



1. **General Overview**
2. **Activating Steam CD-Key**
3. **Activating Steam Gift Code**
4. **Possible issues & solutions**

## 1. General Overview

Steam is a game community where you can download games or interact with other gamers.

Here you can download the latest games , search for friends, search for the best servers, get automatic updates, chat with friends (also ingame) and much more.

If you are not familiar with this software, please follow these instructions.

### 1.1 Download Steam software:

<http://steampowered.com/about/> On the left you are going to find the button: "Install Steam Now". Just click and a pop-up will appear, where you can download Steam.

### 1.2 Install Steam software:

Follow the instructions during installation. Important: choose the language steam will be available to you (just select the field in front of your country language selection).

### 1.3 Setup your Steam account:

After Steam installation a new window opens: "Open new account" or "log into existing account". If you don't have a Steam account, please click on "open new account".

Read the terms & conditions, accept by clicking "I agree". Registering a Steam-account is for free! Follow further instructions (setup account name and password).

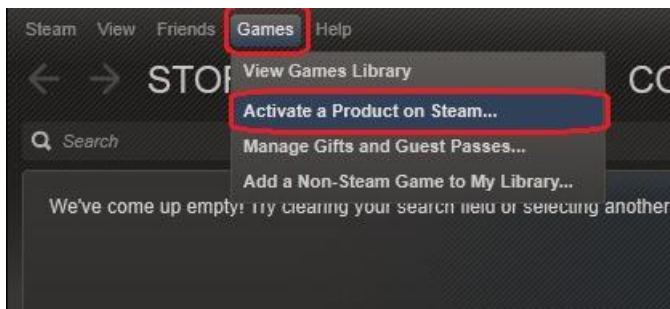
After setting up your account name and password and providing a valid email address, your Steam-account has been opened. The program can be found in the tray-icon and is normally located on the right bottom of the task or symbol bar.

## 2. Register the game at Steam (Steam CD-Key)

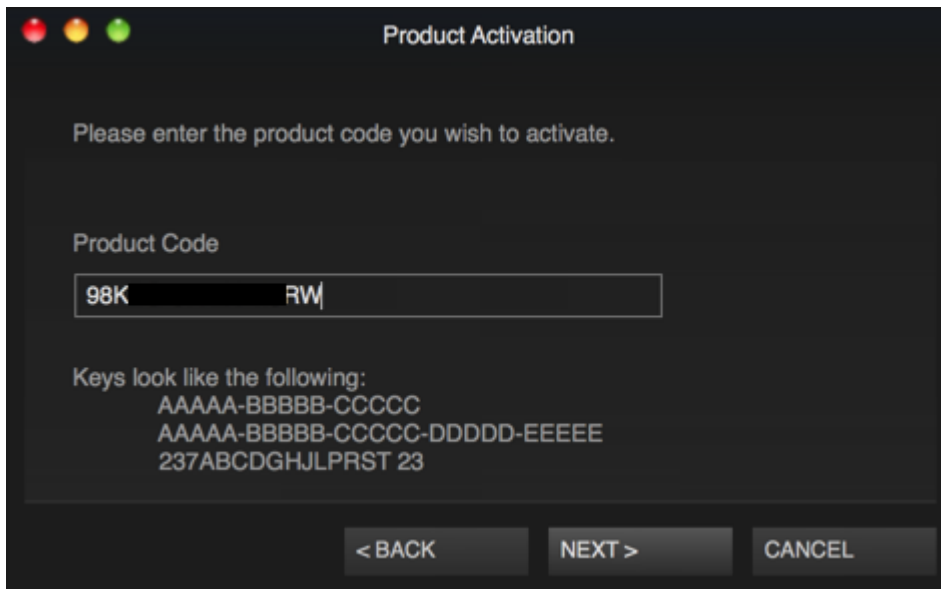
After Purchase, you will receive a Steam CD-Key. It will be sent in this format:

