

HG APPS UPDATE - ACCOUNT MIGRATION

Hey there, Horrible friends!

Did you have fun these last years playing our games online? Then you'll be happy to know that we have released **updates for each one of them!**

The reason behind the recent disservice is that Asmodee won't distribute Potion Explosion anymore and the online service we used on the other apps will no longer be provided by Gamesparks. :(

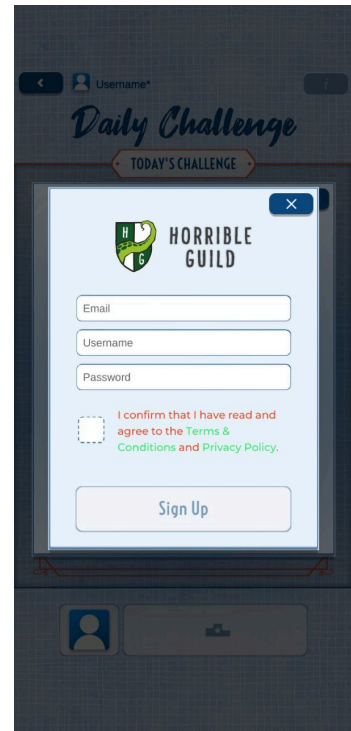
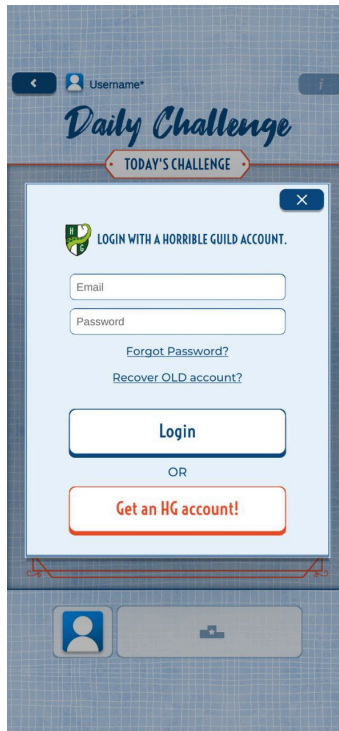
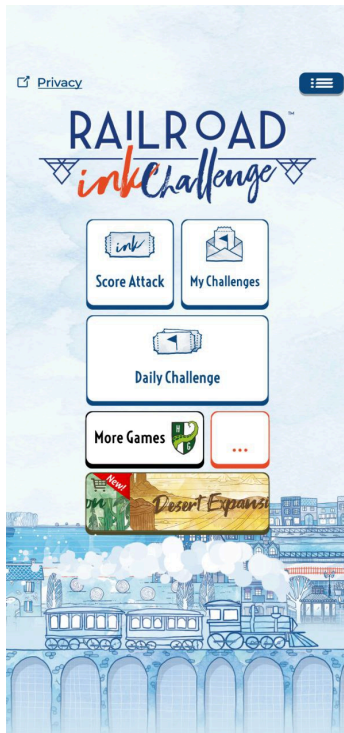
We care a lot about giving you a smooth and full game experience, so we moved all of our apps to a new unified online system!

BUT in order to have the smoothest transition process, **we need your help!**

What you need to do is simply **create a new Horrible Guild user** or **update the one you created for another one of our games** to the new version!

If you don't have a Horrible Guild account:

1. Update the apps from Steam, Google Play or the App Store on iOS ([Links](#)) if you haven't done so already.
2. Open the app (we'll use Railroad Ink Challenge as an example), go to "Daily Challenge", choose "Get an HG account" and create a new Horrible Guild user



3. You're good to go! Play and have fun with your buddies, and join us on our [Discord server](#) to chat with new friends!

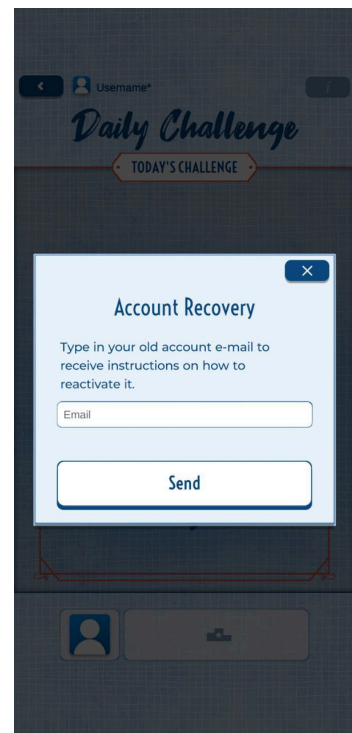
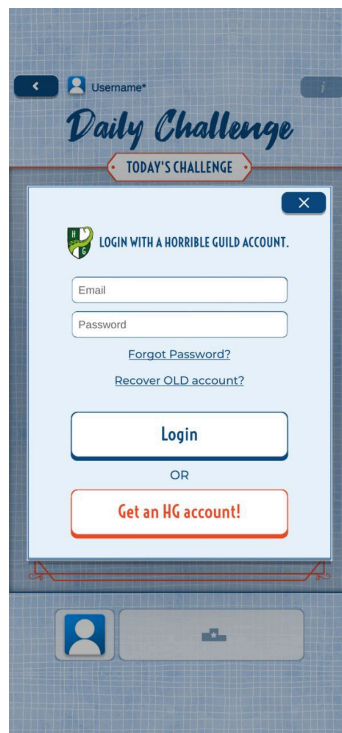
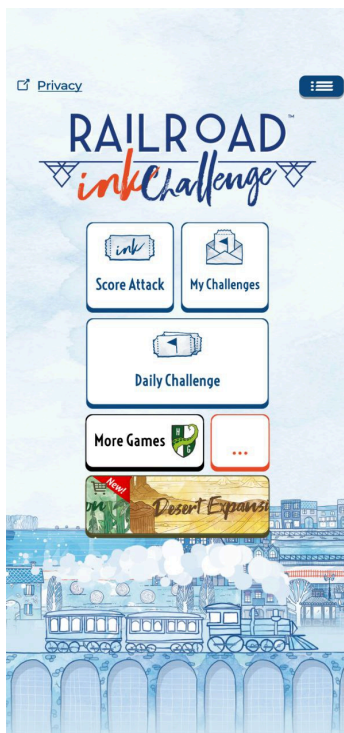
If you already have a Horrible Guild account (Dragon Castle, Similo, Railroad Ink Challenge):

