## How do I get Shadow Points?

You can get free points, if the streamer has that enabled for their channel, or you can exchange bits for Shadow Points in the Shadow Flips extension.

## I purchased bits in the extension but I didn’t get my Shadow Points.

Just purchasing bits in the extension will not get you Shadow Points. you must also exchange those bits for Shadow Points.

## How do I get free points to use?

If the streamer has enabled you to get free points on their channel, you can use the Go Live command (!golive is the default command, although, the streamer can change it, so check the extension for list of commands). You can get free points once every 24 hours, restarting at midnight on the streamer’s PC. If they are streaming across midnight, you can get 2 sets of free coins, but may not be able to get them if they restart a new stream later that night.

You get 3 seconds of flips free, 1 extra second for following, 1 extra second for having your notifications turned on, 1 extra second if you are a tier 1 subscriber, 2 extra seconds if you are a tier 2 subscriber, and 5 extra seconds if you are a tier 3 subscriber. The amount of points is based on the current base flip multiplier setup for that channel. The default multiplier is set to 1, but larger channels may charge more per second for flips, so you will get more points for free if those are set higher. So make sure you follow/subscribe before using the command to get your maximum free points.

You can also get an extra point on EVERY channel that has free points active by Subscribing to <https://twitch.tv/ShadowFlipBot> and using the Shadow Flip Bot’s ShadowFlip emote (Currently shadow662Flip) in your golive message (!golive shadow662Flip ). This will help support the Extension and future development. We will be rolling out more and more benefits to Subscribing to the Shadow Flips twitch channel as well, for both Viewers and Broadcasters.

## Does the streamer get the bits I use in the Extension?

The standard split from all extensions across twitch is an 80/20 split. 80% goes towards the broadcaster, and 20% goes to the developers. You can read more about it here. <https://help.twitch.tv/s/article/earning-revenue-from-bits-in-extensions>

## Do the bits I use count towards the bits leaderboard and bit badges?

Yes, bits you use in the extension do count towards the bits leaderboard and bit badges.

## Do the bits I use in the extension count towards the Hype Train?

At this time, bits used in extensions do not count towards the Hype Train.

## Do you offer refunds on bits used in the extension?

Twitch does not allow refunds on bits used per their policy. If there is a bug or an issue with the usage of Shadow Points, please contact on discord for support <http://discord.shadowflips.com>. Please let us know what your twitch username is, the channel you used them on, and approximate time. If you also have a clip of when you used it from the broadcast, it would be very helpful as well.

## Can I use my points across multiple channels?

No, since the bits used to purchase points go towards a single broadcaster, points are not transferable between different channels.

## What hardware do you recommend for Shadow Flips?

If you are doing console gaming, we recommend using the Elgato line of capture cards. We have had great experiences with them since they have very little lag on the preview window. You need to use the preview window to use console since we cannot flip any pass-through.

The Avermedia capture cards, we have tested up until the Live Gamer HD2, and the latency is too long to play on those with the preview software.

If you are using a 2 PC setup, flipping on the gaming PC will just natively do the capture on the streaming PC, so the latency on the capture card preview is not an issue, and the lower latency cards will be fine for that.

If you are using another brand of capture card, please let us know, and so we can document all the different models, and how well they work.

The Shadow Flip Bot is using Google Chrome based technology, it gives us a lot of potential for features we can add, and rapid development, but it does come at a cost of RAM, since Chrome is known to use a lot of RAM. Please make sure you have sufficient RAM in your PC to allow the bot to run.

## Does the Shadow Flip Bot run in the cloud?

Because of the need to be able to control Windows to be able to flip the broadcaster’s screen, we cannot make a cloud based bot. We are working on adding more and more features that are up in the cloud to be able to provide better experiences for both the broadcasters and viewers, such as we added offline purchase support, so you do not need the bot running for users to exchange bits. Keep an eye out for more cloud features in the future.

## Shadow Flips are not working with my PC game.

We have found that not every game will work with Shadow Flips, just based on how the game was developed. Since Shadow Flips uses Windows to flip the screen, some games were not coded with this in mind, since this is a very odd use case for screen orientation. If your game does not work with Shadow Flips, you can turn off individual commands, without turning off the whole bot. You can also use Shadow Kicks alone on games like this. Shadow Kicks pop up a non-focusable window in front of all other windows, which should not pull the focus from the game.