

# PLAYSTATION 4 Setup guide



**Please read the entire guide first, then make sure to follow it *step by step*, this is the only way to ensure it will work properly.**

1. Turn on your PS4, select the “New user” (**NOT** “Guest user”) icon on the profile selection screen. Select “Create a User” on the next screen and accept the user agreement.
2. Click “Next” to sign into PSN account. Use the login and password you have received after purchase.
3. **VERY IMPORTANT! On the next screen when asked to activate the system as primary PS4 select “Activate”. If you don’t do that you will not be able to play on your own profile!**
4. Go to PlayStation Store, open your Library and find the game you have purchased. Start the download and log out of our account.
5. Log back into your own profile. Wait for the download to complete and enjoy the game!

**IMPORTANT! Breaching any of the below restrictions will void your warranty:**

- Do not change access details on the profile. If you do that you will lose our warranty and you will not be given a replacement in case of any issues.
- Do not delete the profile we supply from your console. The profile is what holds the license to launch the game, if you remove it you won’t be able to launch the game anymore.

- Do not deactivate that account primary under any circumstances. Having that account primary does not interfere with your other profiles, you can have multiple accounts consider your console primary at the same time.
- If you want to factory reset your PS4, replace your HDD or change console, you are doing it at your own risk. We do not guarantee it will be working after the change, if that happens then no replacement will be given.
- If you happen to delete the game from your console and need to redownload it, please contact us first.
- Do not login into the new account after the download is initiated.
- If you want to purchase DLC, please contact us first to ensure they are compatible with your region of the game.

*Contact us if you need any help with the activation.*

## **Xbox One Setup guide**



1. Turn on the console.
2. Chose *Sign in* and add a new profile using the access details (email and password) you have received.
  - If you are asked for **email/phone verification**, verify the email using the following steps:
    - if your email access account is on **mailnesia**, go to on [mailnesia.com](http://mailnesia.com) and put the email into the box to open the mail

- if your email access account is on **163.com**, go to [mail.163.com](mailto:mail.163.com) and put the email and password respectively into the boxes on the right side of the page, press the button to access the mailbox
  - If you receive an error **“Fix this on the web”** please log into the account on your PC on [account.xbox.com](http://account.xbox.com) and verify your phone number. This sometimes happens when there are logins from multiple locations involved.
3. Accept the policies and **on the security preferences selection pick “No barriers” or “Make it fast”**, configure your theme to get back to the main dashboard.
  4. Open the “My games and apps” panel, find the game in the “Ready to install” section and start the download. If the game is not there, try to find it in Store on your Xbox device.
  5. Make sure that your console is set “Home” on that account in Guide -> Settings -> All Settings -> Personalisation -> My Home Xbox. The button should say **“This is not my home Xbox”**.
  6. If your console is “Home” then remove the profile, wait for the download to complete and play the game on your own profile.
- If the game doesn’t show up in the “My games and apps” panel, please try restarting your console. If that doesn’t help then contact our support department.
  - **IF AFTER COMPLETING THE SETUP YOU ARE UNABLE TO LAUNCH IT ON YOUR OWN PROFILE, PLEASE MAKE SURE THAT YOUR CONSOLE IS SET AS ‘HOME XBOX’ FOR THE ACCOUNT WE PROVIDED – [more info](#)**

**IMPORTANT:** You need to change the email and password of the account to ensure that it stays yours permanently, otherwise it could stop working after a while. Before you do that though please double check whether the account content matches your order (the correct game has been downloaded from the account) and you’re 100% happy with your purchase, **NO REFUNDS OR EXCHANGES OF ANY KIND AFTER THE ACCOUNT HAS BEEN CHANGED!**

### **WARNING!**

- Do not remove the game from the hard drive once it’s downloaded, you can remove the profile but not the game.