(This procedure can be completed on any of our apps)

1. Update the apps from Steam, Google Play or the App Store on iOS ([Links](#)) if you haven't done so already.

2. Open the app (we'll use Railroad Ink Challenge as an example), go to "Daily Challenge", choose "Recover OLD account?", then fill the field with your email.

ATTENTION: in this step you need to **use the same email address you used to create your HG account**, if you do not remember it please send us an email with your username to *customercare.digital@horribleguild.com* and we will help you reset your password.



3. Complete the procedure of Password reset by opening the link in the email you'll receive and choosing your new password, then do the Log In with your new credentials. Ask your friends to do the same, and you'll find yourselves connected again!

4. You're good to go! Play and have fun with your buddies, and join us on our [Discord server](#) to chat with new and old friends!!

Updating your HG account will allow you to maintain the same friends lists and profile information on all the other HG apps. Be aware that your friend list will display only players who have completed the account recovery process!

Note 1: unfortunately, Asmodee accounts cannot be recovered (including your friends list) because we do not own these accounts. If you own any of our other apps and have an OLD HG account, you can recover it and use it on Potion Explosion, otherwise you'll have to create a new one.

Note 2: you only have to update your account following the above instructions once, even if you own more than one of our apps!

For any issue, feel free to reach out at customercare.digital@horribleguild.com or fill out [this form](#) to provide more details.

Thank you for your attention, #playhorrible and #jointheguild!

Links



FAQs

1. Q: Are these new apps?

A: No, these are not new apps, just updates of the original apps!

2. Q: Where can I download the apps from?

A: Go to the [Links](#) section where you can find the download page for each app/platform.

3. Q: I do not remember the email of my Horrible Guild account, what should I do?

A: Write us an email at customercare.digital@horribleguild.com, we will send you an email to the email registered with an Horrible Guild account

4. Q: I do not have an Horrible Guild account yet, what should I do?

A: Follow the instructions of the tutorial "If you don't have a Horrible Guild account" above.

5. Q: The game won't let me login or create an account with my email, what should I do?

A: There is an old account associated with that email. Follow the procedure above "If you have a Horrible Guild account".

6. Q: Will I have the same friends I did before on my HG account?

A: Yes, if you follow the tutorial you'll see your old friends into your new app, as long as they completed the account recovery process! Moreover, you can join our [Discord server](#) to find new and old friends!

You will not transfer friends from the Asmodee account though, as we do not have access to that data.

7. Q: Potion Explosion won't let me recover my old Asmodee account, what should I do?

A: Asmodee accounts that were in use with Potion Explosion cannot be recovered since we don't own these accounts. If you own any of our other apps and have an OLD HG account, you can recover it and use it on Potion Explosion, otherwise you'll have to create a new one.

8. Q: The game asks me to buy an expansion I already paid for, what should I do?

A: On Android, first try clearing app data/cache. If the expansion is still locked, on Potion Explosion tap the BUY button in the shop: the game should tell you that you already own that item and the purchase should be restored automatically. On Railroad Ink and Similo, tap the RESTORE PURCHASES button in the shop. On iOS, first try reinstalling the app. If the expansion is still locked, tap the RESTORE PURCHASES button.

9. Q: The online lobby won't load, it's stuck on a spinning circle, what should I do?

A: Sometimes the server throttles due to heavy traffic. Try checking back later. If the lobby still doesn't load properly, one of your games stored on the server may be corrupted. Send an email to customercare.digital@horribleguild.com with your username so that we can reset your profile. This will unfortunately delete all your currently unfinished games. After resetting the profile you may see that your friend list is missing some players. Don't worry, they will be back as soon as they login again.

10. Q: After updating, the app keeps crashing/freezing, what should I do?

A: First, try clearing app data/cache if you are on Android. On iOS, try reinstalling the application. Close all other applications before opening the app again. If the issue persists, send an email to customercare.digital@horribleguild.com detailing your device and platform so we can investigate this further.

11. Q: I encountered some bugs and want to report them, what should I do?

A: Fill out this form <https://horribleguild.com/customer-care-digital-apps/> so our team can look into it!