

MIGHT & MAGIC HEROES VI F.A.Q

HAVING problems accessing the Closed Public Beta ?

This F.A.Q will guide you and answer the most frequently encountered problems.



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You need a **Beta Key** to access the Closed Public Beta.

I. Where can I retrieve my M&M Heroes 6 Beta Key ?

1. Process

You have to **pre-order Might & Magic Heroes 6** to get access to the Beta and retrieve your Beta Key*.

- Any form of pre-order gives access to the Beta : retail or digital, collector or basic.
- For digital versions, the Beta Key is **only given if you pre-order with Steam or Ubishop.**
- For retail versions, **only some retailers will offer Beta Keys to register for the Beta.** This means that pre-ordering an M&M Heroes 6 PC game doesn't necessary qualify you to be part of the beta! Please contact your retailer for more information.

Depending on the country/retailer, you will receive your Beta Key either via email, pre-order pack, or flyer.

**You will perhaps have the opportunity to get access to the Beta by winning a Beta Key thanks to official contests organized by Ubisoft with some press websites or on the official Might & Magic Facebook page. These contests will be seldom, so stay tuned ;-).*

2. I didn't receive my Beta Key!

If you have pre-ordered your game with a retailer specifically offering you access to the Heroes 6 Closed Public Beta, then you need to get in touch with your retailer to get your Beta Key.

WARNING – Pre-ordering an M&M Heroes 6 PC game doesn't necessary qualify you to be part of the Beta, only some retailers will offer Beta Keys to register for the Beta.

WARNING - You need to own or create a Uplay account before being able to play.

Once you've retrieved your Beta Key, you will be able to download the Beta.

II. How to download the M&M Heroes 6 Public Closed Beta

1. Process

- a) Go to <http://mmh6.com/beta> ****THIS URL WILL ONLY BE AVAILABLE FROM JUNE 28th****
- b) Log in with your Uplay account



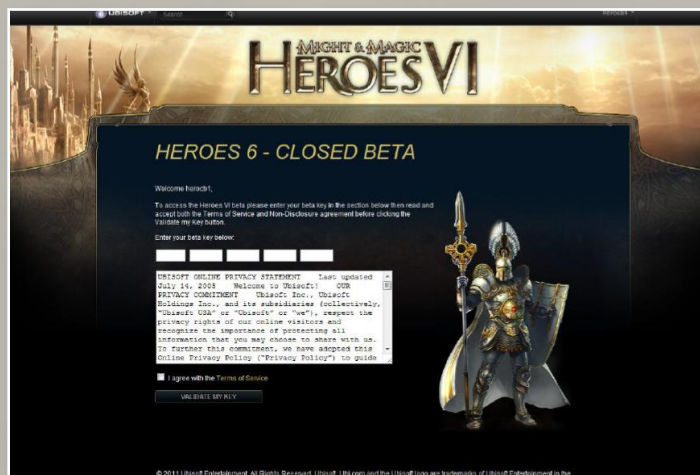
You need to own or create a Uplay account before being able to play.

To create a Uplay account, you can go to the official Ubisoft website : www.ubi.com

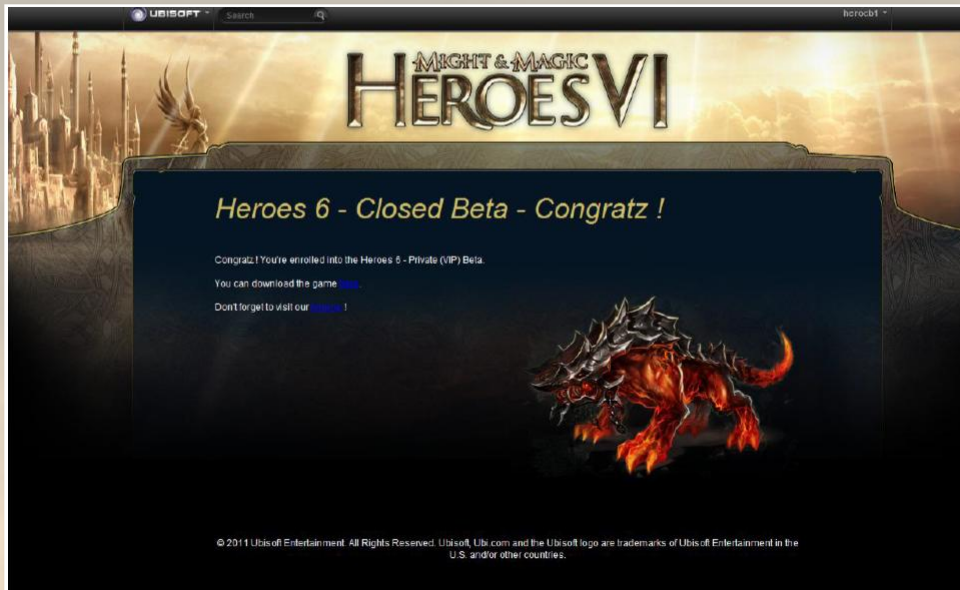
When trying to enter your Uplay account codes, if for some reason you've entered an invalid code 3 times and can't login anymore then please wait 15 minutes before trying to login again.

