2023 Bilibili gaming platform overseas real-name verification guide by leazhito

The process of overseas real-name verification for Biligame (Bilibili gaming platform) changed in early 2023. You need to fill out a questionnaire instead of writing down an email. Questions are slightly different. Existing accounts with legitimate verifications do not need to do this process again, at least for the time being, but it will most likely remain this way.

Policies regarding the actual real-name verification rules have not changed. Foreigners are welcomed to verify, even if they used fake documentation before the crackdown in 2021 (they were removed automatically from your account back then, do not worry). Moreover, minors outside of Chinese regions will be treated differently (due to how the law works) and will not have any limit in playtime, topping up, etc.
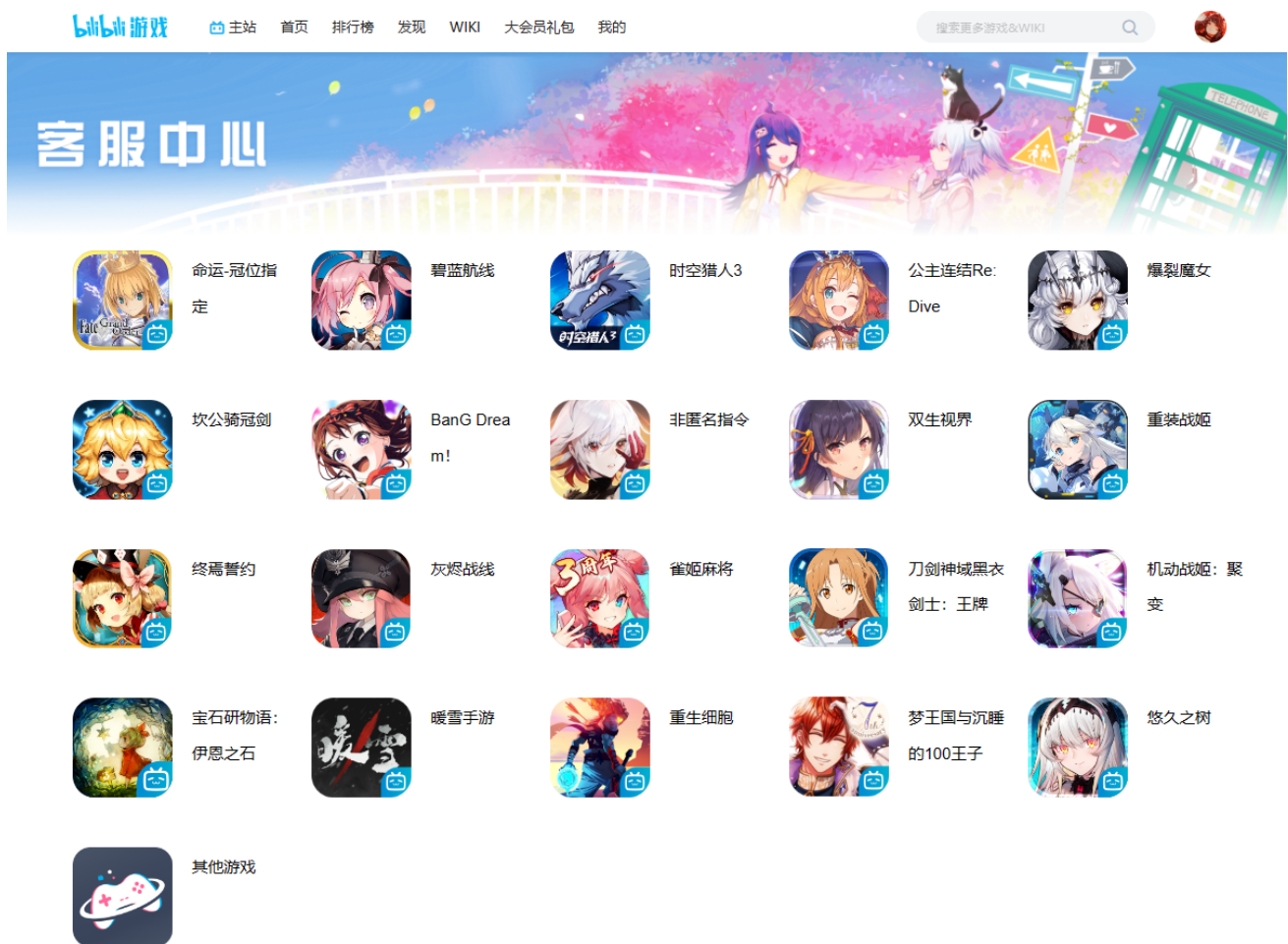
Attempting to verify using the old method will not work and you will receive an email prompting you to do it correctly with the updated method, just like the following:

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gamehelp@bilibili.com
to me ▾   11:52 AM (25 minutes ago) ☆ ↩ ⋮

🅰️ Chinese ▾ ❯ English ▾   View translated message   Always translate: Chinese

亲爱的玩家，您好(=' ㅅ '=)/♡：

本邮件为【自动回复】。

由于客服业务调整，目前本客服邮箱gamehelp@bilibili.com已不再使用，若您有游戏相关问题可以通过下述链接（https://game.bilibili.com/sdk/cs-h5/）进线进行反馈。

在此感谢您的支持!

此致
祝欧哟!
bilibili游戏客服

To correctly proceed, please follow the following steps in their entirety:

Before anything else, remember that this is **only for Android and PC titles with Bilibili as a login option.** This does *not* affect iOS or games with other login options (such as Tencent games with WeChat or QQ login, which are also available in Bilibili but require their own additional steps) whatsoever. Other platforms have different processes.

Step 1: access https://game.bilibili.com/sdk/cs-h5/ from your browser. Using a PC is recommended. **DO NOT USE A VPN UNLESS THE PLATFORM IS BLOCKED IN YOUR REGION.** You will be greeted with the page in the following image:

Step 2: if you are not logged in, do so by clicking the upper right corner. If you do not have a Bilibili account, create one at https://www.bilibili.com/ first. It is very recommended to bind your phone number and a valid email address to it.
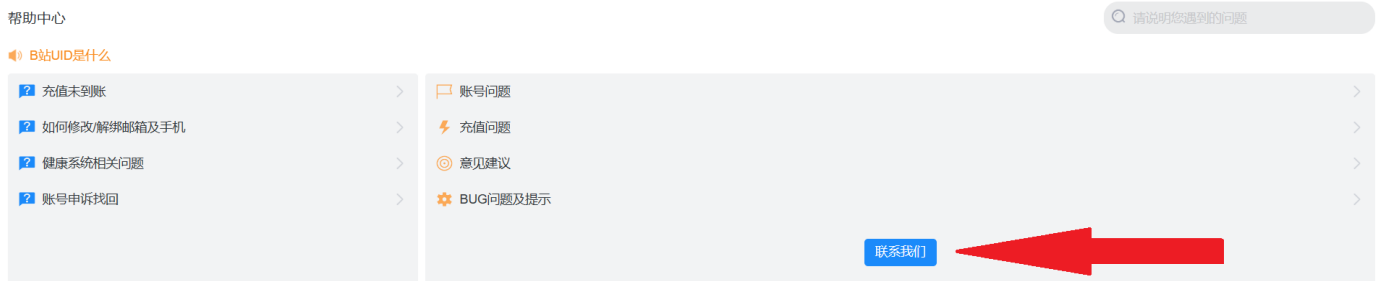
Step 3: back on the first page we entered, you will see many games as well as an option called "other games". You can select any of these as real-name verification is platform wide. As Punishing: Gray Raven or Wuthering Waves are not in the main list, we will click "other games" instead, but again, it does not matter.
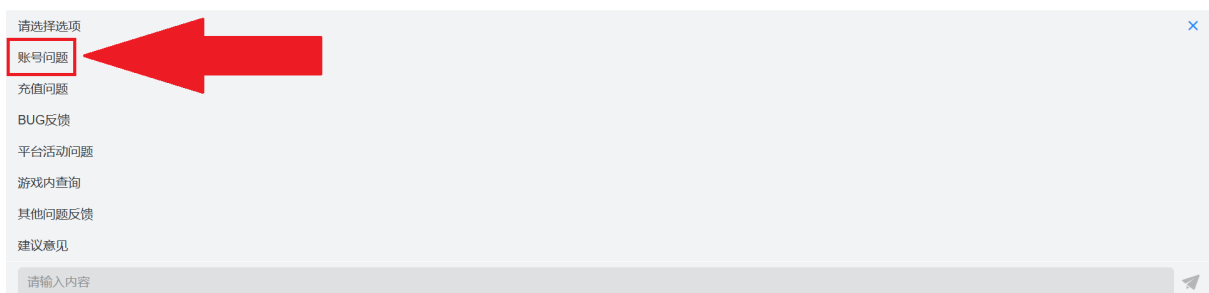
其他游戏

