



Steam User Help Guide

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Table of Contents

Intro	8
Making a Steam Account	9
Step 1: Download and Install the Steam Client	9
Step 2: Launch the Steam Client	9
Step 3: Enter Your Account Information	9
Step 4: Verify Your Email Address	10
Step 5: Create Your Username and Password	10
Additional Tips	10
Security Recommendations	11
Step 1: Enable Steam Guard	11
Step 2: Use a Strong Password	11
Step 3: Enable Two-Factor Authentication	12
Additional Tips	12
Activating Family Share	13
Step 1: Enable Steam Guard Security	13
Step 2: Authorize a Computer for Family Sharing	13
Step 3: Access Shared Games	13
Additional Tips	14
Recovering a Compromised Account	15
Step 1: Attempt to Reset Your Password	15
Step 2: Secure Your Email Account	15
Step 3: Enable Steam Guard Two-Factor Authentication	16
Step 4: Review Recent Account Activity	16
Step 5: Scan Your Computer for Malware	17

Step 6: Contact Steam Support if Necessary	17
Additional Tips	18
Restricted Steam Accounts	19
What Features Are Limited on a Restricted Account?	19
How Do You Remove Restrictions?	19
Step 1: Spend a Minimum Amount	19
Step 2: Verify Your Payment Method	20
Step 3: Wait for Processing	20
Why is My Account Restricted?	20
Additional Notes	21
Multiple Accounts Information	22
Step 1: Log Out and Switch Accounts	22
Step 2: Save Credentials for Faster Switching	22
Step 3: Manage Saved Account Information	23
Additional Tips	23
Limited Steam Account Overview	24
What is a Limited Steam Account?	24
What Restrictions Apply to Limited Accounts?	24
How to Remove Limited Account Restrictions	25
Additional Tips for Limited Accounts	25
Verifying-Game-Files	26
Step 1: Check for Updates	26
Step 2: Manually Trigger an Update	26
Step 3: Verify Integrity of Game Files	27
Step 3: Restart the Game	27
Additional Tips	27

Steam-Cloud-Sync	28
Steps to Enable Steam Cloud Sync	28
Step 1: Check Global Cloud Settings	28
Step 2: Enable Cloud Sync for Specific Games	28
How to Verify Cloud Sync Status	29
Troubleshooting Steam Cloud Sync Issues	29
Additional Tips	30
Troubleshooting Game Issues	31
Step 1: Open Steam Support	31
Step 2: Select Your Game	31
Step 3: Choose a Problem Category	31
Step 4: Follow Suggested Troubleshooting Steps	32
Additional Tips	33
Game Launch Issues	34
Step 1: Verify the Integrity of Game Files	34
Step 2: Check for Updates	35
Step 3: Update Graphics Drivers	35
Step 4: Adjust Compatibility Settings	35
Step 5: Run Steam as an Administrator	36
Additional Troubleshooting Tips	36
Handling Game Crashes and Freezes	37
Step 1: Verify Integrity of Game Files	37
Step 2: Update Graphics Drivers	37
Step 3: Lower In-Game Graphics Settings	38
Step 4: Adjust Compatibility Settings (Windows Users)	38
Step 5: Check for Windows Updates	39

Additional Tips	40
Troubleshooting Steps for Steam Deck	41
Step 1: Open Steam Support	41
Charging Steam Deck	42
Step 1: Connect the Power Adapter	42
Step 2: Plug the USB-C Cable into the Steam Deck	42
Step 3: Verify Charging Status	42
Step 4: Allow the Device to Charge Fully	43
Steam VR Oculus Rift Support	44
Trouble with Tracking	47
Remove Film Sticker	47
Check Base Station positioning	47
Remove or cover reflective surfaces in your play area	48
Rerun Room Setup	48
Performance issues can mimic tracking issues	48
VR Index Controller	49
General troubleshooting	49
Input issues	49
Track Button	49
Issue with legacy bindings or app-specific input	50
Controller is not solid green in SteamVR status window	50
LED is blue	50
LED is red (flashing)	50
LED is off	51
Still having problems? Reset your controller.	51

Managing In-Game Purchases and Microtransactions on Steam	52
Step 1: Launch the Game and Access the In-Game Store	52
Step 2: Select the Item or Content to Purchase	52
Step 3: Complete the Purchase	52
Additional Tips	53
Redeeming Retail CD Key	54
Step 1: Open the Steam Client	54
Step 2: Go to the Product Activation Screen	54
Step 3: Enter the CD Key	54
Step 4: Confirm and Install the Game	54
Troubleshooting CD Key Redemption Issues	55
Problem: Invalid or Duplicate Key	55
Problem: Region Restrictions	55
Problem: Network or Connection Issues	55
Additional Tips	56
Refund-Policy	57
Steam Refund Eligibility Criteria	57
Steps to Request a Refund	58
What to Expect After Submitting a Refund Request	59
Audio Issues	60
Speakers	60
Headphones	60
Microphone	61
Connection-Issues	62
Step 1: Check Your Internet Connection	62

Step 2: Restart Your Network Devices	62
Step 3: Clear Steam's Download Cache	63
Step 4: Disable Proxy or VPN Settings	63
Step 5: Update or Reset Your Network Drivers	63
Additional Tips for Multiplayer Connection Issues	63
Help-History	65
Step 1: Open Steam Support	65
Step 2: Navigate to Your Help Requests	65
Step 3: Review Request Details	66
Tips for Using Help History	66

Intro

The following user help guide was created for the online digital distribution service known as Steam that was created using Madcap Flare. In this guide, users can find information about the various aspects related to Steam such as hardware, software and troubleshooting.

The purpose of this guide is help newer consumers learn about how to maintain and keep their video games up to date as well as ensuring that remain safe while using Steam. Some of the main features that consumers will learn in this guide include how to create a Steam, solving software such as freezes and launching errors, hardware regarding controllers and VR issues, securing their accounts and protecting from more mature games and lastly how to manage in-game purchases and micro transactions.

Making a Steam Account

Overview:

When it comes to using the vast amount of features that Steam offers, it's important for users to know where to start. The first step in a user's Steam journey comes with creating an account.

Step 1: Download and Install the Steam Client

1. Visit the [Steam website](#)
2. Click on the **Install Steam** button in the top-right corner of the page.
3. Download the Steam installer and run it on your computer.
4. Follow the on-screen instructions to install the Steam client.

Step 2: Launch the Steam Client

1. Open the Steam application on your desktop.
2. On the login screen, click **Create a New Account**.

Step 3: Enter Your Account Information

1. Fill out the required fields:
2. **Email Address:** Enter a valid email address.
3. **Confirm Email Address:** Re-enter the same email address for verification.
4. **Country of Residence:** Select your current country.

5. Check the box to agree to the **Steam Subscriber Agreement** and **Privacy Policy**.
6. Click **Continue**.

Step 4: Verify Your Email Address

1. Open your email inbox and look for a verification email from Steam.
2. Click the link in the email to verify your account.
3. Return to the Steam client to complete the registration process.

Step 5: Create Your Username and Password

1. Enter a unique Account Name (your username). Steam will notify you if the name is unavailable.
2. Set a **strong Password** and confirm it.
3. Click **Complete Registration** to finish creating your account.

Additional Tips

- **Secure Your Account:** Enable **Steam Guard (two-factor authentication)** after creating your account to protect it from unauthorized access.
- **Set Up a Profile:** Personalize your Steam account by adding a profile picture, bio, and game preferences once your account is created.
- **Remember Your Login Details:** Save your username and password securely to avoid losing access to your account.
- **Failure in Security:** ["Security Recommendations" on the next page](#)

Security Recommendations

Overview:

It is highly recommended for users of Steam to ensure that every possible security precaution is realized. Below are some security options to better protect your Steam Account.

Step 1: Enable Steam Guard

1. Open the **Steam** client and go to **Settings**.
2. Navigate to the Account tab and click on **Manage Steam Guard Account Security**.
3. Choose one of the following **Steam Guard** options:
 - **Email Authentication:** A verification code is sent to your registered email whenever a login attempt is made from an unknown device.
 - **Mobile App Authentication:** Use the Steam Mobile App to generate a secure code for login verification.

