ERROR CODES

Typical error codes found when trying to launch the game, or errors whilst trying to use it

- Error 10001 - Unable to Connect
- Old Platform is Not Bound
- Can't login via Facebook, goes around in circles
- Can't login via my Google Account

ERROR 10001 - UNABLE TO CONNECT

This is an error typically found when there is a connection issue on your end specifically.

There are a couple of options to try and resolve this issue, but note this isn't the games problem.

Switch Networks

You can try switching networks, either from Wifi to Mobile Data, or vice versa. You might have a weak signal on either network so switching to a different one usually solves the problem

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Use a VPN

Some Internet Service Providers (ISPs) might be blocking access to the games servers. They are based in China, and some ISPs have restricted access to those servers. You can try using a VPN whilst playing the game on whatever network you are using.

This usually happens on Mobile Data providers rather than your home network. There are several free VPNs available to try in the Appstore and Playstore.

If all else fails

If you still cannot connect to the game, you can try reaching out to Customer Services via email, as you cannot access the game to contact though their in-game support channels.

Their email is twdsupport@elex.com

OLD PLATFORM IS NOT BOUND

This error means that the account you're trying to login as (i.e. Facebook, Google Account, Apple ID etc) is not associated to an existing TWD:S account in game.

You will need to try again with a different account as you probably didn't associate it with the account you think you did.

If you can't login at all, and none of your accounts work showing the same error, you will need to contact **Customer Services** and start the **Account Retrieval Process**. You will need to provide proof of your account with screenshots, as well as information such as your in-game Username, your User ID (If you have it), the region you are playing on, Clan Name, your Town Hall level etc.

CAN'T LOGIN VIA FACEBOOK, GOES AROUND IN CIRCLES

This is a weird error that happens sometimes with certain devices but there is a really simple solution.

The error happens with the Facebook app not properly communicating with the TWD:S Game application, and as such doesn't do anything. All you need to do is **uninstall the Facebook app and try again**. This time when you try to login, it will use TWD:S built in browser to login to Facebook.

Once you've logged back in to the game, you can reinstall the Facebook App.

CAN'T LOGIN VIA MY GOOGLE ACCOUNT

There are several errors that can occur when trying to login to your Google account, but it's typically one or two reasons why.

Firstly, check you have the **Google Play Store** app fully up to date

1. Go to your Playstore
2. Tap on your profile picture top right and select "Manage apps and device"
3. Check for updates and ensure everything is up to date on your device.
4. Try again

Secondly, you will also need to make sure you have **Google Play Games** installed. If you don't have this as well as **Google Play Store**, you will not be able to login.

1. Go to the Playstore
2. Search Google Play Games
3. Install the Service
4. Try again