

## Member-Specific FAQs

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

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

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

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

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

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

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

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

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

If the content of a vid has been flagged by our Trust and Safety Team as potentially disturbing to some viewers, but still falls within [our accepted content rules](#), 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 Creators the choice to opt out of viewing content that may be offensive to them.

### I was blocked by a Creator, what do I do?

It is totally up to the Creators 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.

If you have a pending order with a Creator 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.

### Why do some Members have different colour usernames in Live?

When a user has a different colour username in 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
Green	Room Moderator (as set by Creator)

To all Members looking to get more attention from Creators, [click here](#) to learn more about becoming a Premium Member!

## Why do I get "This MV Profile has been blocked for your region" when trying to visit a Creator's profile?

At times, you may attempt to access a Creator's profile and be met with the message "This MV Profile has been blocked for your region".

It is totally up to the Creators who they allow to access their profile and they can choose to block a region or country for whatever reason they see fit. We're sure that with over 100K active Creators, you'll be able to find other performers that are to your liking that you can access from your location!

If you have a pending order with a Creator who has since blocked your region, they can still fulfill the order, but if the order is past its 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.

## General MV Rules and Guidelines

Here on ManyVids, we would love for it to be a safe sexy space for Members and Creators alike to interact and share their passions, judgment-free!

In order to sustain this online ecosystem, we have placed a few content rules and guidelines to observe when using or interacting on the site.

To learn more about the terms and guidelines, we invite you to read through the [information](#) page of the site.

*\*Please note that these rules and guidelines apply to any and all interactions made on the site.*

For any questions or clarifications, our Support Team is here for you 24/7! Feel free to reach out to us at [ahelp@manyvids.com](mailto:ahelp@manyvids.com) anytime.

## MV on Social Media!

We'd love to connect with you!

Come and check us out in the following, official, ManyVids social media accounts:

[MV Social](#)

[X](#)

[X MV Support](#)

[X MV Product](#)

If there's anything new and exciting, we make sure to announce in these accounts so please be sure to follow us and be updated!

If you ever have any questions or need help with anything, please don't hesitate to reach out to us [ahelp@manyvids.com](mailto:ahelp@manyvids.com) anytime!

## How do I share feedback with ManyVids?

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

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

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

## How do I review a vid?

If you want to submit a review, or to change an existing review you can do so from your Purchase History.

To submit a review, simply:

1. Go to your drop-down menu
2. Click on your "Purchase History"
3. Locate the vid that you want to review
4. Click on the 3 dots to the right of the vid and hit "Review"

To edit an existing review, go to your drop-down menu and select "Purchase History". Next, click the 3 dots to the right of the vid

and select **<Review Again>**.

You may now also review a vid that you have purchased directly from the vid player by clicking **Review**:

*Want to delete a review? Reach out to our MV Support Team or [help@manyvids.com](mailto:help@manyvids.com) for assistance!*

## Is it FREE to chat on Live?

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

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

## Who can view Live sessions?

### Viewing Live sessions

Both MV Members and Guests are able to view Live shows on MV!

Guests can only view live sessions, they do not have access to chat or tip the Creators during their live shows.

To be able to chat or tip in Live you have to first sign up as a MV Member and get your account activated!

## What if I was blocked from a Live session?

Any Member that has previously been blocked by a Creator will not be able to see their live show. The same applies to Members in the Creator's blocked regions.

## What are tokens?

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

our virtual online cam show currency.

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

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

## Where can I buy tokens?

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

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

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

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

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

- Click on the button 'Buy Tokens' underneath the stream:
- A pop-up menu will appear displaying the token packages available on MV

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

## What can I use tokens for?

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

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

You cannot transfer Tokens to other Creators or other Members.

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

## How do MV Members control the Lovense interactive toys

## on Live?

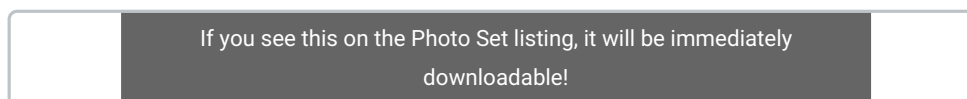
To interact with a Creator who offers Lovense interactive toys in their Live shows:

1. Go to the live chat
2. Look for the clickable row in the chat that says: <Tip to turn me and my toy on!>
3. Click <More>. By clicking there, all the live toy options will appear
4. Tip amounts, vibration strengths, time durations, and all the available connected Lovense toys will be listed for you along with their token cost!

For information on how to purchase tokens, you'll want to visit the link[here!](#)

## How do I download my purchased Photo Set?

When you purchase a Photo Set from a Creator, 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.



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 Creator will need to send the Photo Set to you by some other method. The Creator will have 30 days to fulfill the order before it is considered overdue and you can private message the Creator within that period to discuss your purchase.

If the order is not fulfilled within that time frame,[click here for more information on undelivered store items.](#)

## Where can I find my Loved and previously viewed vids?

As a Member, you can view vids you've loved and browse vid pages you've accessed within the last 90 days from your profile page!

- Click the drop down menu
- My Profile
- Library

From here, you can choose 'Loved' to view any vids you've loved, or History to see any vid pages you've visited in the last 90 days. You can filter these tabs by Creators or tag, and change the sort order to find content.

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