Step 2: Use a Strong Password

1. Create a password that is at least 8 characters long and includes a mix of uppercase letters, lowercase letters, numbers, and special characters.
2. Avoid using common phrases, dictionary words, or personal information.
3. Change your password regularly and avoid reusing passwords from other accounts.

Step 3: Enable Two-Factor Authentication

1. Download the **Steam Mobile App** on your smartphone.
2. Log in with your Steam credentials and **enable the Authenticator** under the Steam Guard section.
3. Use the app to generate secure codes for two-factor authentication when logging in.

Additional Tips

- **Keep Your Computer Secure:** Install antivirus software and keep your operating system up to date.
- **Be Wary of Third-Party Sites:** Only log in to Steam through official platforms or trusted third-party integrations.
- **Enable Auto Logout:** For added security, log out of Steam on devices you no longer use.

Activating Family Share

Overview:

Step 1: Enable Steam Guard Security

1. Open the **Steam** client and log in to your account.
2. Click on **Steam** in the top-left corner of the window and select **Settings**.
3. Navigate to the **Account** tab.
4. Under **Security Status**, ensure that Steam Guard is enabled.
 - If not, click **Manage Steam Guard Account Security** and follow the on-screen instructions to enable it.

Step 2: Authorize a Computer for Family Sharing

1. Log into your Steam account on the computer you wish to share your library with.
2. Go to **Steam > Settings > Family**.
3. In the **Family Library Sharing** section, check the box next to **Authorize Library Sharing on this Computer**.
4. Log out of your Steam account and allow the family member or friend to log into their account on the same computer.

Step 3: Access Shared Games

1. The person you've authorized can log in to their Steam account and access your shared library in the Library tab.

2. Shared games will appear in their library with a label indicating they belong to your account.
3. They can download and play the shared games, provided you are not actively playing a game from your library.

Additional Tips

- **Revoke Access:** To revoke access to your library, go to **Steam > Settings > Family**, and remove authorization for specific devices.
- **Monitor Library Activity:** Use Steam's account settings to view which games have been played and by whom.

Recovering a Compromised Account

Overview:

Unfortunately, even when all of the necessary precautions are taken, hackers and hijackers will be able to compromise users' accounts. If this happens, there are ways to get the account back.

Step 1: Attempt to Reset Your Password

1. Go to the [Steam Login](#) Page.
2. Click on “**Forgot your password?**” located below the login fields.
3. Select “**My Steam Account was stolen and I need help recovering it**”.
4. Enter your **Steam Account name, Email address, or Phone number** associated with your account.
5. Follow the on-screen instructions to reset your password.
 - Steam will send a verification code to your registered email or phone number.
 - Create a new, strong password that you haven't used elsewhere.

Step 2: Secure Your Email Account

1. Log into the email account linked to your Steam account.
2. Change your email password to a new, unique password.
3. Enable **Two-Factor Authentication (2FA)** for your email if available.

4. Check for any unauthorized forwarding addresses or recent suspicious activity.

Step 3: Enable Steam Guard Two-Factor Authentication

1. Open the **Steam** client or visit the [Steam website](#).
2. Log in with your new password.
3. Click on your profile name at the top-right corner and select “**Account Details**”.
4. Under **Account Security**, click on “Manage Steam Guard”.
5. Choose to receive Steam Guard codes via:
 - **Email:** Codes will be sent to your registered email address.
 - **Steam Mobile Authenticator:** Install the Steam app on your mobile device and follow the setup instructions.

Step 4: Review Recent Account Activity

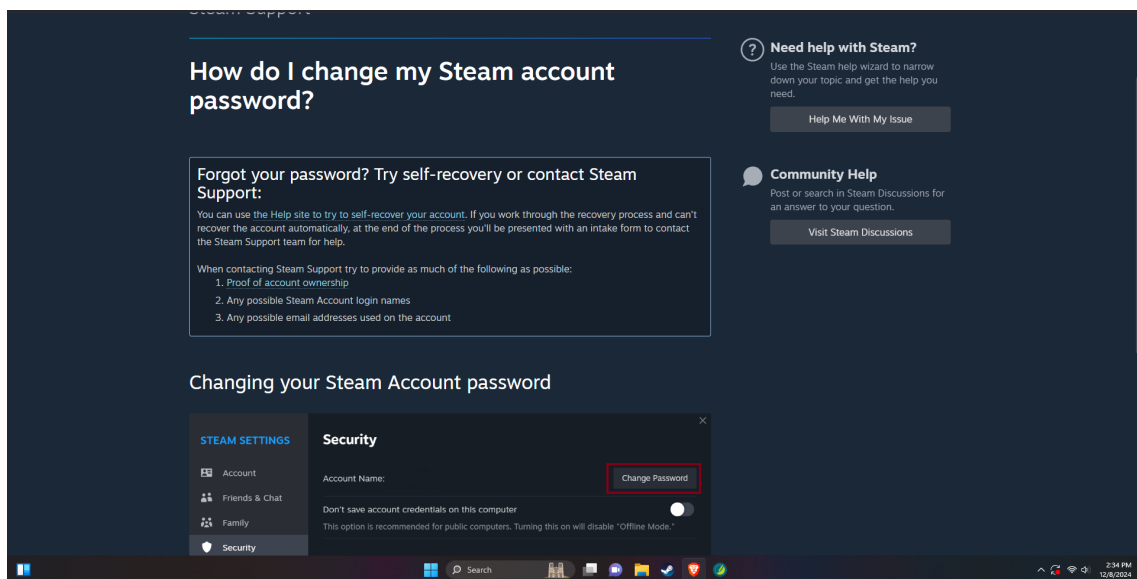
1. In **Account Details**, click on “**View purchase history**” to check for unauthorized transactions.
2. If you find unfamiliar purchases:
 - Go to **Help > Steam Support > Purchases**.
 - Select the unauthorized transaction.
 - Click on “**I did not make this purchase**” and follow the prompts to report it.

Step 5: Scan Your Computer for Malware

1. Update your antivirus or anti-malware software to the latest version.
2. Run a full system scan to detect and remove any malicious software.
3. Quarantine or delete any threats found.
4. Restart your computer after the scan is complete.

Step 6: Contact Steam Support if Necessary

1. If you're unable to regain access or suspect your account is still compromised:
 - Previous Steam Wallet codes.
 - Original email address.
 - Proof of account ownership, such as purchase receipts or activation keys.



2. Provide required information to verify account ownership:

- Visit the [Steam Support](#) page.
- Click on “**Help, I can't sign in**”.
- Select “**I no longer have access to my Mobile Authenticator codes**” or the relevant option.

3. Provide required information to verify account ownership:

- Previous Steam Wallet codes.
- Original email address.
- Proof of account ownership, such as purchase receipts or activation keys.

Additional Tips

- **Use Strong, Unique Passwords:** Avoid reusing passwords across different services.
- **Beware of Phishing Attempts:** Do not click on suspicious links or provide your credentials to untrusted sources.
- **Regularly Update Software:** Keep your operating system and all applications up to date to protect against vulnerabilities.
- **Monitor Account Activity:** Regularly check your account for any unusual activity.

Restricted Steam Accounts

Overview:

For a number of reasons, a user's Steam Account can be restricted. If this happens, the user may not be able to access certain features such as community forums.

Below are some reasons for why an account may be restricted.

What Features Are Limited on a Restricted Account?

1. Restricted accounts are unable to:
 - Add friends (but can accept friend requests from others).
 - Open group chats or invite users to groups.
 - Vote or post content on Steam Community features (e.g., reviews, discussions, and workshop items).
 - Use Steam Market to trade items.
 - Access certain features of the Steam Trading system.
 - Participate in Community Market activities.

How Do You Remove Restrictions?

