WARNING: Unlike the current form, you will be <u>unable to change the information or cancel the application form.</u>

Hoyoverse Account Issues Application Guide
Note: Look at the upper right part of the screen and click the language you can read.
Read the following and follow instructions:

If you encounter account issues when using the HoYoverse Account, please check the following questions to solve the issues more effectively before filling out the application form.

1. Is your current account linked to an email address?
1.1 Yes, and you can receive the verification code normally with the currently linked email. In that case, please visit https://account.hoyoverse.com/, log in to "User Center," go to "Account Security," and change the linked email or password through email authentication.
1.2 Yes, but I can't use the email linked to my current account or I can't get a verification code. In this case, please check if you have linked a mobile number to your account.
1.3 No. In this case, please check if you have linked a mobile number to your account.

2. Is your current account linked to a mobile number?
2.1 Yes, and I can receive verification codes with this mobile number. Please follow the steps listed below:
1) Visit https://account.hoyoverse.com/ and select "Forgot password"
2) Enter "Username/Email" and select "Next"
3) After completing the verification, select "Verify linked mobile number" from "Security Verification" and click "Get SMS verification code"
4) Please wait for the verification code and complete the verification.
5) Please enter and confirm your new password.
Note: The same steps can be taken to change the email your account is linked to.
2.2 Yes, but the mobile number is not available now or cannot receive verification codes. Please fill in the "HoYoverse Account Issues Application Form" according to the instructions. Based on your current situation, we recommend selecting the "I need to update account security information" service.
2.3 No. Please fill in the "HoYoverse Account Issues Application Form" according to the instructions. Please check if your account is linked to (one/several) third-party account(s).

3. Is your account linked to (one/several) third-party account(s)?
3.1 Yes, this account is linked to (one/several) third-party account(s). You can log in to the game with a third-party account. Go to "Settings" > "Account" > "User Center" to link an email address or a mobile number. After linking successfully, you can use the corresponding email address or mobile number to log in to your HoYoverse account.
Note: This only applies to "Genshin Impact" and "Tears of Themis."
3.2 Yes, but the third-party account is not available. Please fill in the "HoYoverse Account Issues Application Form" according to the instructions. Based on your current situation, we recommend selecting the "I need to unlink my (one/several) third-party account(s)" service. Please note that you cannot unlink a third-party account when your account has not been linked to an email address and you don't have an username. In that case, please select "Retrieve my account."
3.3 No. Please fill in the "HoYoverse Account Issues Application Form" according to the instructions. Based on your current situation, we recommend selecting the "Retrieve my account" service.

Service application required

HoYoverse Account Issues Application Instructions ✕

Dear Player, We will collect some of your information (such as email address, character name, game information, mobile number, etc.). The information collected will only be used to verify your identity to address the issues you have encountered, and will not be used for any other purpose.

OK

<u>**First Page**</u>

* Can you log in to your account?

○ Yes   ○ No

* Please choose a service you require concerning your account issue(s)

○ I want to retrieve my account (Note: if your application is approved, the third-party account and mobile number previously linked to the account will be removed, and the account will only be linked to a new email address)

○ I need to update the account security information (Note: if your application is approved, only two changes will be made to the account - "link to a new email address" and "unlink the security settings of the previously used mobile number")

○ I need to unlink my (one/several) third-party account(s)

The following will change depending on the option you pic under "account issue(s)"

First and Second Option:

⦿ I want to retrieve my account (Note: if your application is approved, the third-party account and mobile number previously linked to the account will be removed, and the account will only be linked to a new email address)

⦿ I need to update the account security information (Note: if your application is approved, only two changes will be made to the account - "link to a new email address" and "unlink the security settings of the previously used mobile number")

* Please provide a new email address

• New Email Address FAQ ❓

0/50	Send verification code

* Enter Verification Code

0/6

If your application "retrieve my account" or "update the account security information" is approved, your account will be linked to this email address. At the same time, we will notify the processing result of this account issue application via this email. Please ensure that the email you have provided is available and is not linked to any HoYoverse Account.

