

1. What do I need to create a MaskEX Wallet?

- To create a MaskEX Wallet, the user needs:
- to be 18 years old or older,
- not to be a citizen of a nation blacklisted by the FATF, for example Iran, Myanmar, and North Korea,
- to have either an Email address or a Mobile phone number.

2. I'm having trouble downloading MaskEX App on iOS devices (iPhone and iPad). What is the solution?

To download the MaskEX App on your iOS devices, please follow the steps below:

- [Update your iOS devices](#) to the 16.0 version.
- [Change the region of your iOS device](#) to another region where MaskEX is available.
- You should not have any Apple subscription.
- Your Payment method should appear as <None>.

3. I'm having trouble downloading MaskEX App on my Android device. What is the solution?

- Please download the APK version from maskex.com or click [here](#) to find the APK link.
- Change the setting of your device allowing installation from unknown source.

4. What to do if I did not receive my OTP Code by Email?

- We advise that users bind a Gmail while creating a MaskEX Account. However, if you're not able to receive your OTP code by email, below are the solutions:
- Verify the other inboxes of your Email (Promotions, Spam, etc...) and click on the <Send Code> button to verify again.

If the challenge persists, you can contact the user support team at support@maskex.com.

5. What to do if I did not receive my OTP Code by SMS?

We advise that users bind a Gmail instead of Mobile phone numbers while creating a MaskEX Account. However, if you're not able to receive your OTP code by SMS, below are the solutions:

- Please make sure that your network coverage is working properly.
- Click on the <Send Code> Button and verify again.

If the challenge persists, you can contact the user support team, support@maskex.com

6. I lost my phone. How can I reset my Google Authenticator?

- Reach out to the user support team at support@maskex.com, and they will reset your Google Authenticator and provide you with the new Google key.
- To enable Google Authenticator for your MaskEX account, follow the instructions from the [How to Enable \(Bind\) Google Authenticator](#) article.

If you have any queries, we invite you to chat with Masky on our website or to send an email to the User Support Team at support@maskex.com.

MaskEX | User Support Team