Step 1: Spend a Minimum Amount

- Purchase games, in-game items, or add funds to your **Steam Wallet** totaling at least \$5.00 USD (or equivalent in your local currency).
- Purchases made using Steam Wallet funds added from a gift card or direct payment methods qualify toward this limit.

Step 2: Verify Your Payment Method

- Only transactions made directly through Steam count toward removing restrictions. Purchasing games from third-party platforms will not qualify.

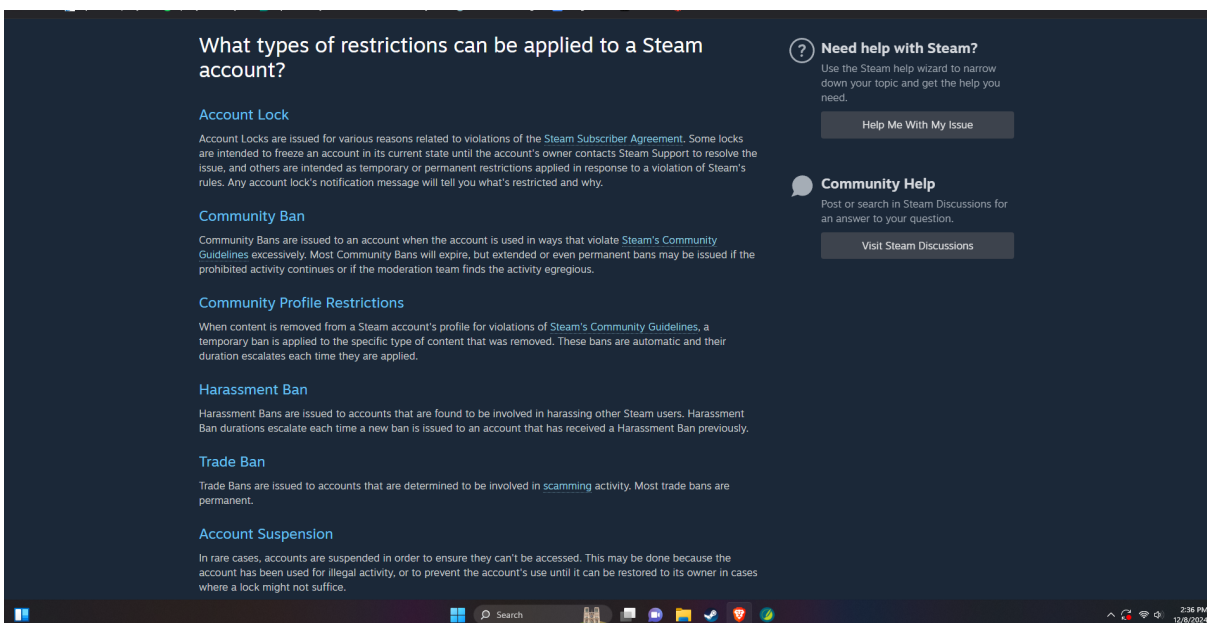
Step 3: Wait for Processing

- Once you have spent the required amount, the restrictions on your account will be automatically lifted. This may take a few minutes to process after the purchase is completed.

Why is My Account Restricted?

Steam accounts are restricted by default if they:

- Have not yet spent \$5.00 USD on the platform.
- Were created solely to spam or perform fraudulent activities.



The screenshot shows a Steam help page with the following content:

What types of restrictions can be applied to a Steam account?

- Account Lock**
Account Locks are issued for various reasons related to violations of the Steam Subscriber Agreement. Some locks are intended to freeze an account in its current state until the account's owner contacts Steam Support to resolve the issue, and others are intended as temporary or permanent restrictions applied in response to a violation of Steam's rules. Any account lock's notification message will tell you what's restricted and why.
- Community Ban**
Community Bans are issued to an account when the account is used in ways that violate Steam's Community Guidelines excessively. Most Community Bans will expire, but extended or even permanent bans may be issued if the prohibited activity continues or if the moderation team finds the activity egregious.
- Community Profile Restrictions**
When content is removed from a Steam account's profile for violations of Steam's Community Guidelines, a temporary ban is applied to the specific type of content that was removed. These bans are automatic and their duration escalates each time they are applied.
- Harassment Ban**
Harassment Bans are issued to accounts that are found to be involved in harassing other Steam users. Harassment Ban durations escalate each time a new ban is issued to an account that has received a Harassment Ban previously.
- Trade Ban**
Trade Bans are issued to accounts that are determined to be involved in scamming activity. Most trade bans are permanent.
- Account Suspension**
In rare cases, accounts are suspended in order to ensure they can't be accessed. This may be done because the account has been used for illegal activity, or to prevent the account's use until it can be restored to its owner in cases where a lock might not suffice.

On the right side of the page, there are two sections:

- Need help with Steam?**
Use the Steam help wizard to narrow down your topic and get the help you need.
[Help Me With My Issue](#)
- Community Help**
Post or search in Steam Discussions for an answer to your question.
[Visit Steam Discussions](#)

The bottom of the screenshot shows a Windows taskbar with the search bar, taskbar icons, and system tray showing the time as 2:36 PM on 12/8/2024.

Additional Notes

- **Adding Friends:** If your account is restricted, you can still accept friend requests from unrestricted accounts.
- **Gift Cards:** Activating a Steam Wallet gift card counts toward the \$5.00 USD minimum spending requirement.
- **Family Sharing:** Restricted accounts can still access games shared via Family Sharing but will retain limited features.

Multiple Accounts Information

Overview:

Steam offers users the ability to add more than one account to a single computer or device if needed. It's important to note that only one account can be active on a single computer at a time. Some more information about multiple accounts can be found below.

Step 1: Log Out and Switch Accounts

1. Open the **Steam** client.
2. Click on your profile name in the top-right corner of the Steam window.
3. From the dropdown menu, select **Log Out of Account**.
4. On the login screen, enter the credentials for the other account you wish to use.
5. Click **Login** to access the second account.

Step 2: Save Credentials for Faster Switching

1. During login, check the box for **Remember my password** if you want Steam to save your credentials for faster switching between accounts.
 - Note: Only enable this on a secure device you own.
2. Steam will save the account credentials, allowing you to log in without re-entering the password.

Step 3: Manage Saved Account Information

1. To view or delete saved accounts, go to **Steam > Settings > Account**.
2. Select Manage Steam Guard and click on **Deauthorize All Other Devices** to remove saved credentials from other devices.

Additional Tips

- **Family Sharing:** Enable Family Sharing under Steam > Settings > Family to share your library with family members.
- **Create Unique Passwords:** Use a unique password for each account to ensure security.
- **Steam Mobile App:** Use the Steam mobile app for quick login verification when managing multiple accounts.

Limited Steam Account Overview

Overview:

What is a Limited Steam Account?

A Limited Steam Account is an account that has not met the minimum spending requirement to access certain community and social features on Steam. This restriction helps protect users from spam and fraudulent activity.

What Restrictions Apply to Limited Accounts?

- Limited accounts have restricted access to the following features:
- Adding friends
- Voting on Steam reviews
- Participating in the Steam Market
- Gaining access to the Steam Community Market
- Sending invitations to join groups
- Using group chat
- Unlocking Steam Profile customization options

Limited accounts can still purchase games, trade items, and play online multiplayer games.

How to Remove Limited Account Restrictions

To unlock the full features of Steam, you must spend a minimum of \$5 USD or equivalent in your local currency in the Steam Store. This can be achieved by doing any of the following:

1. **Add Funds to Your Steam Wallet:** Add at least \$5 to your Steam Wallet.
2. **Purchase a Game:** Buy any game or software directly from the Steam Store.
3. **Purchase a Gift:** Buy and send a game as a gift to another user.
4. **Buy DLC or Microtransactions:** Spend at least \$5 on in-game purchases for a game you already own.

Additional Tips for Limited Accounts

- **Free-to-Play Games:** Playing free-to-play games does not count toward removing Limited Account restrictions.
- **Using Keys or Wallet Codes:** Redeeming retail CD keys, promotional codes, or Steam Wallet cards will not contribute to unlocking the account.
- **Watch Out for Scams:** Only make purchases directly through the Steam Store to ensure your account is upgraded correctly and securely.

