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What can I do on BarbieGirls.com?

In the Barbie Girls® world, you can create and decorate your virtual room, design an online character, play games, earn *B Bucks*®, have a *B Chat*™ with your friends, and more!

Barbie Girls® V.I.P. sounds super cool. What is it?

V.I.P. members have special access to the hottest stuff on BarbieGirls.com. With a V.I.P. membership, you can play exclusive games, adopt an online pet, unlock special areas, and get members-only hairstyles, outfits, and other super-cool stuff for your character (like a tiara!). You can send and receive online gifts, give (and get) virtual makeovers, visit a rockin' amusement park, and so much more. You can even "shop" for fabulous fashions, furni and pet accessories with those *B Bucks*® you've earned! V.I.P. members also get priority access to the site when it's busy. How cool is that?

How do I become a V.I.P. member? How much does it cost?

First, you need to create a basic Barbie Girls® membership, if you don't already have one. Then, your mom or dad needs to create a Parents' Place account. Once they've done that, they can purchase your V.I.P. membership for one month, 3 months, or 6 months! Your parent's account will always be linked with yours, so they can help you do stuff like change your password or switch your chat status. As for cost, 1 month = \$5.99, 3 months = \$16.99, and 6 months = \$29.99. Taxes or VAT may be charged depending on what state or country you live in.

Girls who purchase a Barbie Girl™ MP3 Player can also unlock a trial V.I.P. membership that will last either one month or one year, depending on where the device was purchased. Your V.I.P. membership length is printed on the outside of the MP3 player package, and it starts when you register your Barbie Girl™ through the CD registration process. If you want to continue the V.I.P. membership after it expires, you can ask your parent to renew through Parents' Place.

What's Parents' Place? What can you do there?

Parents' Place is a special section just for parents of Barbie Girls® members. There, they can make *B Smart Pacts* with you, learn all about BarbieGirls.com, and find out what we're doing to make your experience here fun, fabulous, and totally safe! Once your parent has created a Parents' Place account, he or she can also do stuff like update your chat level, change your password, and more!

What's a B Smart Pact?

It's a fun and interactive way for you and your parents to create your own rules for safe online play! Just like real playgrounds need rules, digital playgrounds do, too. You get to write your rules as a team, then make a printout that you can both sign. How cool is that? Check it out [here](#).

What are the different kinds of chat on BarbieGirls.com?

B Chat™ is available to all registered users on BarbieGirls.com. With *B Chat™*, you can chat using a drop-down menu of words and phrases, which helps keep chatting safe, friendly, and fun. To use *B Chat™*, just click on the speech bubble on the bottom of your screen and pick cool phrases from the menu that appears! When you click the phrase, it automatically appears in a speech bubble above your character's head!

Super *B Chat™* is available to all registered users, but you need permission from your parents to use it. With Super *B Chat™*, you can type what you want to say without using drop-down menus. It's designed to be safe and fun! Our word filter blocks anything inappropriate or mean, and prevents the exchange of personal information, too. Keep in mind that you can only use Super *B Chat™* with friends who also have Super *B Chat™* activated.

Secret *B Chat™* is a special kind of chat for real-life friends! To have a Secret *B Chat™*, you need to register your Barbie Girl™ device and receive a parent's permission. Then you can have a Secret *B Chat™* with your best friends on BarbieGirls.com. Best Friends are girls who have physically connected their Barbie Girl™ devices into one another's computers. With Secret *B Chat™*, you can type in your own messages using a dictionary of words approved and compiled in the Barbie Girls® database. Just like with Super *B Chat™*, this word filter prevents the exchange of personal information and blocks mean or inappropriate language. To have a Secret *B Chat™*, just click your best friend and select "Secret *B Chat™* invite." If she accepts, you're both taken to your room (if you're not already there). If your room was "open," everyone else will be removed from your room. Then you can type your message in the "Secret *B Chat™*" box and click "send."

How do I get Super B Chat™?

Click on the button that says "get Super *B Chat™*!" at the bottom of your screen. Then enter your parent's email address so we can send them a note to see if it's okay. We'll let them know how to activate Super *B Chat™*, and once they do, you can chat with other girls who have access to Super *B Chat™*, too!

Do I need my parent's permission to chat on BarbieGirls.com?

You need your parent's permission to use Secret *B Chat™* and Super *B Chat™*, but not regular *B Chat™*. You'll be asked to enter your parent's email address so we can send them a note telling them all about Super *B Chat™* or Secret *B Chat™* and asking if it's okay. In that email, they'll get instructions on how to activate whatever chat you requested.

What are B Bucks®? How do I earn them?