Step 4: we are now here. This is a quick support panel made for the game option you selected, but it remains the same for the real-name verification process. Click the blue button that says "contact us" to proceed.

帮助中心   🔍 请说明您遇到的问题

🔊 B站UID是什么

❓ 充值未到账	>	🚩 账号问题	>
❓ 如何修改/解绑邮箱及手机	>	⚡ 充值问题	>
❓ 健康系统相关问题	>	◎ 意见建议	>
❓ 账号申诉找回	>	⚙ BUG问题及提示	>

联系我们

Step 5: we are greeted by an AI chatbot. Select the option that says "account related issues".

< 　　　　　　　　　　　　在线客服

🤖 我们能帮什么忙吗?

请选择选项   ✕

账号问题

充值问题

BUG反馈

平台活动问题

游戏内查询

其他问题反馈

建议意见

请输入内容   ➤

Step 6: select the "real-name authentication" option.

智能助手

请选择，您想咨询的内容

返回上一步

请选择选项

账号找回申诉　　B站UID查询　　实名认证　　主站账号封禁申诉　　账号注销

Step 7: the chatbot will say the following:

*"Hello, Bilibili accounts that have not completed real-name authentication for gaming will receive a pop-up window requiring authentication when logging into games. You can directly enter your real and valid Chinese citizen ID information in the game to complete the authentication. The real-name information will be uniformly verified and managed by the national authentication system, and cannot be modified once verified. Reminder: If the last digit of your document number is X, please use the uppercase letter X in English (half-width) when entering the information. Game real-name authentication is separate from the real-name authentication for the main site. Real-name authentication for games must be completed before you can play, and the detailed real-name information **cannot** be changed."*

Ignoring the Chinese citizen ID part (unless you are one, then you should not be following this guide at all), it clearly states that you **CANNOT** change the provided documents in the future once the verification passes. It also gives a nice tip about what to do if your document number ends with "**X**".

To proceed, select "real-name authentication for Hong Kong, Macao, Taiwan and overseas users". The other option says "appeal for real-name verification failure"; you will need to use it if your verification request does not pass for some reason.

Step 8: you will be prompted to fill out a questionnaire. Click the blue button that says "fill out" and a new window will pop up.

Step 9: in the new window you will need to fill out the corresponding information, translated as follows. **ALL fields are obligatory.**

1) Document type:

- ID card (government issued, student issued, etc.)

- Passport

- Others (like a driving license, you will need to specify in the open field in Chinese, use a dictionary or translation service)

Please enter your document type.

2) Document number:

Please enter your document number.

3) Real full name:

Please enter your real full name.

4) Bilibili UID:

Login to your Bilibili personal space from your gaming account to view. Then please enter your UID number. Your Bilibili UID is composed of only numbers, like 2182571513. This is NOT your LoginID.

5) Username:

Please enter your Bilibili username. Can be the default one.