Verifying-Game-Files

Overview:

Ensuring your game files are up to date and free of errors is essential for a smooth gaming experience. Steam allows you to easily update your games and verify the integrity of game files to resolve common issues such as crashes, missing content, or performance problems. This guide walks you through the process of updating and verifying game files.

Step 1: Check for Updates

1. Open the **Steam** client and go to your **Library**.
2. Locate the game you want to update in the list of installed games.
3. Right-click on the game title and select **Properties**.
4. Navigate to the **Updates** tab.
5. Ensure that **Always keep this game up to date** is selected in the dropdown menu.
6.
 - Steam will automatically update the game when a new version is released.
7. Restart **Steam** to trigger any pending updates.

Step 2: Manually Trigger an Update

1. If the game is not updating automatically, right-click the game in your library and select **Manage > Check for Updates**.

2. If an update is available, **Steam** will begin downloading it immediately.
3. Monitor the download progress in the **Downloads** section at the bottom of the **Steam** window.

Step 3: Verify Integrity of Game Files

1. Open **Steam** and go to your **Library**.
2. Locate the game experiencing issues in the list of installed games.
3. Right-click the game and select **Properties**
4. In the **Properties** window, navigate to the Installed Files tab.
5. Click the **Verify integrity of game files** button.
6. Wait for **Steam** to complete the verification process.
 - This process checks the game's files against Steam's server and automatically replaces any missing or corrupted files.

Step 3: Restart the Game

1. Once the verification process is complete, close the **Properties** window.
2. Restart the game from your library to ensure the issue is resolved.

Additional Tips

- **Enable Automatic Updates:** Keeping automatic updates enabled for your games ensures you always have the latest features and bug fixes.
- **Backup Game Files:** Use **Steam's Backup and Restore Games** feature to save a copy of your game files before making significant changes.

Steam-Cloud-Sync

Overview:

Steam Cloud Sync allows you to save game progress, settings, and other data to the cloud, enabling you to access it from any device where you log in with your Steam account. This guide explains how to enable, configure, and troubleshoot Steam Cloud Sync to ensure your game data is always backed up.

Steps to Enable Steam Cloud Sync

Step 1: Check Global Cloud Settings

1. Open the **Steam** client and log into your account.
2. Click on **Steam** in the top-left corner and select **Settings**.
3. In the **Settings** window, go to the **Cloud** tab.
4. Check the box for **Enable Steam Cloud** synchronization for applications that support it.
5. Click **OK** to save your changes.

Step 2: Enable Cloud Sync for Specific Games

1. Go to your **Library** and locate the game you want to configure.
2. Right-click on the game and select **Properties**.
3. In the **Properties** window, navigate to the **General** tab.

4. Ensure the **Keep game saves in the Steam Cloud** for [game name] option is checked.
5. Close the **Properties** window to save the settings.

How to Verify Cloud Sync Status

1. Open your **Library** and locate the game.
2. Look for a cloud icon next to the game's name:
 - **Cloud with checkmark:** Sync is enabled and working properly.
 - **Cloud with exclamation mark:** Sync is enabled, but there is an issue.
 - **No icon:** Cloud Sync is not enabled for this game.
3. Hover over the cloud icon for additional details, such as sync errors or last updated status.:

Troubleshooting Steam Cloud Sync Issues

Problem: Game Saves Not Syncing

1. **Restart Steam:** Close and reopen the Steam client to refresh your sync settings.
2. **Check for Updates:** Ensure both Steam and the game are fully updated.
3. **Verify Cloud Sync is Enabled:** Follow the steps above to confirm that Cloud Sync is turned on for the specific game.

Problem: Conflicts Between Local and Cloud Saves

1. Launch the game to trigger the sync process.
2. If prompted, choose whether to use the **Local Save** or the **Cloud Save**:
 - Select **Cloud Save** to use the most recent data backed up to the cloud.
 - Select **Local Save** to overwrite the cloud data with your current local save file.
3. Confirm your choice and restart the game to apply changes.

Problem: Cloud Storage Full

1. Open **Steam Settings** and go to the **Cloud** tab.
2. Check your cloud storage usage.
3. Delete unused saves or data from the game's **Manage Save Files** option if supported by the game.

Additional Tips

- **Play Online for Syncing:** Steam Cloud requires an internet connection to sync data. Ensure you are connected to the internet before exiting the game.
- **Manually Sync Data:** If automatic sync doesn't work, try launching the game, exiting, and reopening Steam to force a manual sync.
- **Backup Locally:** Consider backing up save files to your local drive as an extra precaution.

Troubleshooting Game Issues

Overview:

Managing Steam's Support sections can present itself with complexity. This guide will help in navigating the layout to resolve in game launch issues .

Step 1: Open Steam Support

1. Open **Steam** and log into your account.
2. At the top of the Steam window, click on **Help**.
3. In the drop-down menu, select **Steam Support**.
 - This will open the Steam Support page where you can search for help articles and contact support.

Step 2: Select Your Game

1. On the Steam Support page, under **Games and Applications**, select **Which product are you having trouble with?**
2. Either browse through **Recent Products** or use **the Search** bar to find the specific game you are experiencing issues with.
3. Click on the game title to view the support options available for that game.

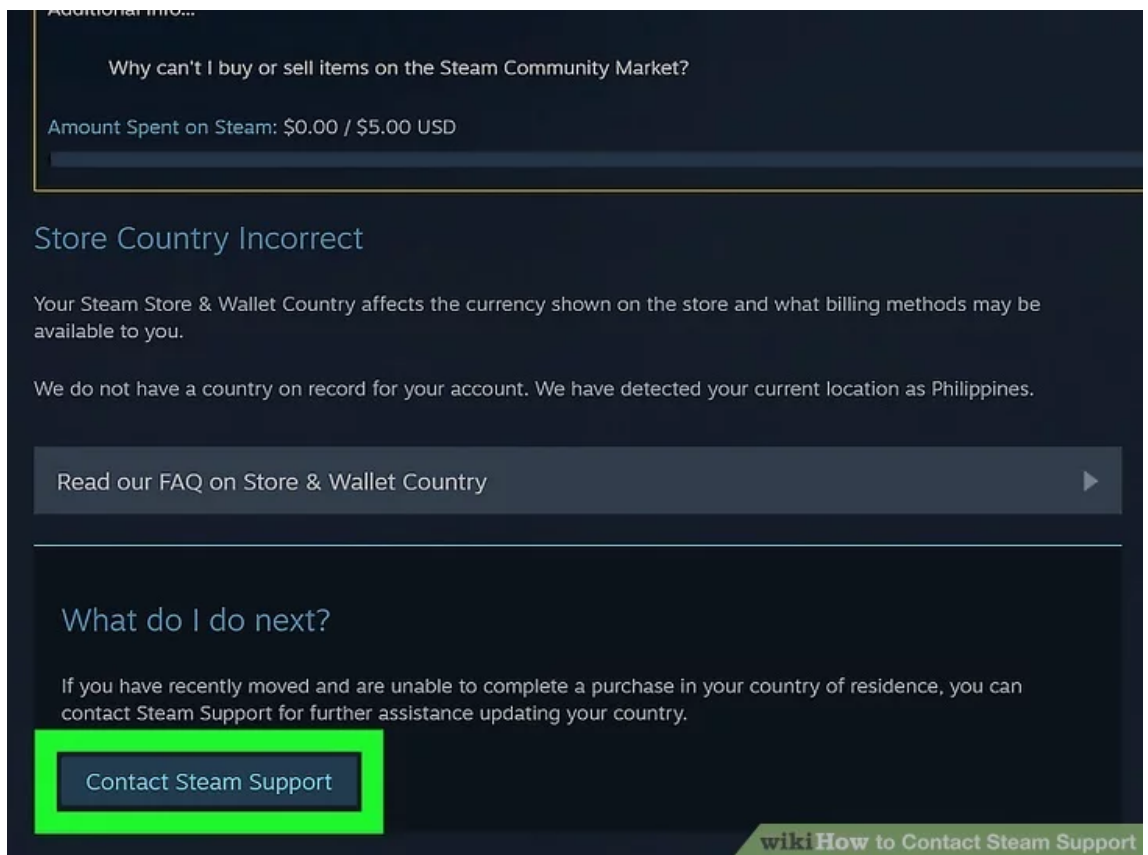
Step 3: Choose a Problem Category

1. Once you select your game, you will see a list of common issues, such as **Game won't launch, In-game purchases, Performance issues, etc.**

2. Click on the category that best matches your issue.
 - Steam will display troubleshooting steps, relevant articles, or options to contact support if further assistance is needed.