Remember that you have to be at least 13 years-old to play the Beta and access the next step.

- c) Enter your Beta Key



Do not forget to check the box next to the “*I agree with the Terms of Service*” sentence before validating your key.



There are several options available here. You will be able to:

- **download** the Beta game client,
- return to the **official website**, and get access to the **forum** to share your experience and feelings about the Beta with other players.

2. I can't login to Uplay

- Do you have a Uplay account ? If not, you can create one on the official Ubisoft website : www.ubi.com
- Please verify you have entered a valid ID. If you have forgotten your password, click on "*forgot your password?*"
- When trying to enter your Uplay account codes, if for some reason you've entered an invalid code 3 times and can't login anymore then please wait 15 minutes before trying to login again.
- If you have a Beta Key issue and **only if you can't log in to Uplay**, contact the Customer Support Service at this address : ubisoft@custhelp.com

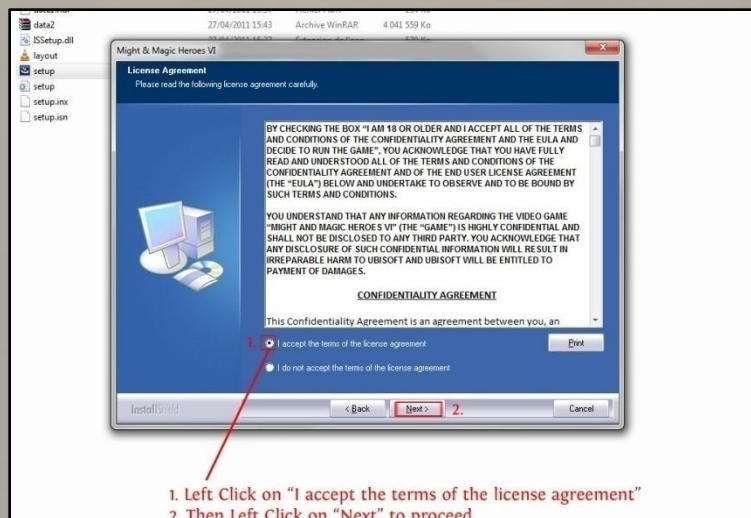
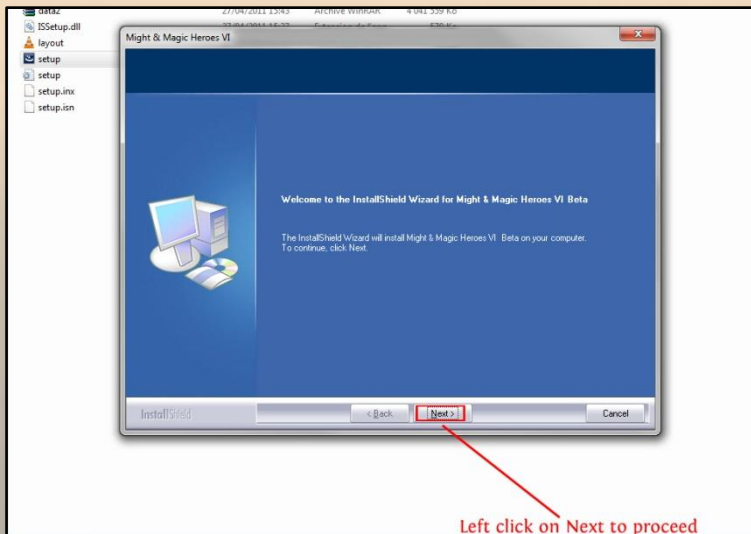
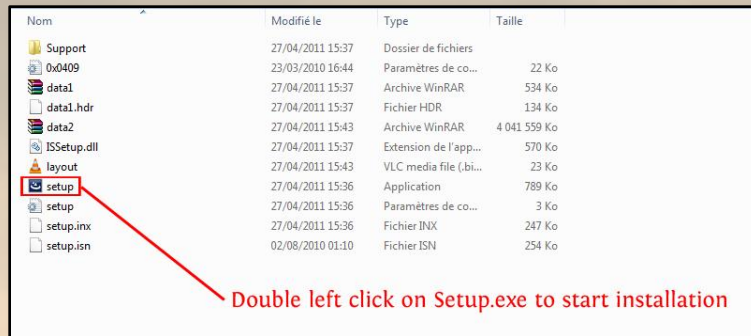
3. My Beta Key is invalid no matter what I try

