Why is my account disabled or not active? Why is my Ad and Profile not live?

Kirsty - 2021-12-18 - Profile

There are three primary reasons why your account might not be active or is temporarily disabled:

1. **Brand new account** - Your profile goes under review with our compliance team when you first set it up. In most cases the activation happens on the same day (usually within a couple hours during standard business hours), but can take up to 24 hours to be completed.
2. **Pending age verification** - Slixa requires age verification on all accounts. Verification requires the presentation of a clear color copy of a government issued photo ID. Submitted IDs must be current, valid forms of legal identification supplied by a government office such as a driver's license or passport. Please find instructions and upload button on our secure verification page. Please do NOT send it to us via email.
3. **Deactivated for content violations** - Slixa has high standards for our profiles. You are required to meet our minimum standards to have a live profile and a live ad on Slixa. Please ensure you read and understand our Publishing Standards and Advertiser Agreement and make changes to your profile accordingly. Also check your inbox **AND** spam folders as you should have received an email from us explaining the edits you need to make to your profile to bring it into compliance.

 Keep in mind that while your account is not active your Profile and Ads are not live and credits are not being used.