Step 4: Follow Suggested Troubleshooting Steps

1. Based on the issue category you selected, follow the on-screen troubleshooting steps provided.
2. If the steps do not resolve your problem, look for an option to **Contact Steam Support** at the bottom of the page.



3. Fill out the support form with details of your issue, and submit it to Steam Support for further help.

Additional Tips

- Check **Recent Product List**: If you recently played the game, it will appear under Recent Products for quick access.
- **Use the Search Feature**: For faster navigation, use the search bar to find your game title directly
- **Review Steam's Help Articles**: Steam Support has a vast library of articles addressing common issues, which may provide a quick solution without needing to contact support.

Note: Response times for Steam Support may vary depending on the issue. Be sure to check your email or Steam notifications for updates on your support request

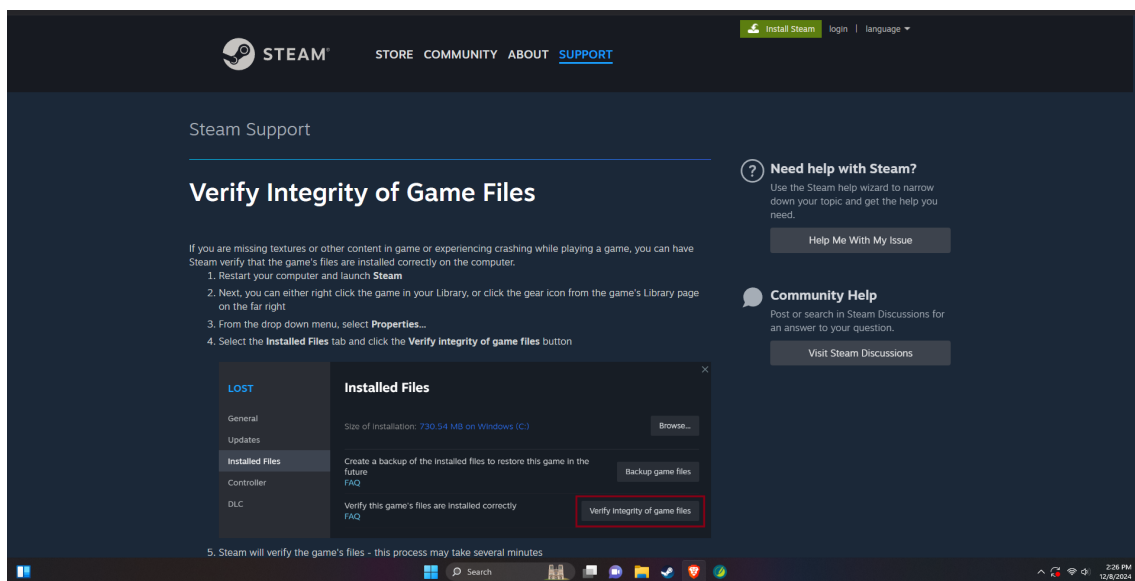
Game Launch Issues

Overview:

If your game fails to launch on Steam, there are several steps you can take to identify and resolve the issue. This guide provides solutions to common game launch problems, including verifying game files, updating drivers, and addressing compatibility issues.

Step 1: Verify the Integrity of Game Files

1. Open the **Steam** client and go to your **Library**.
2. Right-click on the game that won't launch and select **Properties**.
3. Navigate to the **Installed Files** tab.
4. Click on **Verify** integrity of game files.



- Wait for Steam to complete the process. Steam will automatically replace any missing or corrupted files.

Step 2: Check for Updates

1. Ensure the game is updated to the latest version:
2. Right-click the game in your **Library** and select **Properties**.
3. Under the **Updates** tab, confirm that **Always keep this game up to date** is selected.
4. Restart Steam to ensure all pending updates are applied.

Step 3: Update Graphics Drivers

1. Identify your graphics card manufacturer (e.g., NVIDIA, AMD, or Intel).
2. Visit the manufacturer's website and download the latest drivers for your GPU:
 - NVIDIA: <https://www.nvidia.com>
 - AMD: <https://www.amd.com>
 - Intel: <https://www.intel.com>

Restart your computer after installation.

Step 4: Adjust Compatibility Settings

1. Open your **Library** in **Steam** and right-click the game.
2. Select **Manage > Browse Local Files** to open the game's installation folder.
3. Locate the game's .exe file.
4. Right-click on the **.exe file** and select **Properties**.
5. Navigate to the **Compatibility** tab.

6. Check **Run this program in compatibility mode for:** and select an older version of Windows (e.g., Windows 8 or 7).
 - Click **Apply** and OK.
 - Relaunch the game from Steam.

Step 5: Run Steam as an Administrator

1. Close the **Steam** client if it's open.
2. Right-click the Steam shortcut on your desktop or taskbar.
3. Select **Run as administrator**.
4. Launch the game again to see if the issue is resolved.

Additional Troubleshooting Tips

- **Disable Background Applications:** Close unnecessary programs running in the background, such as web browsers or antivirus software, that might interfere with game performance.
- **Check System Requirements:** Verify that your PC meets the game's minimum requirements.
- **Reinstall the Game:** If all else fails, uninstall and reinstall the game. This ensures that all files are properly downloaded and installed.

Handling Game Crashes and Freezes

Overview:

Experiencing crashes or freezing while playing a game on Steam can be frustrating, but there are several common fixes that may resolve these issues. This guide provides troubleshooting steps such as verifying game files, updating graphics drivers, adjusting game settings, and optimizing system compatibility to help ensure a smoother gaming experience.

Step 1: Verify Integrity of Game Files

1. Open Steam and navigate to your **Library**.
2. Right-click on the game experiencing crashes or freezing and select **Properties**.
3. Go to the **Installed Files** tab.
4. Click **Verify integrity of game files**.
5. Wait for the verification to complete, as Steam will automatically replace any missing or corrupted files.

Step 2: Update Graphics Drivers

1. Identify your graphics card model (e.g., NVIDIA, AMD, Intel).
2. Go to the manufacturer's website:
 - **NVIDIA:** <https://www.nvidia.com>
 - **AMD:** <https://www.amd.com>

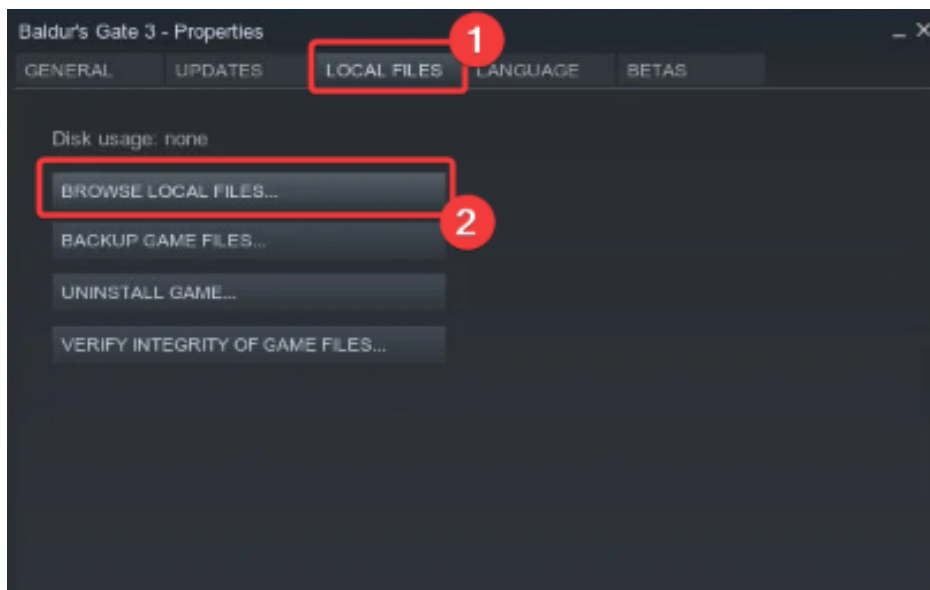
- **Intel:** <https://www.intel.com>
3. Download and install the latest drivers for your graphics card.
 4. Restart your computer to apply the changes.

