

Customer Support Knowledge Base: Account Management

This document provides solutions to common customer queries and issues related to account management on our gaming platform.

1. Account Creation & Registration

1.1. How do I create an account?

- **Answer:** Welcome to our platform! Creating an account is easy. Just follow these simple steps:
 1. Download our app from the Google Play Store or Apple App Store.
 2. Open the app and tap on "Register" or "Sign Up".
 3. Enter your mobile number and email address. We'll send an OTP (One-Time Password) to your mobile for verification.
 4. Enter the OTP to verify your mobile number.
 5. Create a strong and secure password for your account.
 6. If you have a referral code, you can enter it on the registration page.
 7. Congratulations! Your account is now ready, and you can start exploring the exciting games we offer.
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1.2. I'm unable to register.

- **Answer:** If you're having trouble registering, here are a few common reasons and their solutions:
 - **"User already exists" error:** This message indicates that an account is already registered with the mobile number you entered. Please try to log in instead. If you've forgotten your password, you can easily reset it using the "Forgot Password" option.
 - **"Invalid mobile number/email" error:** Please double-check that you've entered a valid 10-digit mobile number and a correctly formatted email address (e.g., user@example.com).
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1.3. I didn't receive the OTP/Verification Code.

- **Answer:** If you haven't received the OTP, please try these steps:
 - Check if you have a stable mobile network connection.
 - Please wait a few moments as there can sometimes be delays from the network provider.
 - Ensure that your SMS inbox is not full.

- For email verification, check your spam or junk folder.
- You can use the "Resend OTP" option on the screen after a short wait.

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1.4. Can I create more than one account?

- **Answer:** To ensure fair play and maintain the integrity of our gaming community, we allow only one account per user. Creating multiple accounts is a violation of our Fair Play Policy and may lead to the suspension of all associated accounts.

2. Login & Profile Management

2.1. I'm having trouble logging in.

- **Answer:** If you are unable to log in, please try the following:
 - **Forgotten Password:** If you don't remember your password, tap on the "Forgot Password" link to reset it.
 - **Incorrect Details:** Make sure you are entering the correct registered mobile number/email and password.
 - **Account Locked:** For security reasons, your account might be temporarily locked after too many incorrect login attempts. Please wait for a while before trying again or use the "Forgot Password" option.

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2.2. How can I edit my profile?

- **Answer:** You can easily update your profile information. Go to the "My Profile" or "Account Settings" section in the app. Here you can change your username and profile picture. Please note that for security reasons, your registered mobile number and email address have a separate, more secure process for updates.

2.3. How do I update my registered mobile number or email?

- **Answer:** To change your registered mobile number or email, please go to the "Account Security" settings in your profile. You will need to verify your identity by providing some additional information before you can update your contact details. This is to ensure the security of your account.

3. Account Verification (KYC)

3.1. Why is KYC verification necessary?

- **Answer:** KYC (Know Your Customer) verification is a mandatory process required by law.[\[1\]](#) It helps us to verify your identity and ensures a secure gaming environment for all our users. Completing your KYC is also necessary for making withdrawals from your winnings.[\[2\]](#)

3.2. How do I complete my KYC?

- **Answer:** To complete your KYC, please follow these steps:
 1. Navigate to the "KYC" or "Verification" section in your account.
 2. You will be asked to upload a clear photo of your PAN card and a valid proof of address (such as an Aadhaar card, Passport, or Driver's License).[\[3\]](#)
 3. Ensure that the details on your documents match the information you provided during registration.
 4. Our team will review your documents, and you will be notified once the verification is complete.

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3.3. My KYC verification failed.

- **Answer:** If your KYC verification was not successful, it could be due to one of the following reasons:[\[4\]](#)
 - The images of the documents were blurry or unclear.
 - The details on the documents did not match the details in your profile.
 - The documents you uploaded were not valid or had expired.You can re-upload your documents for verification. Please make sure to follow the instructions carefully for a successful verification.

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4. Account Security

4.1. How can I secure my account?

- **Answer:** We recommend the following to keep your account safe:
 - Use a strong and unique password.
 - Do not share your login credentials with anyone.
 - Enable two-factor authentication if available.
 - Be cautious of phishing emails or messages asking for your account details. We will never ask for your password.

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4.2. What should I do if I suspect my account has been hacked?

- **Answer:** If you think your account has been compromised, please take the following steps immediately:

1. Reset your password.
2. Review your recent activity for any transactions or gameplay you don't recognize.
3. Contact our customer support team immediately with the details.

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5. Account Suspension and Deactivation

5.1. Why is my account suspended or banned?

- **Answer:** An account may be suspended or banned for violating our Terms of Service or Fair Play Policy.[\[7\]](#) Common reasons include creating multiple accounts, using unfair means to play games, or any other fraudulent activity.[\[8\]](#)[\[9\]](#) We recommend you review our policies for a detailed understanding.

5.2. How can I appeal a suspension?

- **Answer:** If you believe your account was suspended in error, you have the right to appeal the decision.[\[7\]](#) Please contact our customer support team with your account details and the reason for your appeal. Our team will review your case and get back to you.[\[10\]](#)

5.3. How do I deactivate or delete my account?

- **Answer:** If you wish to permanently delete your account, you can raise a request from the "Account Settings" section in the app.[\[11\]](#)[\[12\]](#) Please be aware that account deletion is an irreversible process.[\[12\]](#)[\[13\]](#) All your data, including game history and any remaining balance, will be permanently lost.[\[14\]](#) We also offer a "Cool-off" or self-exclusion feature if you just want to take a break from gaming.[\[15\]](#)

6. Responsible Gaming

6.1. How can I play responsibly?

- **Answer:** We are committed to promoting responsible gaming.[\[6\]](#) We encourage you to:
 - Play for entertainment and not as a source of income.
 - Set limits on your deposits and the time you spend on the platform.[\[15\]](#)[\[16\]](#)
 - Avoid chasing losses.

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6.2. How do I set limits or self-exclude?

- **Answer:** You can find tools to set daily or monthly deposit limits in the "Responsible Gaming" section of your account.[\[17\]](#) If you feel you need to take a break, you can use the self-exclusion feature to temporarily disable your account for a period of your choosing.[\[15\]](#)[\[17\]](#)[\[18\]](#) During this period, you will not be able to log in or play.[\[15\]](#)
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