1. What settings do I need to properly display the website?

- There is an Optional Item link at the bottom of the main page. It is located under the See More link. Click this and it will take you to a Recommended System Settings page. It is here where the settings can be found to properly display the site.

2. How do I login?

- The login link can be found in the upper-right hand corner of the homepage. Click this to access the login page.

- Next enter your login information which includes both your ID and password. After that, click the Log In link below.

- Here is where you will enter your One-Time Password. Enter the generated code here then click the Log In link below.

3. How do I purchase an item from the store?

- On the left side of the homepage, there is a Categories section. Use it to navigate the website in search of something to purchase.

- Click on the desired item's picture to take you to a more detailed page of the item.

- Next, click on the Add to Cart link located to the right side of the page.

- From here you proceed with the purchase by clicking on the Proceed with Purchase link in the lower-right corner.

- It is from here you confirm which character your purchase will be going to. To do this, click on the arrow located by one of the names of your characters and corresponding server. This will be located towards the center of the webpage. After that, make sure to choose the right character and then click on the Confirms Items to Be Purchased link. It will be located at the lower-right corner of the screen.

- Next, choose the Select Payment Method link also located in the lower-right corner of the screen.

- You are going to have to log in again using your ID and password. Click the Log In link in red when done entering your information.

- Again, you will have to enter the generated code from your One-Time Password. Click the Log In link below.

- Now you will have to select the payment method. Make sure to select the right link that corresponds to how you are going to pay.

- Finally, enter in your financial information and click the Continue link below it.

4. What if my items never arrived?

- Click the Optional Items link at the bottom of the homepage. There you will find an Item Delivery section that will inform you of what to do.

5. How do I view my purchase history?

- After you have logged in, click on your user ID located in the upper-right corner of the homepage. Next, click on the View Purchase History link located in the center of the page.

6. How do I get a refund?

- At the bottom of the homepage, there is an Optional Items link. Click it.

- Scroll down the page to the Square-Enix Support Center link located towards the bottom of the screen. Click it.

- Now you will be on the Support Center homepage. Scroll to the bottom and click on the Contact Us link located by the symbol of a letter. Click on it to take you the Contact Us page.

- Next, click on the Get Support link located towards the center on the left side of the webpage.

- Here you will have to click on the bottom arrow in the Contact Category section and select Official Website. Next, click on the Sub-category bottom arrow and select Mog Station. Afterwards, sum up your problem in the Summary of your Inquiry section. Click the Next link located in the lower-right corner of the screen.

- Now you will be at a Knowledge Base called Support Information. This will not answer your question. Click the Next link located in the lower-right corner of the screen again.

- Finally, you will have the options to Email, Phone, or Chat support. Proceed with the directions on the screen that fit the option you want to take.

7. How do I logout?

- After you have logged in, click on your user ID located in the upper-right corner of the homepage. Next, click on the Logout link located towards the center of the page.