Step 3: Lower In-Game Graphics Settings

1. Launch the game and go to the **Settings** or **Options** menu.
2. Locate the **Graphics** or **Video settings**.
3. Lower settings for **Resolution**, **Texture Quality**, **Anti-Aliasing**, and **Shadows**.
 - Save the settings and restart the game to see if the reduced graphics settings help prevent crashes.

Step 4: Adjust Compatibility Settings (Windows Users)

1. Open **Steam** > **Library** > Right-click the game > **Manage** > **Browse Local Files** to locate the game's .exe file.
2. Right-click the .exe file and select **Properties**.
3. Go to the **Compatibility** tab.



4. Check the box for **Run this program in compatibility mode for:** and select a previous version of Windows, such as Windows 7 or 8.
5. Click **Apply** and then **OK**.

Step 5: Check for Windows Updates

1. Open **Settings** on your computer.
2. Go to **Update & Security**.
3. Click on **Windows Update** and then **Check for updates**.
4. Install any available updates, as these may resolve compatibility issues with games.

Additional Tips

- **Disable Background Applications:** Close unnecessary applications that may interfere with game performance, such as web browsers, chat applications, or antivirus software.
- **Clear Steam Download Cache:** Go to **Steam > Settings > Downloads > Clear Download Cache** to refresh temporary files in Steam.
- **Increase Virtual Memory (Advanced Users):** Adjust virtual memory (page file) settings in Windows if your computer runs low on RAM during gaming.
- **Note:** If none of these solutions resolve the issue, consider reaching out to Steam Support for additional assistance.

Troubleshooting Steps for Steam Deck

Overview:

The Steam Deck is a powerful handheld gaming device, but you may occasionally encounter issues such as performance drops, connection problems, or games failing to launch. This guide provides troubleshooting steps to resolve common Steam Deck issues and ensure optimal performance.

Before trying any of the detailed troubleshooting or contacting Steam Support, be sure you've tried the following:

Step 1: Open Steam Support

- Install any available system updates (Step 1: **Open Steam Support > Settings > System > Software Updates**).
- Restart your Steam Deck (from the **Software Updates** section or via **Steam > Powerb > Restart**
- Make sure that any third party applications that you have installed via Desktop Mode are exited or disabled and retest your issue.
- If your Steam Deck is powered on but unresponsive, you can force a restart by holding the power button down for 4 (7 for OLED) seconds. If it remains unresponsive, there may be an OS-level issue. In this case, try holding the power button down for a full 10 (16 for OLED) seconds.

Charging Steam Deck

Overview:

To ensure your Steam Deck stays powered and ready for gaming, proper charging is essential. This guide provides step-by-step instructions for safely charging your Steam Deck, along with tips to maximize battery performance and troubleshooting common charging issues.

Step 1: Connect the Power Adapter

1. Locate the USB-C power adapter included with your Steam Deck.
2. Plug the adapter into a wall outlet or a surge protector for safety.

Step 2: Plug the USB-C Cable into the Steam Deck

1. Insert the USB-C cable into the USB-C port located at the top of the Steam Deck.
2. Ensure the cable is securely connected to the port.

Step 3: Verify Charging Status

1. Look for the charging indicator on the screen or the device:
2. A battery icon with a lightning bolt will appear in the system tray to confirm it is charging.
3. The battery level percentage will also increase if charging is successful.
 - If no indicator is visible, ensure the power adapter is securely connected to both the Steam Deck and the wall outlet.

Step 4: Allow the Device to Charge Fully

- For optimal battery health, charge the Steam Deck until the battery level reaches 100% before unplugging it.
- You can use the Steam Deck while it is charging, but performance may vary depending on the game or task.

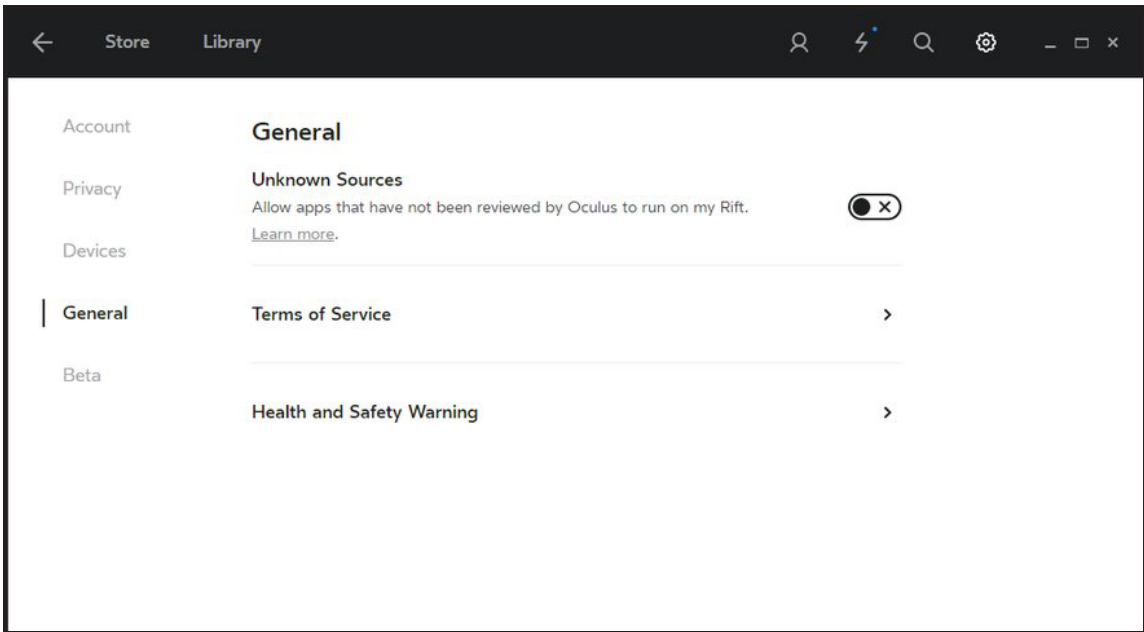
Steam VR Oculus Rift Support

Overview:

