

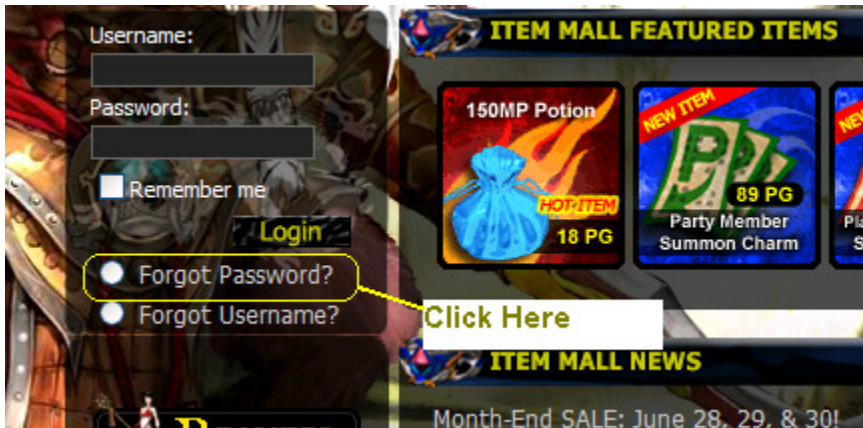
TOP 5 CASES FILED IN HELPDESK

- **PLAYER KILLING**

1. PK is prohibited, once you have killed a player even if it is only once during the events (COF/HOP) and more than twice without the said offense your account will be suspended once proven guilty.
2. The Player is in RED NAME? No, you cannot still kill the player because he is in red name, PK policy still applies.
3. There are areas which player can show their skills in PVP.
4. Players who will be found out of guilty in PK will be given sanction according to his/her records and based on the game policy.
(<http://www.skyblade.com.ph/Help/GamePolicy.aspx>)
5. Screenshot/s are indeed requirement in submitting the report, but may we also remind you that we also have the records so player cannot deny that he/she killed that player.

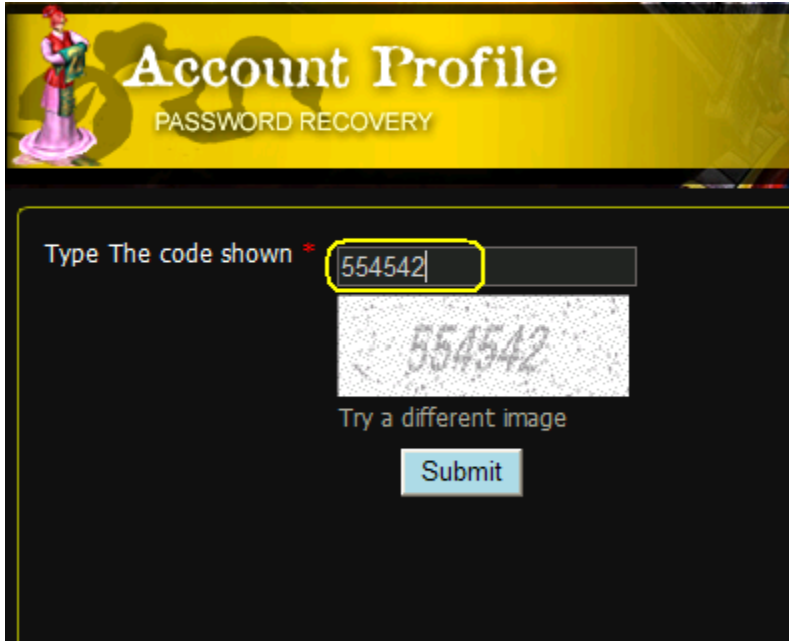
- **PASSWORD RETRIEVAL**

1. Visit the website www.skyblade.com.ph

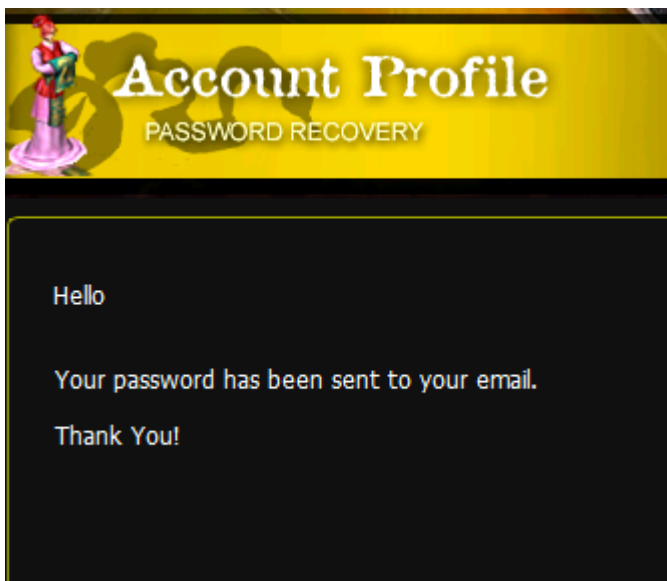


2. Once the “**forgot password**” is clicked, enter the following account information:
 - a. User name
 - b. Secret Answer

3. Once the information entered are correct, a code will pop up and copy it as it is.



4. After completing all the procedure, the requested password will be sent to the players registered email address:



- **HELPDESK PASSWORD RETRIEVAL**

1. If there's no Helpdesk account, a player can email the support with the following information:
 - Username
 - Server
 - All character names and their levels
 - Secret Question
 - Contact number
2. Once the information were verified correct, the Helpdesk Password will be sent to the players registered email address, player/s may now proceed in filing a request.
3. Before the end of the day, a Customer Support Associate will call the player to confirm if he/she receives the Helpdesk Password and the player also needs further assistance.

- **CHANGING SECRET ANSWER**

1. File a request in Helpdesk and provide the following account information:
 - a. All Character names and their levels
 - b. Secret question
2. Once the information was verified correct, the secret answer will be sent to the players registered email address.

- **CHANGING EMAIL ADDRESS**

1. File a request in Helpdesk and provide the following account information:
 - a. All Character names and their levels
 - b. Secret question
2. Once that the information were verified correct, the secret answer will be sent to the players registered email address