XXXXXX-XXXXXX-XXXXXX

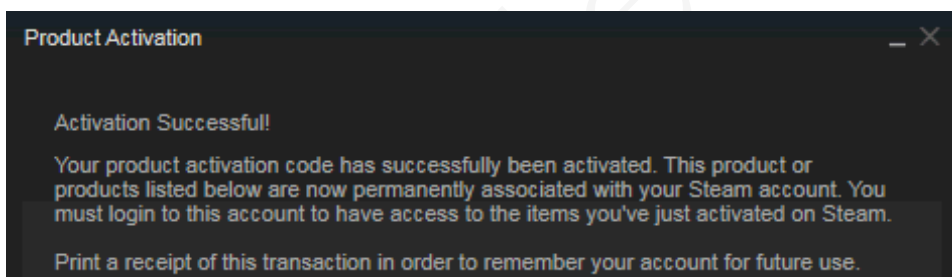
The Steam client window shows several tabs on top, one of the tab shows "Games". Click on it and select 'Activate a product on Steam...'



Click Next and Accept Steam Subscriber agreement on the next page you will be prompted to enter CD-key.



After successful activation You will be able to download your game.



Select the game via your Steam Library of Games and click install. Steam will automatically install the game on your machine.

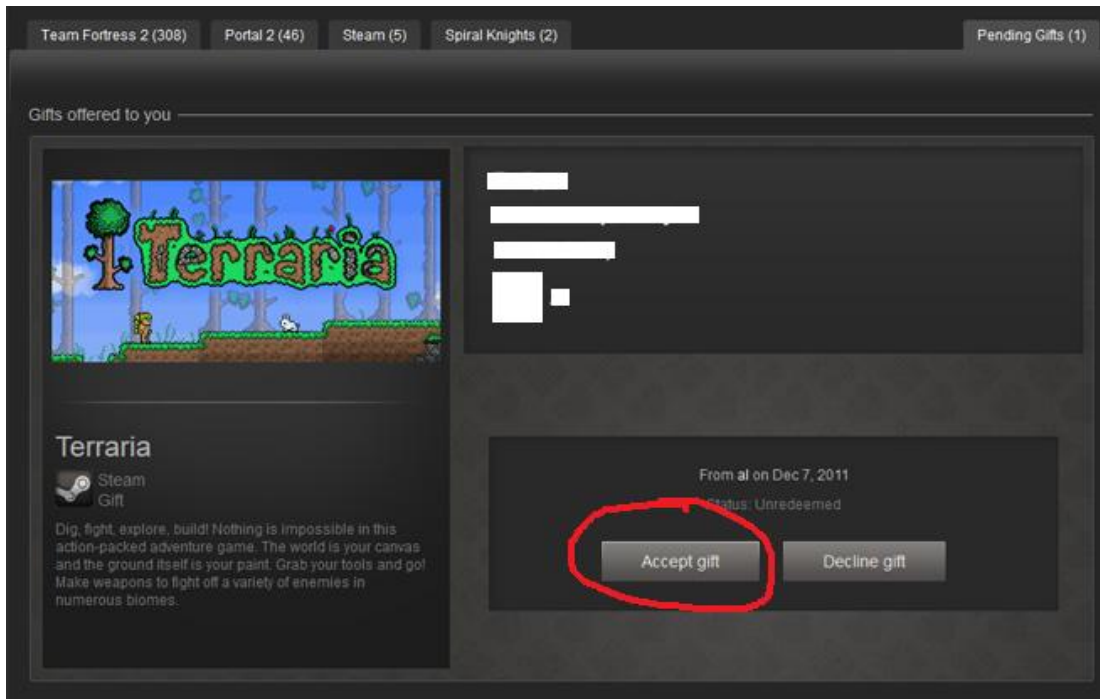
### 3. Activating Steam Gift

After Purchase you will receive a link that will allow you to add game to your Steam account. This link will be sent in this format:

<https://store.steampowered.com/account/ackgift/XXXXXXXXXXXXXXXXXXXX>

- Login to your Steam account via your Steam client software.
- If your email client doesn't support clickable links, simply copy and paste the full text of the link directly in to your Web browser.

- Accept the gift and add it to your Steam library (at the top right of your Steam client software you should see a new gift notification)



- Go to your library select the game and click "install". - Steam will automatically download and install the game on your machine.

- Start the game via your Steam client software after finished.