B Bucks® are the "money" you can earn as a registered user on BarbieGirls.com. You get *B Bucks®* when you play games, watch shows in *B Cinemas™*, design your online character for the first time, and enter special codes. V.I.P. members can spend *B Bucks®* at the online stores in the mall to buy fashions, accessories, furniture, and more for their online characters. The more *B Bucks®* you earn, the more you can spend as a V.I.P. member! You can go to My *B Bucks®* to find out how you've earned and spent your online "money."

Where can I go shopping? What can I buy?

All Barbie Girls® users can earn *B Bucks*®, but only V.I.P. members and Barbie Girl™ device owners can spend them. Click on the map to see all the fabulous stores in the Barbie Girls® world. V.I.P. members and device owners can buy fashions, furniture, accessories, and more with the *B Bucks*® they've earned!

My friends have some special items I cannot buy in the Barbie Girls® world. Can they give them to me as gifts?

Barbie Girl™ device owners can sometimes redeem accessory packs with special items you can't buy in the Barbie Girls® world. If you don't own a Barbie Girl™ device, or you're not a V.I.P. member, then you cannot receive a special item as a gift from a friend. You can only give and receive gifts if you're a V.I.P. member or Barbie Girl™ device owner.

How can I get a virtual pet?

If you're a V.I.P. member, or if you've registered your Barbie Girl™ device online, you can adopt a virtual pet for free at *B Posh Pets*™. You can also adopt special online pets by entering the code that comes with specially marked Deco Packs for your Barbie Girl™ device!

Can I have more than one virtual pet?

Barbie Girls® V.I.P. members can adopt one virtual pet at a time. If you would like to exchange your current pet for a new one, go to *B Posh Pets*™. Your virtual pet lives in your room on a specially-marked pink square, and you can only have one online pet in your room at a time. You can move the square around your room by clicking "move" and dragging the square to a new place. You can also display one pet bed and one pet accessory for your virtual pet in your room. If you want to change your pet bed or pet accessory, put your current item into your closet, then add a new pet bed or accessory to your room.

Can I have more than one room?

No. Each registered user gets one room and one character that can be customized. But you can change the look of your character and your room anytime! As a V.I.P. member, the more *B Bucks*® you earn, the more stuff you can buy to change the look of your room and your character.

How do I know whose room I'm in?

The name of the user's room you are in will appear at the top of the screen.

Why are my friends' rooms sometimes unavailable?

Your friend must be in her room in order for anyone to visit. And she can only have 5 people, plus her, in her room. Here are some reasons why your friend's room might not be available: your friend is not in her room; her room already has 5

guests, plus her; her room is locked and no one can come in; her room is set to “knock first” and she isn’t letting more people in.

Why can’t I have friends visit my room?

Basic BarbieGirls.com users can visit their friends’ rooms, but if you wanted to invite other girls to hang out in your room, you would need to become a V.I.P. member.

How do I make friends? How do I make best friends?

Here’s how to make friends! To add someone to your friends list, click their character, then click “add to my friends”! If you can’t see their character, go to “my mail” and enter your friend’s screen name. Then click “search” to find out if she’s online. If she is, her name will show up and you can click it to add her as a friend!

Here’s how to make best friends! To add a friend to your best friends list, you both need to own a Barbie Girl™ device. Connect your friend’s Barbie Girl™ device to your computer and follow the on-screen instructions. With parent’s permission, best friends can have a Secret *B* Chat™ in their room and type their own chat and email messages to each other.

How can I find my friends?

Go to “my mail” and enter your friend’s screen name. Click “search” to find out if she’s online. If she is, her name will show up and you can click it to add her as a friend!

I know my friend is online right now. Why can’t I find her?

To allow lots of girls to play in the Barbie Girls® world, we’ve created several copies of our stores and hangouts. For that reason, you and your friend might be in the same place at the same time but still not see each other. And remember, your friends need to have the same chat level as you do to play in the same Barbie Girls® world. The best way to connect with your friend is to visit her room. To do that, click the map and click “Rooms.” When you see her room name, click to enter!

What can I do if someone says something inappropriate to me?

There are lots of things you can do! You can block them, report them, or make them leave your room. And if you’re *ever* uncomfortable with something that happens online, don’t be afraid to talk to your parents and let them know. You can also let us know by reporting that user!

How do I block someone?

If someone isn’t being nice, click her character and select “block.” This will keep her from sending you messages (you won’t be able to send her anything, either). To unblock someone, click her character and select “unblock.” Or click the “friends online” box and click “unblock” next to her screen name. But make sure you talk to your parents first before unblocking a user!

How can I make someone leave my room?

To make anyone leave your room, click her character and select “ask to leave.”