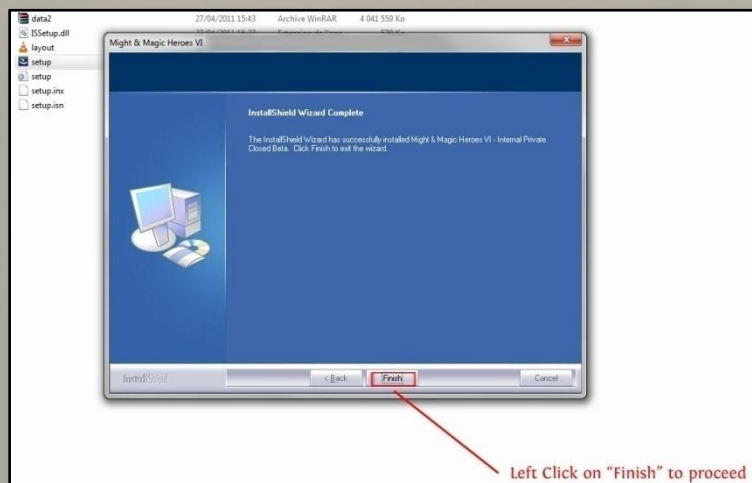
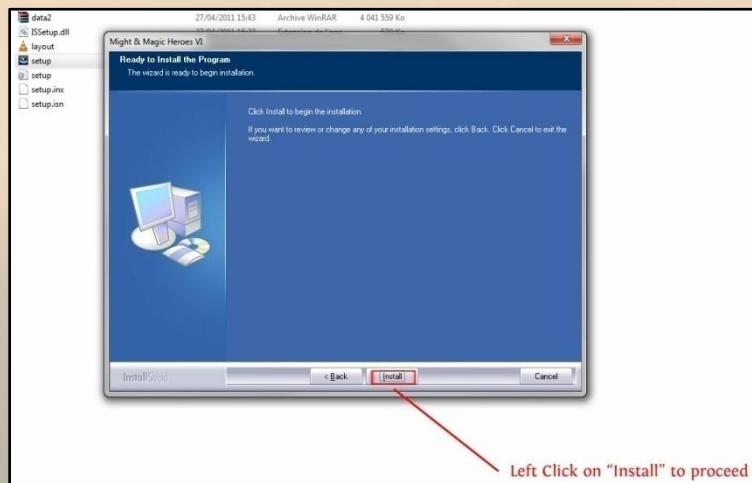
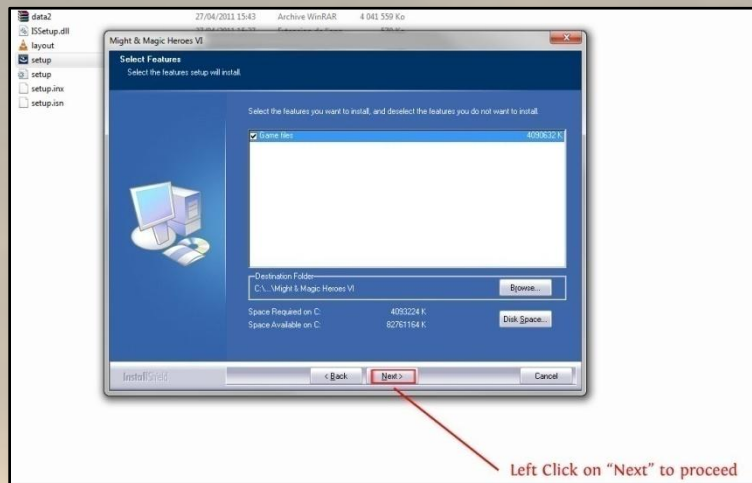
- Remember that you have to be at least 13 years-old to play the beta and access the Beta Key validation step.
- Do not forget to check the box next to the "*I agree with the Terms of Service*" sentence before validating your key.
- If the problem persists, please check with your retailer that you have received a correct code.
- As a last resort, you can also contact the Customer Support Service following this link : <http://ubisoft-en.custhelp.com/app/answers/list/p/88,2333>. You need to be connected to Uplay beforehand.