If your application "unlink my (one/several) third-party account(s)" is approved, we will notify the processing result of this account issue application via this email. Please ensure that the email you have provided is available.

Third Option:

⦿ I need to unlink my (one/several) third-party account(s)

* Please select the (one/several) third-party account(s) to unlink and enter the corresponding account name(s) (optional)

• Third-party Account Name FAQ ❓

☐ Facebook

☐ Twitter

☐ Google

☐ Apple ID

Q: How do I enter my third-party account name?
A: You can refer to the name displayed after logging in to the third-party platform.

Q: How do I apply to unlink the PlayStation Network account from the Genshin Impact game account?
A: Please contact the Genshin Impact customer service email (You can check the contact details through the official Genshin Impact website).

Second Page

The following questions are related to your HoYoverse Account.
The HoYoverse Account can be used to log in to all HoYoverse games and products, including Genshin Impact, Honkai Impact 3rd, Tears of Themis, and HoYoLAB, etc. Users can register a HoYoverse Account with a username or an email on the official HoYoverse Account website, the official website of each product and in each product. Linking to Facebook, Twitter, Google Play, and Game Center is now supported. If a third-party account successfully logs in to the game or product for the first time, it will be deemed that the third-party account has been successfully registered.
If you are still using a miHoYo Account to log into Honkai Impact 3rd, please note that your current Honkai Impact 3rd miHoYo Account and the Genshin Impact HoYoverse Account are not compatible with each other.
If you encounter related problems, please contact the Honkai Impact 3rd customer service email (You can check the contact details through the official Honkai Impact 3rd website).

* Please select how you created your HoYoverse Account and provide us with the corresponding information

- ○ Email
- ○ Username
- ○ Facebook
- ○ Twitter
- ○ Google
- ○ Apple ID
- ○ Game Center
- ○ PlayStation Network

● **Email** | [0/50]

● **Username** | [0/50]

● **Facebook** | [0/50]

● **Twitter** | [0/50]

● **Google** | [0/50]

○ Apple ID

[0/50]

○ Game Center

[0/50]

* Please select the country/region where you registered your HoYoverse Account

[Select   ⌄]

There is a different secondary question for PSN:

○ PlayStation
   Network

[0/50]

* Did you ever link your HoYoverse Account to any emails

○ Yes, and I know the first linked email address (Please enter the email address)

○ Yes, but I don't remember the first linked email address (Optional)

○ No (Optional)

How to input third party account names?

Q: How do I enter my third-party account name?
A: You can refer to the name displayed after logging in to the third-party platform.

Third Page

First Question:

The following questions are related to your game account. Please fill in the information related to the game account you need assistance with.

* Please select your game and the server of your account. (Please note that the server of your account does not necessarily match your location.)

Each game has different game servers.You need to choose a server after logging into your game account and before entering the game.

[Select   ⌄]

Genshin Impact	>	America
Honkai Impact 3rd	>	Europe
Tears of Themis	>	Asia
		TW, HK, MO

Genshin Impact	>	Europe Server
Honkai Impact 3rd	>	Americas Server
Tears of Themis	>	SEA Server
		Traditional Chinese Server
		KR Server

Genshin Impact	>	Traditional Chinese
Honkai Impact 3rd	>	Global
Tears of Themis	>	

Second Question:

* Please enter your game account UID

• UID FAQ ❓

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                                                          0/9
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The game account UID is the unique ID for each game account. UID can be used to distinguish your game account from the game accounts of other players. You can check your UID in the game:
Genshin Impact: After logging in, you can see your UID at the bottom-right corner of the interface or in the menu. It is a string of numbers.
Honkai Impact 3rd: You can find your UID in the Captain menu. Your UID is a string of numbers.
Tears of Themis: You can find your UID in the personal information page. Your UID is a string of numbers.

If you cannot enter the game to check your UID, please check if you have any screenshots that contains your UID, or ask your friends to help you check it in the game.

