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.

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