III. How to install the game client

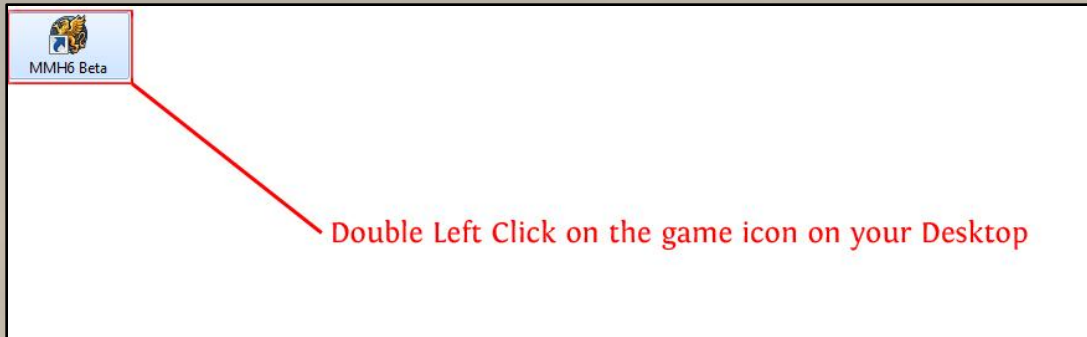
1. Process

- a) Extract the folder
- b) In the root file, execute the Setup.exe and follow the steps