If you are a player on PC, you can find your UID through Windows Registry. The method is as follows:
1. Press Windows + R, enter Regedit in the pop-up window, and click OK to run the Windows Registry.
2. In the Registry window, use the following path and find the \HKEY_CURRENT_USER\Software\miHoYo\Genshin Impact or Honkai Impact 3rd or Tears of Themis folder (depending on your game).
3. At the end of the list on the right, you can find a string that starts with USD_, after which the numerical string is your UID.

If you cannot find your UID, please contact our Customer Service at support_os@hoyoverse.com, and provide as much of the following information as you can:
1. HoYoverse Account username
2. Email or mobile number that is linked to your HoYoverse Account
3. HoYoverse Account ID
4. If you have topped up or purchased in-game items, please provide relevant receipts. Thank you for your understanding and cooperation.

Log-in Date Questions:

* Please select the date you first logged into the game

📅

* Please select the most recent date you logged into the game

📅

Device Questions:

First Device:

* Please select the device you used when you first logged into the game and the specific device information that corresponds to it

○ iOS   ○ Android   ○ PC   ○ PlayStation
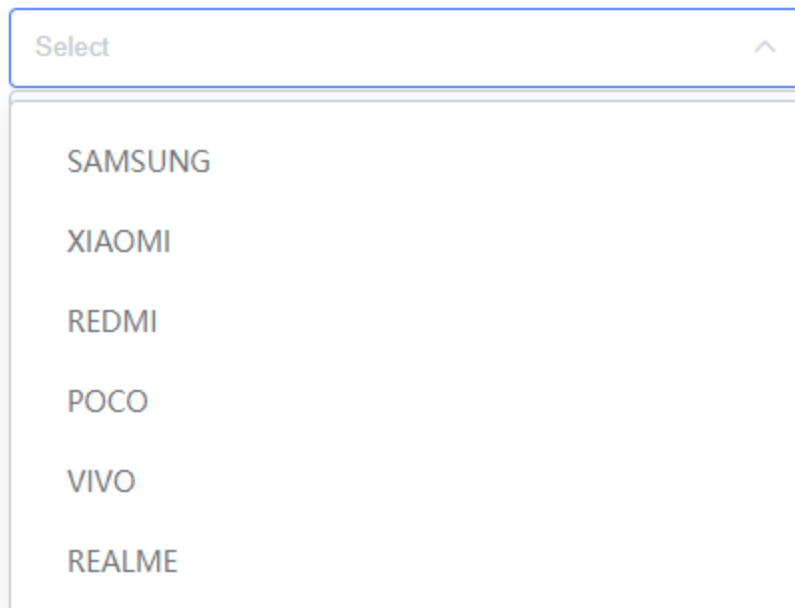
If iOS:

* Device Information (iOS)

| Select | ∧ |

iPhone	>	iPhone
iPad	>	iPhone 3G
iPad Mini	>	iPhone 3GS
iPad Pro	>	iPhone 4
iPad Air	>	iPhone 4S

If Android: (Brand and Model Name)

* Device Information (Andriod)
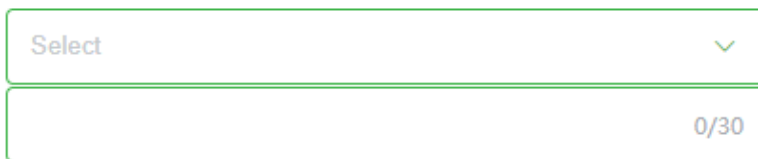
| Select | ∨ |

0/30

* Device Information (Andriod)