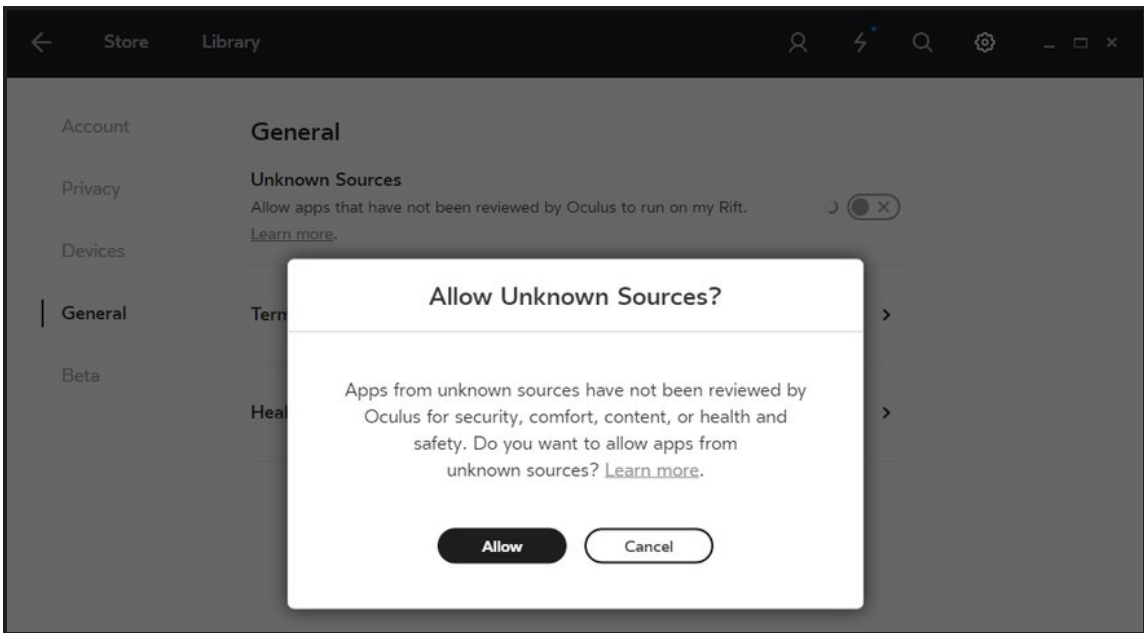
SteamVR supports the Oculus Rift. When using the Rift with SteamVR, use the Back button on an Xbox controller to bring up and dismiss the SteamVR Dashboard.

To enable this, follow the instructions below.

1. Start the **Oculus App** on your computer and select the gear icon in the upper right.
2. Select **Settings**.
3. Select **General** on the left.
4. Find the **Unknown Sources** toggle and click it so a check appears instead of an X.



5. You will need to confirm this selection before it is enabled.



6. Once enabled, you will be able to run **SteamVR** with the Oculus Rift.

7. When using the Rift with SteamVR, use the Back button on an Xbox controller to bring up and dismiss the SteamVR Dashboard.

Trouble with Tracking

Overview:

Tracking issues commonly manifest as drifting or floating movement of the controllers or game world when you are not in motion. To minimize potential tracking issues in your environment, start with these steps:

Remove Film Sticker

- Base Stations are packaged with a protective sticker on the front-facing surface. The sticker can interfere with tracking if it is not removed before use.

Check Base Station positioning

- Base Stations should be aimed and angled toward the center of the play area. In the ideal setup, Base Stations should be above head height (at least 6.5 feet / 2 meters), angled down by 30-45 degrees, positioned no more than 16 feet / 5 meters apart, and placed opposite one another in separate corners of the play area. Make sure your Base Stations are mounted or set on a solid surface that isn't prone to vibration or movements - bumps and vibrations can cause tracking problems.
- Many other setups are also perfectly functional. Remember that if you are placing a Base Station at head height or lower, you should take height into account when deciding how to angle it. A base station on a coffee table should be pointed slightly upward, while one between waist and shoulder height won't need to be angled at all.

Remove or cover reflective surfaces in your play area

- Objects such as windows, mirrors, televisions, and monitor screens can interfere with tracking. If you are losing tracking or motion controllers occasionally float away in VR, try covering or removing reflective surfaces in your play area.

Rerun Room Setup

- Performing a fresh room setup can help clear up any issues caused by changes to the environment or Base Station positioning.

Performance issues can mimic tracking issues

- Spikes in performance quality and "lagging" behavior are usually caused by computer configurations that don't meet our recommended requirements or aren't functioning optimally. Local issues like these are tough to troubleshoot, so we recommend checking with a local computer specialist to find out how to best improve your computer's performance.
- To check for spikes in performance, run **SteamVR** and navigate to **menu > Developer > Advanced frame timing**. For detailed information on how to use this feature, check out this developer article.

VR Index Controller

Overview

General troubleshooting

1. Before reading further, be sure to:
 - Ensure your device is charged and powered.
 - Ensure your firmware is up to date.
 - Restart **SteamVR**.

Input issues

Track Button

1. Responsiveness and output can be affected if the controller detects input on the Track Button while it is being powered on. If the Track Button does not seem to be registering input or feels sluggish, try these steps:
 - Hold down the **System** button for 5 seconds to turn the controller off.
 - Wait 2 seconds.
 - Power the controller back on by pressing the **System Button**. Make sure you do not touch the **Track Button**.
 - Try this a couple of times. If the problem persists, go to **Help With Valve Index** to contact **Steam Support** regarding the issue.

Issue with legacy bindings or app-specific input

- Titles without native Index Controller support should automatically map existing control schemes and work without additional customization. If you would like to remap these controls or load a custom controller binding from the Steam Workshop, you can do so by going to the SteamVR status window, opening the menu, and selecting **Devices > Configure Controller**.
- For advanced information about how to use the legacy input system to create custom controller bindings, you can check out our rebinding guide.

Controller is not solid green in SteamVR status window

If your controller is not ready, first check the LED above the Track Button and follow the steps below:

LED is blue

1. Controller is powered, but not paired to your headset. Pair your controller again:
 - Navigate to the SteamVR status window.
 - Open the menu and select **Devices > Pair Controller**.
 - Hold down both the System and B buttons for a few seconds.
 - If this does not pair the controller, try turning the device on and off to power-cycle it.

LED is red (flashing)

- The controller is in an error state. If you just updated your controller firmware, go to [Help With Valve Index](#) to contact Steam Support regarding the issue.

- If you did not just update your controller firmware, you should be able to recover your controller by following the Reset your controller instructions below.

LED is off

- Controller is not powered. If your controller will not power on, plug it in for a while to ensure that it has a charge and then try again. If the LED remains off, check the device's status in VR Monitor. It should be gray. If it is in another state, you can try resetting your controller using the instructions immediately below.

Still having problems? Reset your controller.

1. If none of this information solved the problem, you can try performing a "hard reset" on your controller. To do this:
 - Plug the controller in via USB and leave it to charge for 10 minutes.
 - Unplug it and hold down the System Button for 15 seconds, then release.
 - Power the controller on again.
 - The controller should recover. If you continue having problems, go to Help With Valve Index to contact Steam Support regarding the issue

Managing In-Game Purchases and Microtransactions on Steam

Overview:

Many games on Steam offer in-game purchases or microtransactions for additional content, such as cosmetic items, currency, or downloadable content (DLC). This guide will help you understand how to make purchases, manage transactions, and resolve common issues related to in-game purchases on Steam.

Step 1: Launch the Game and Access the In-Game Store

1. Open **Steam** and navigate to your **Library**.
2. Launch the game in which you'd like to make an in-game purchase.
3. Within the game, go to the **Store** or **Shop** section (this may vary by game).

Step 2: Select the Item or Content to Purchase

1. Browse the available items, currency, or content.
2. Select the item you wish to purchase.
3. Confirm the details, including price and any relevant descriptions.

Step 3: Complete the Purchase

1. Click **Purchase** or **Buy** (the option may vary depending on the game).
2. If prompted, confirm the transaction using your Steam Wallet balance or select an alternate payment method.

3. Once the purchase is confirmed, the item should be added to your account, inventory, or game as applicable.

Additional Tips

- **Set Up Purchase Restrictions:** To prevent unauthorized purchases, go to **Settings > Family > Family View** to restrict in-game purchases.
- **Review Transaction History:** Check your **Account Details** under **Purchase History** to review past purchases and ensure all transactions are accurate.
- **Understand Game-Specific Policies:** Some games have unique refund or purchase policies. Check the game's support page for specific details.
- Note: In-game purchases are typically final and may not be eligible for refunds once used. Be sure to review each purchase carefully before confirming.

Redeeming Retail CD Key

Overview:

If you purchased a game outside of Steam and received a retail CD key, you can redeem it within Steam to add the game to your library. This guide explains how to activate your CD key on Steam and access your game.

Step 1: Open the Steam Client

1. Launch the **Steam** client on your computer.
2. Log in to your Steam account if you are not already logged in.

Step 2: Go to the Product Activation Screen

1. In the top-left corner of the Steam window, click on **Games**.
2. From the dropdown menu, select **Activate a Product on Steam**.