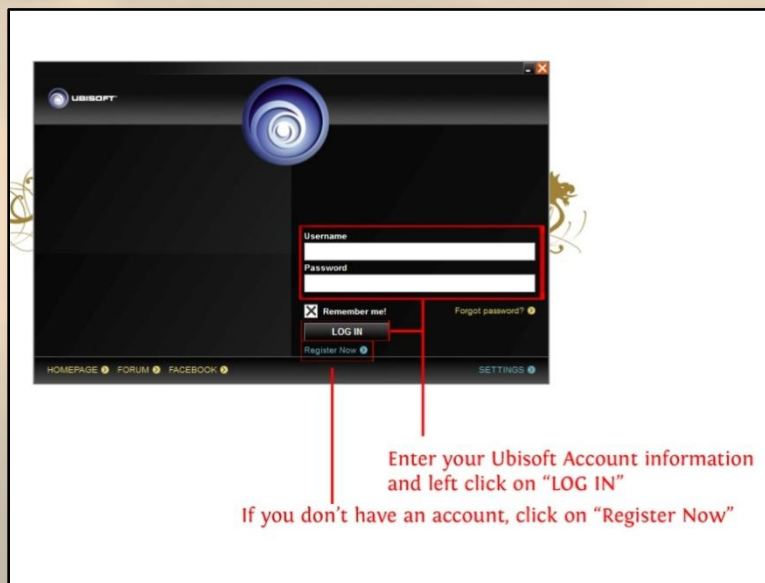




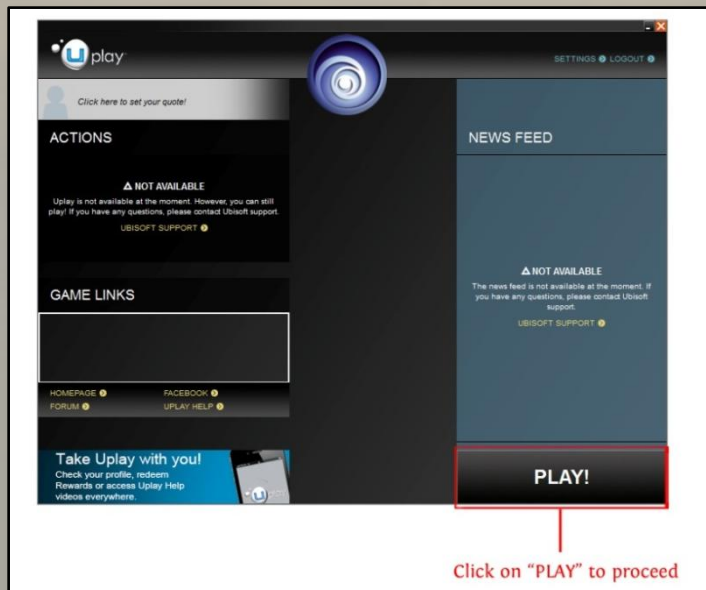
c) Launch the game thanks to shortcut



d) Log-in with your Uplay account



e) Re-enter your Activation Key

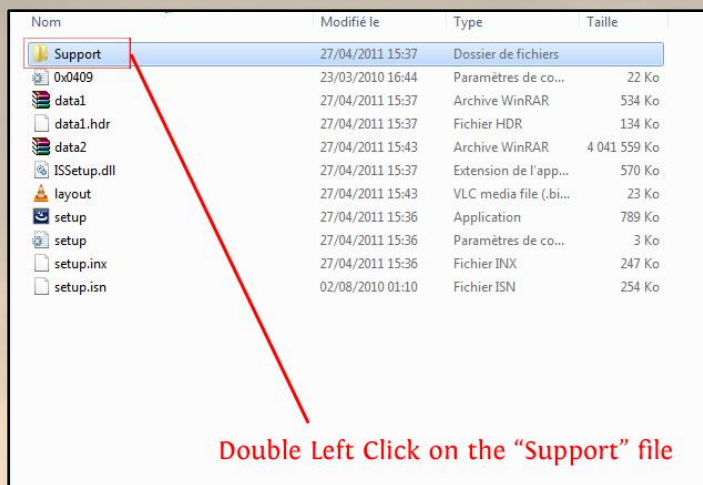


e) PLAY 😊 !

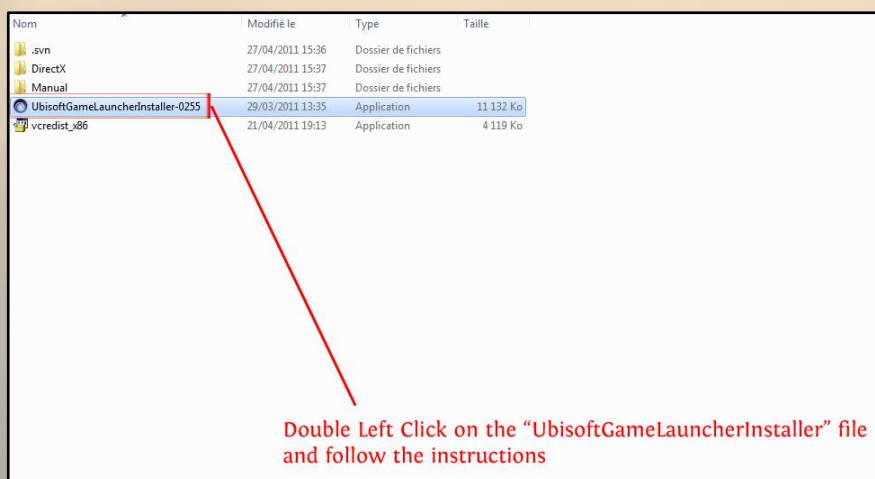
2. Additional Support Installations

Normally, this part is automatic during the Beta installation. If these components fail to install automatically, you will be able to perform a manual installation by following the steps below :