6) Bound mobile phone number:

Please enter your mobile phone number with area code. If not bound, please enter "none" ("无").

7) Bound email address:

Please enter your email address. If not bound, please enter "none" ("无").

8) Contact information:

Please enter your contact information. Phone number with area code and/or email.

9) Front facing photo of your document:

*Please attach a **FRONT** facing photo of your document. It seems like the requirement of a selfie with your document has been removed, but you could be prompted to add one later on if users report this, pay attention to news.*

Once filled, click the blue button that says "submit". Please check the following image:

Step 10: if all the required information is entered correctly, you will be prompted with this message.

*"Thank you for your input. Clicking the return button in the upper corner will allow you to continue the conversation with a human customer service representative if you wish to do so. Your identity information is only used for real-name authentication for logging into Biligame. **We will keep this information strictly confidential and it will not be used for any other purposes or disclosed to third parties.**"*
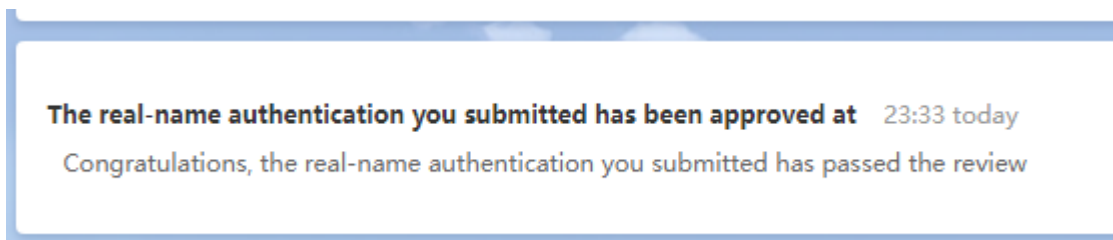
Last part can be read into detail in Bilibili's terms of service at
https://yhxy.biligame.com/ and https://www.bilibili.com/blackboard/privacy-pc.html

You will now need to wait for them to contact you via the contact method you selected. **This process on average takes around 24 hours and also depends on the day the verification was submitted**. Bilibili's customer support is 24/7, but they can take longer than expected due to several reasons, like photos not being clear, information being fake, etc. They will contact you if something is needed or if the verification was denied. You can contact a human customer service representative by going back to the chatbot.

感谢您的反馈，点击左上角的返回按钮，可以继续和人工客服对话。您的身份信息仅限用于哔哩哔哩游戏登录的实名认证，我们会将此信息严格保密，并不会用于其他任何用途，不会泄露给第三方。

Step 11: and you are done! Now you need to wait until you are contacted by them. Remember this can take several days! You should receive a message through your selected contact mediums, but if you do not, please try to login into a game to see if verification passed or contact customer support through the chatbot. You can receive a private message through Bilibili in your "system notifications" category that will look like this (machine translated for your convenience):

The real-name authentication you submitted has been approved at 23:33 today
Congratulations, the real-name authentication you submitted has passed the review

Make sure to check all your inboxes often to not waste time!

You can now download and login to your Bilibili games with no issue. If you cannot, contact customer support. Please remember that this verification process is for the gaming platform of Bilibili, and does not carry over to TV or other services. You can download the latest Bilibili app for Android (*again, this is not for iOS!*) here, which allows you to watch videos, make and read community posts, and download games directly from it: http://app.bilibili.com/

If you need ANY sort of help related to this or other Bilibili topics, contact me at *leazhito* (if we do not share any servers in common, PLEASE join the server linked after this or have your DM's set to public after sending the friend request, helps me clear out potential spam) or through the *Ascendants | harupunishing PGR Wiki* public Discord Server (*discord.gg/pgrfandom*). Remember to censor any personal information if they are visible. Customer support will also be happy to serve you, and you can request to be aided by someone in another language if available. ChatGPT and good dictionary apps are very useful for any of this.

Updated as of July 22nd, 2023.

Enjoy gaming!