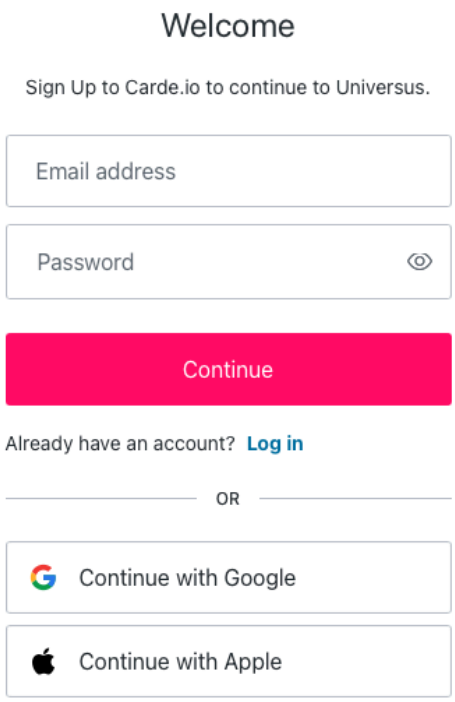
UGN Sign-in Troubleshooting

How do I register for UGN?
Registration is simple! Visit play.uvsgames.com, click *login* on the top right corner, and follow the prompts to create a new account. You can either verify your account with a third-party log in (this is the fastest!) or follow the instructions on the verification email.



If you registered with UGN prior to December 4, 2023, create a new account with your existing UGN email address.

Please note that you may see previous event history and/or point history once logged in if:

- Your email address was associated with UGN prior to December 4, 2023 and had play history
- You did not have a formal UGN account but your email address was associated with a player who engaged in an event on or after December 4, 2023.

Can I create a password for my account even if I linked my Google/Apple email to UGN?
Yes. Please follow these instructions:

1. Create a new account using the same email that is linked to your Google or Apple email.
2. Enter a new password for that account.
3. Look out for the verification instructions.

Once you've verified your email address, you'll be able to log into your account either by the Google/Apple connection **or** by entering the password just created.

I am not receiving an email to reset my UGN password.
Reasons you may not be receiving an email to reset your password include:

- You have not yet created an account on our new platform after December 4, 2024.
    - If you engaged with the old UGN platform before December 4, 2024, create a new account using your existing UGN email.
- You signed up for the platform **only** using Google or Apple login credentials, which links to your personal email account, NOT the UGN account.

If you are still having issues, please contact us at community@BossStage.com.