Select ∧

SAMSUNG

XIAOMI

REDMI

POCO

VIVO

REALME

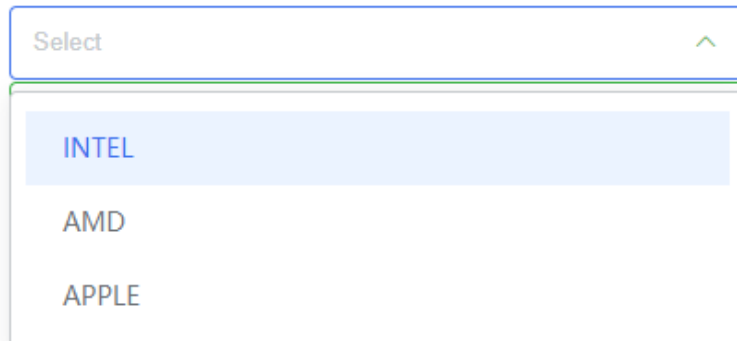**If PC:**
  (1) Processor (CPU)
       Example: AMD Ryzen 5 3400G
       Manufacturer: AMD
       Model: Ryzen 4 3400G

  (2) GPU/Graphics Card
          (a) NVIDIA GeForce RTX 2070 SUPER

               (i)   Manufacturer: Nvidia

               (ii)   Model: GeForce RTX 2070 SUPER
  (3) RAM / Memory
          (a) Remember to put it in GB and not MB

* Please select the model of your device's processor and fill in relevant information.

Select ∨

0/30

* Please select the model of your device's processor and fill in relevant information.

Select ∧

INTEL

AMD   rd and fill in relevant information.

APPLE

  (4) Graphic Card (GPU)

* Please select the model of your device's graphic card and fill in relevant information.

Select	⌄

0/30

* Please select the model of your device's graphic card and fill in relevant information.

Select	⌃

INTEL

NVIDIA

AMD   GB

M1

(5) RAM

* Please specify the RAM information of your device

0/3	GB

If PlayStation:

* Device Information (PlayStation)

Select	⌃

PlayStation 4

PlayStation 4 Slim

PlayStation 4 PRO

PlayStation 5

Most Used Device:

* Please select the device you use most frequently when logging into the game

○ iOS   ○ Android   ○ PC   ○ PlayStation   ○ Same as first-login device

Fourth Page: Top-Up Questions

* Have you topped up for this account?

○ Yes   ○ No

If you answer <u>YES:</u>

* Are you able to provide a record of your first top-up?

○ Yes   ○ No

If you answer <u>YES:</u>

* Please select the date of your first top-up

📅

* Please select the payment method of your first top-up

● Payment Method FAQ ❓

Select	⌄

* Please select the currency used for your first top-up and the corresponding amount.

Select	⌄	0.00	⌃⌄

* Please upload the payment record for the first top-up

+

How do I identify my payment method?
1. If you topped up through the in-game shop, you might have used at least one of the following payment methods (depending on different platforms):

PC:
Adyen
Mobile: Worldpay
Apple Pay   PayPal
Google Play   PlayStation: Epic
Samsung Pay   PlayStation Store

2. If you topped up through Genshin Impact Top-Up Center, you might have used at least one of the following payment methods:
Adyen
Codapay
Gash
MyCard
PayPal
Razer
Upay
Worldpay
Xsolla

You can check your order receipt to know your usual payment method. Please refer to the online payment results for the specific payment situation. The above information is for reference only.

If you answer <u>NO:</u>

* Please select a month in which you have made a top-up, except for the first top-up

| 📅 |

* Please specify the main payment method used during that month

• Payment Method FAQ ❓

| Select ⌄ |

* Please specify the currency used related to the accumulated top-ups in that month and the corresponding amount

| Select ⌄ | 0.00 ⌃⌄ |

* Please upload the relevant payment records (no more than 10 images; supported formats include png,.jpg,.gif,.jpeg,.webp,.bmp, and .heic; maximum file size is 10 MB)

| + |

Payment Methods:
1. Google Play
2. Apple Store
3. Mycard
4. Samsung
5. Worldpay
6. Codashop
7. Codapay
8. Upay
9. Paypal
10. Unipin
11. PSN
12. Gash
13. Razer
14. Xsolla
15. Epic
16. Ayden

Last Page/Question:

Please fill in additional valid information for further processing of your application

0/2000