Step 3: Enter the CD Key

1. In the **Product Activation** window, click **Next** and then **I Agree to the Steam Subscriber Agreement**.
2. Enter the CD key exactly as it appears on the product package or email you received.
3. Click **Next** to continue.

Step 4: Confirm and Install the Game

1. If the key is valid, Steam will display the name of the game associated with the key.

2. Click **Finish** to add the game to your library.
3. To install the game, go to your **Library**, locate the game, and click **Install**.

Troubleshooting CD Key Redemption Issues

Problem: Invalid or Duplicate Key

1. **Double-check the Key:** Ensure that you entered the key correctly, including any dashes or specific characters.
2. **Check for Typos:** Confirm that you haven't mistaken similar-looking characters (e.g., "O" and "0").
3. **Contact the Retailer:** If the key is marked as already used, contact the store or website where you purchased the game for assistance.

Problem: Region Restrictions

1. **Verify Regional Compatibility:** Some CD keys are region-locked and may only be valid in specific countries.
2. **Check with Retailer:** If you purchased the key from an international site, confirm with the seller that the key is compatible with your region.

Problem: Network or Connection Issues

1. **Check Your Internet Connection:** A stable internet connection is required to redeem a CD key on Steam.
2. **Restart Steam:** Close and reopen the Steam client, then try redeeming the key again.

Additional Tips

- **Redeem Directly in Steam:** Avoid using third-party sites to redeem CD keys. Activate keys directly in the Steam client for security.
- **Keep Your Key Secure:** Once redeemed, there's no need to re-enter your CD key. Store it in a safe place in case you need it for future reference.

Refund-Policy

Overview:

Steam's refund policy allows users to request a refund for games, DLC, and other purchases under specific conditions. This guide explains the criteria for eligibility, how to request a refund, and what to expect during the refund process.

Steam Refund Eligibility Criteria

1. Playtime and Purchase Date

- You can request a refund if:
 - The game has been played for **less than 2 hours**.
 - The purchase was made **within the last 14 days**.

2. Eligible Products

- Refunds are available for:
 - Games
 - DLC (Downloadable Content)
 - In-game purchases (within 48 hours if unused)
 - re-ordered games (prior to release or within 14 days of purchase)
 - Steam Wallet funds (if unspent and purchased within 14 days).

3. Exclusions

- Some exclusions apply, such as:
 - Items purchased outside Steam.
 - Non-refundable subscriptions or memberships.
 - Used in-game purchases beyond the 48-hour window.

Steps to Request a Refund

Step 1: Open Steam Support

1. Launch the **Steam** client and log into your account.
2. Go to **Help > Steam Support** from the top menu.

Step 2: Locate the Purchase

1. In the **Steam Support** interface, select **Purchases**.
2. Find the game or item you want to refund from the list of recent transactions.

Step 3: Submit the Refund Request

1. Click on the game or item and select **I would like a refund**.
2. Choose the reason for your refund request (e.g., technical issues, accidental purchase).
3. Select your preferred refund method:
 - **Steam Wallet credit**
 - **Original payment method**
4. Confirm and submit your request.

What to Expect After Submitting a Refund Request

Processing Time:

- Refunds are usually processed **within 7 business days**.
- If the refund is issued to your original payment method, processing times may vary depending on your bank or payment provider.

Steam Wallet Refunds:

- Refunds to your Steam Wallet are typically immediate once approved.

Email Confirmation:

- You will receive an email notification from Steam with the refund decision and processing status.

Audio Issues

Overview:

If you're experiencing issues with audio in your games or have trouble redeeming a CD key on Steam, this guide provides step-by-step instructions to resolve these common problems. Learn how to fix in-game audio issues and troubleshoot CD key redemption errors

Speakers

- If there's no sound coming through the built-in speakers, make sure you don't have another audio-enabled device connected via **Bluetooth, USB-C**, or the 3.5mm jack, then switch to a different output and back to default speakers. TVs and some monitors are also external audio devices. You should also check to make sure UI sounds are enabled (**Steam > Settings > Audio > Enable UI Sounds**).
- If there is still no audio then restart your system (**Steam > Power > Restart**).

Headphones

- Most 3.5mm and Bluetooth audio devices should work naturally with Steam Deck, but there may be specific devices that have problems interacting with SteamOS or do not work at all. We're continuously working to accommodate the largest possible range of third party devices.

Microphone

- On Steam Deck LCD, the built-in microphone will be unavailable when using the 3.5mm audio plug. Be sure to use headphones with a built-in mic if you want to use voice while listening on 3.5mm audio. On Steam Deck OLED, the built-in mic can be used simultaneously along with the 3.5mm audio plug for audio.
- The built-in microphone will still be available while using a Bluetooth audio device.

Connection-Issues

Overview:

Connection issues in Steam can prevent you from accessing the store, multiplayer games, or downloading content. This guide provides troubleshooting steps to resolve common connection problems, such as slow downloads, inability to connect to servers, or issues with multiplayer games.

Step 1: Check Your Internet Connection

1. Ensure your computer is connected to the internet.
2. For wired connections: Verify the Ethernet cable is securely plugged in.
3. For wireless connections: Ensure you are connected to the correct Wi-Fi network.
4. Test your connection by visiting a website in your browser to ensure your internet is working properly.

Step 2: Restart Your Network Devices

1. Power off your router and modem by unplugging them from the power source.
2. Wait 30 seconds, then plug them back in.
3. Once your network devices are fully restarted, relaunch Steam and check if the connection issue is resolved.

Step 3: Clear Steam's Download Cache

1. Open the **Steam** client and click on Steam in the top-left corner.
2. Select **Settings** from the dropdown menu.
3. In the **Settings** window, go to the **Downloads** tab.
4. Click **Clear Download Cache** and confirm the action.
5. **Restart Steam** and try reconnecting.

Step 4: Disable Proxy or VPN Settings

1. Open your computer's **Network Settings**.
2. Ensure no proxy servers are enabled under the proxy settings.
3. Disable any VPN services if they are active, as these can interfere with Steam's connection.

Step 5: Update or Reset Your Network Drivers

1. Open **Device Manager** on your computer.
2. Locate and **expand Network adapters**.
3. Right-click your active network adapter and select **Update Driver**.
4. If updating does not resolve the issue, right-click the adapter again and select **Uninstall Device**. Restart your computer to reinstall the driver automatically.

Additional Tips for Multiplayer Connection Issues

- **Enable Port Forwarding:** Open the necessary ports on your router for Steam. Refer to Steam's official documentation for a list of required ports.

- **Disable Background Applications:** Close unnecessary applications that consume bandwidth, such as downloads or streaming services.
- **Check Game-Specific Servers:** Some multiplayer games have their own servers. Verify that the game's servers are online by visiting their official status page.

Help-History

Overview:

Steam allows users to track their past support requests and resolutions through the Help History feature. This can be useful for reviewing previously resolved issues or following up on ongoing support tickets. This guide explains how to access and manage your help history in Steam.

Step 1: Open Steam Support

1. Launch the **Steam** client and log in to your account.
2. In the top menu, click **Help**.
3. From the dropdown menu, select **Steam Support**.

Step 2: Navigate to Your Help Requests

1. On **Steam Support page**, scroll down to the bottom and click on **View My Help Requests**.
2. Alternatively, use the direct URL: <https://help.steampowered.com> and log in to access your help history.
3. You will see a list of your recent help requests, including the status of each request (e.g., Open, Resolved, or Closed).

Step 3: Review Request Details

1. Click on any help request to open its details.
2. Review the response from Steam Support and any troubleshooting steps or resolutions provided.
3. If your issue is still unresolved, use the **Reply** option to follow up on your request.

Tips for Using Help History

- **Track Resolutions:** Use your help history to keep a record of solutions provided by Steam Support for recurring issues.
- **Organize Active Requests:** Focus on resolving open or pending requests first before submitting new ones.
- **Avoid Duplicate Requests:** Always check your help history before submitting a new request to ensure the same issue hasn't been previously addressed.