receipt of MV Crush Club (No Content uploaded)

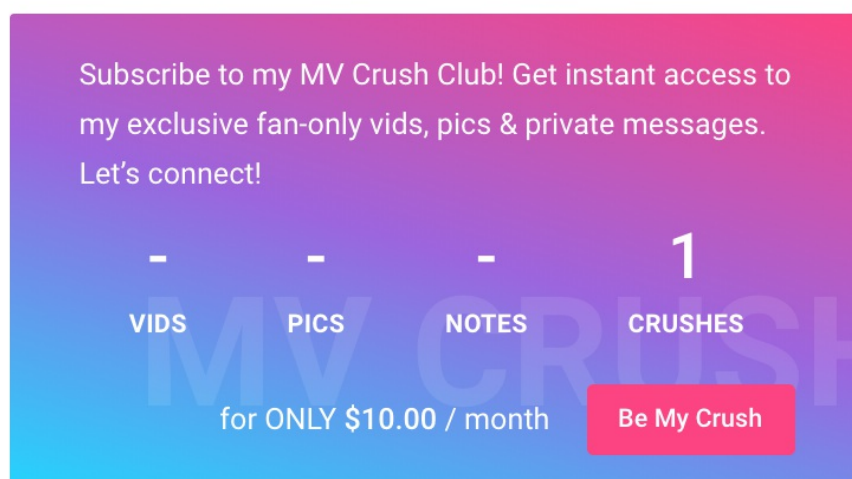
Last Modified on 11/01/2019 11:16 am EDT

As of October 31, 2019 ; Members who purchased an MV Crush Club subscription that does not contain any content – we will follow this new process. Like other services, Members will be reaching out to us to mediate Crush Club purchases when the Star has not yet uploaded content.

We will provide the MV Star with 30 days to upload content to their Crush Club. If no content is uploaded by the due date, we will adjust the MV Star's earnings and process a Wallet Credit to the Member. Please follow the below steps.

### Process:

1. Confirm that the MV Crush Club purchase by visiting the Member's Purchase History
2. Open the MV Star's profile, and verify the Crush Box indicates that there is no content (*Screenshot below*)
3. Toggle off rebill for the Crush Club subscription, to ensure that there is no recurring billing.
4. Send a reminder to the MV Star (Macro titled 'MV Crush Club - Star – No Content posted')



\*\*For cases where it has been 30+ days since the original purchase date for the Crush Club purchase (I.e, it has been re-billed and there still is no content, follow steps 1-4 and send the Member's ticket to Management for review so we can determine how much we will credit to the Member.)

## List of Known DMCA Non-Compliant Sites

Last Modified on 10/31/2019 1:52 pm EDT

The sites listed are not DMCA-Compliant. If an MV Star reaches out about content being posted to one of these sites, our usual DMCA process will not get the content removed. If an MV Star reaches out about content posted to one of these sites, you can send a response that includes the following information:

- We sympathize
- Not all websites are DMCA-compliant
- Our legal team is always looking for ways to address piracy

As much as this is just the reality of uploading content to the internet, keep in mind that our Stars are potentially feeling scared/angry/sad/powerless or a combination of all the above and we should tailor the tone of our responses accordingly.

THIS LIST WAS LAST UPDATED ON: October 31, 2019

<https://manyvips.com/>

<https://vip-pussy.com/>

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