#### 4. Possible issues & solutions

##### *Where is my Steam CD-Key? Where is my Steam Gift code?*

- We send your Steam Key via eBay message and via email to your PayPal email address **maximum within 24 hours of payment**. Haven't you received your Steam code? Ask us for help.

##### *I receive the following error message while activating a Steam gift: „gift has been already redeemed”*

- Restart your Steam client software and check your Steam library. If the game is not in your Steam library, contact us.

##### *I receive the following error message while activating a Steam gift: „the inventory is not available at this time try later”*

- It means that Steam is overloaded at this period, try to re-open the link a bit later. (5 to 30 minutes) If you receive the same error message after 5-6 attempts, contact us and we will help you.

##### *When I start the game it asks for product key / activation key. Where is my product key?*

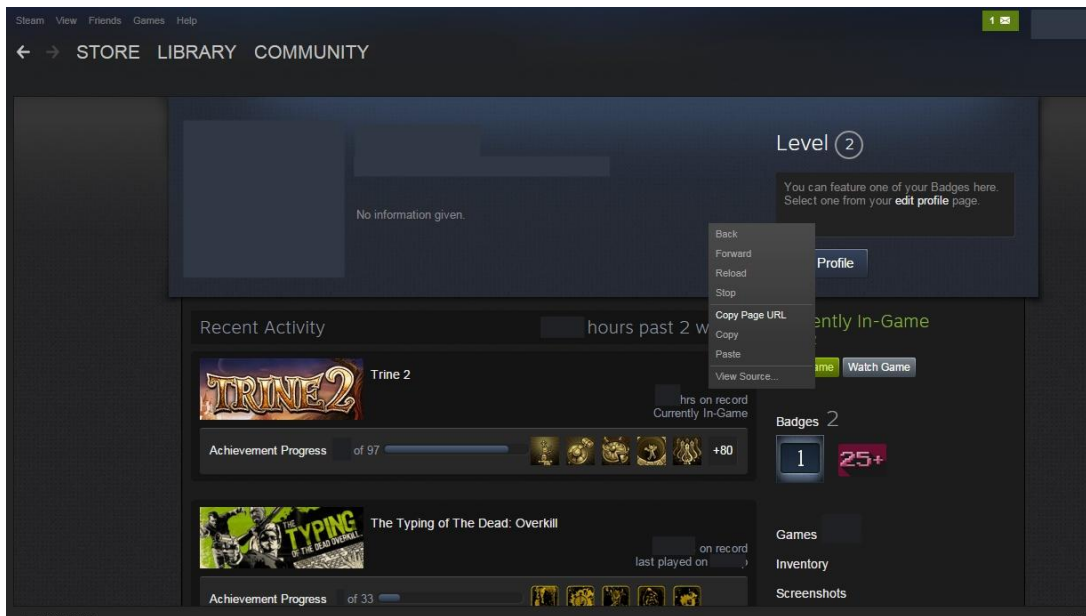
- Left click on the game in your Steam library and navigate to the right corner of your Steam client. You will find the „CD-Key”.

**If you receive any error messages while activating a Steam key, check Steam status here:**

**<https://steamstat.us/> there may be temporary issue with Steam.**

## When you contact us, please send us the URL to your Steam profile. How to find the Steam profile?

1. In the top right of the Steam client software, click your account
2. Click view profile.
3. Once your profile loads, right click anywhere on the profile and click "Copy page URL".
4. Send us that URL please.



## Need technical support? We offer limited technical support for all the listed games. Please consider the following:

- We are not the developer or the publisher of the listed games. For the best technical support please contact the game publisher: <https://help.steampowered.com/> or <https://support.steampowered.com/>
- **We are not responsible for:** in-game „bugs” or „glitches” or the hardware and software incompatibility. (e.g. the game is not compatible with your operating system, or your system doesn't meet with the minimum hardware / software requirements)

**WE NEVER ASK YOU FOR SPECIFIC ACCOUNT INFORMATION SUCH AS: USERNAME, PASSWORD, OR EMAIL ADDRESS! NEVER SHARE THESE PRIVATE INFORMATION WITH OTHER MEMBERS!**