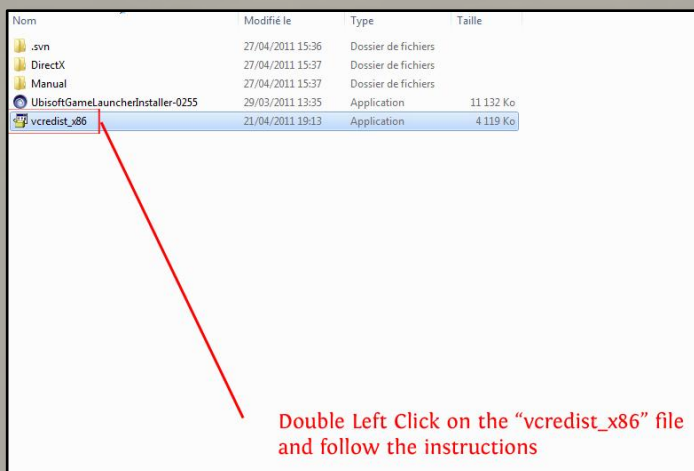
a) *Open the “Support” folder*



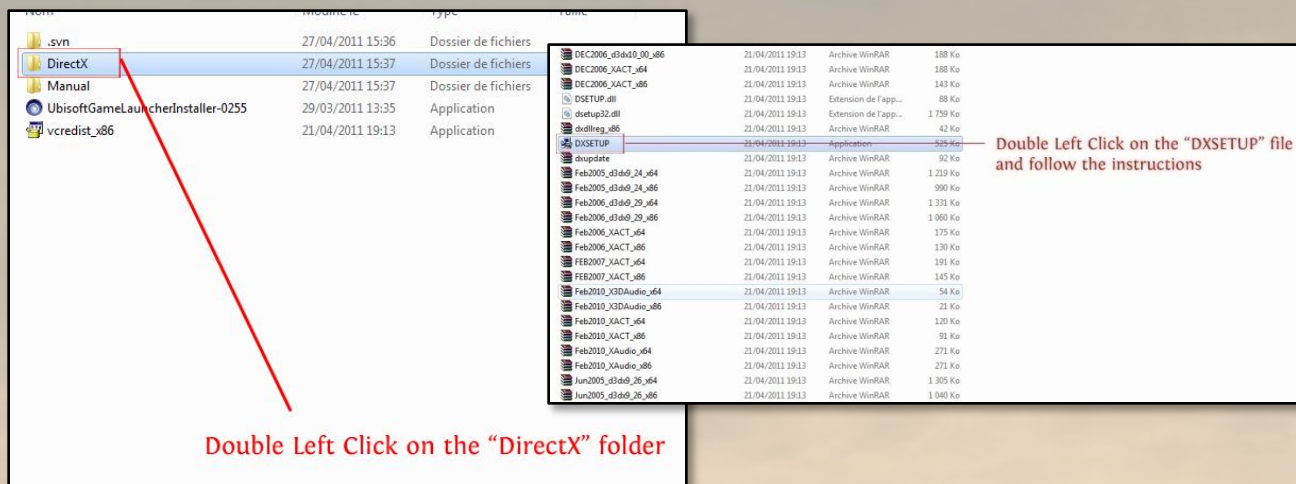
b) *Execute the UbiGameLauncherInstaller and follow the steps (if not yet installed on your PC)*



c) *Execute the vcredist_x86 installer and follow the steps (if not yet installed on your PC)*



d) **Open the DirectX folder and execute “DX Setup” to install DirectX9 and follow the steps (if not yet installed on your PC)**



3. I have got a problem with the game itself

Please read the “read me” file available here:

http://static2.cdn.ubi.com/emea/gamesites/mmh6/ReadMe_English_MMH6_Beta.txt

You will find the System Requirements as well as other useful information.

If you want more info about the Game, you can also check the Beta Guide here:

http://static2.cdn.ubi.com/emea/gamesites/mmh6/MMH6_Beta_guide.pdf

You can also join the forum to share your experiences of the Beta with other players.

Go to : www.mmh6.com/forums