

# YOUR ACCOUNT IS NOT WORKING ? WE ARE HERE TO HELP YOU OUT!

## Invalid Credentials

If your Epic Games login is wrong, don't worry! It's recoverable. You can click on the " Did you forget your password ?" section. Afterward, you can get the link to the email and recover it. If you don't know/can't login how to login to the email, you can check the How can I login ? part of our presentation.

## How can I login to the emails ?

If you have done the previous step, you are ready to log in to emails. You have to choose the right website for the type of your email. Otherwise, your email will not work. And if the language is not proper to you you can use Google Translate for the websites.

exampleemail@rambler.ru -> <https://mail.rambler.ru>  
exampleemail@firstmailler.net -> <https://firstmail.ltd>  
exampleemail@oonmail.com -> <https://firstmail.ltd>  
exampleemail@mailkv.com -> <https://firstmail.ltd>  
exampleemail@znemail.com -> <https://firstmail.ltd>  
exampleemail@hotmail.com -> <https://outlook.live>  
exampleemail@shopitv.pro -> <https://mail.ru>

## Account is Inactive

You are eligible for the replacement ! You can create your ticket by uploading the video of your problem to Google Drive. Make sure that your link is public.

And please let us see you are copying it from the website.

## When I type the email, the account is not found or it takes me to the sign-up page.

You are eligible for the replacement ! You can create your ticket by uploading the video of your problem to Google Drive. Make sure that your link is public.

And please let us see you are copying it from the website.

Those were the most common problems that we encountered. If you have more specific problems do not hesitate to create a ticket explaining your problem clearly. Your problem will be solved maximum within 24 hours.