How do I report someone?

To let us know about someone’s bad behavior, click her character’s baseball card and select “report.” Then, from the drop-down menu, select the reason why you’re reporting her to us. Remember, we take these reports *super* seriously! Please do not report someone as a joke or to make them feel bad.

What happens when I report someone?

When a user is reported, we can review the chat at the time of the incident, monitor the offending user, and determine whether further action is required. Any users attempting objectionable behavior will get a series of warnings, and can eventually be banned from the site.

I’ve got some other questions. Where can I go to find out more?

Read the official [Barbie Girls® Rules](#) to learn about the best ways to have fun and stay safe on our site. Our [Message to Parents](#) tells parents about our safety features on the site and offers recommendations for safe online play. Check out our [Privacy Policy](#) to learn more about the ways in which Mattel’s family of sites protects our users’ identities. Be sure to read our [Terms & Conditions](#) to understand important information about our website and your permitted use of it. And, if you ever need to contact us, you can call Customer Service at **877-3BARBIE** (877-322-7243).

I can’t log in. What can I do?

Confirm your login information is correct and try again. If you forgot your password, click “forgot password?” to retrieve it. If you have a basic account and you forgot your username, you will need to re-register. If you have a Barbie Girl™ device and you forgot your username, call the number located on the back of the instructions that came with your Barbie Girl™. If your parent has set up a Parents’ Place account, you can also check out your account details or change your password with their help.

Why was I logged out?

If you are logged in and have not done anything at all on the site for 15 minutes, then your session on BarbieGirls.com automatically ends.

Why are the hangouts sometimes full?

That means there are so many users in the hangout area that we can’t fit any more! But try again to see if a space opened up. If not, click the map and find another cool hangout!

I can't have a Secret B Chat™ with my friends. What do I do?

In order to have Secret *B* Chat™ with friends, you must become best friends on BarbieGirls.com. In order to become best friends, you must connect your Barbie Girl™ to each other's computers and both receive parental approval to use that feature on the site. In the meantime, you can still have a *B* Chat™!

I try to exit through the door and nothing happens. How do I go from room to room?

If you want to go to another room, click the map, then click "rooms" and select the room you'd like to enter! You cannot exit through the door.

What are the minimum system requirements for Barbie Girls®?

You can log on to the BarbieGirls.com site with both a Mac and a PC computer! But you can only connect your Barbie Girl™ device to a PC computer with Windows® XP or Windows® Vista; Pentium® III 800 MHz or above or equivalent processor; 512 MB RAM; 200MB free hard drive space; DirectX9.0B or above; Internet Explorer 6.0 or later with SP1 and Macromedia Flash Plug-In; Internet connection (broadband recommended); Windows Media Player 11; USB 2.0 port; and CD-ROM drive. Check out the "system requirements" section of the instructions that came with your Barbie Girl™ device.

The light started flashing on my device and the volume decreased by itself. What's going on?

The battery is low. Plug your Barbie Girl™ into the docking station to recharge it! The LED lights up when your Barbie Girl™ is charging, and turns off when your device is fully charged.

My computer doesn't recognize Barbie Girl™. What can I do?

Check all the connections to make sure they're tight. Also make sure the Barbie Girl™ USB connector is popped all the way out of the device. If it is, plug it firmly into the docking station. Then be sure to plug the USB cable firmly into a USB port on your computer.

If the device is still not recognized, plug the docking station into a different USB port. Remember...the Barbie Girl™ device software only works on a PC computer. Your Barbie Girl™ is not Mac compatible. Ask a grownup for help if you need it!

I have a Macintosh computer. How can I connect my Barbie Girl™ to the Barbie Girls® world?

The software included with the Barbie Girl™ device is not compatible with a Mac. But, both Mac and PC users can register basic and V.I.P. accounts on BarbieGirls.com!

I lost my docking station. How do I retrieve it?

Call the number on the back of the instructions that came with your Barbie Girl™ and they will give you step-by-step instructions.

When I connect Barbie Girl™ to the docking station, I get a popup saying “This device will work faster with USB 2.0.” Why?

You may have an older computer that doesn't support USB 2.0. Barbie Girl™ will still work fine with your computer.

A Windows Vista error message appeared when installing Adobe Reader. What should I do?

When you install Adobe Reader 8 on Windows Vista you may see the error message "The Temp folder is on a drive that is full or is inaccessible. Free up space on the drive or verify that you have write permission on the Temp folder."

There are two methods of fixing this--

- 1) Enable User Account Control
 - In Control Panels, choose User Accounts.
 - Click "Turn User Account Control on or off".
 - Check the box to "Use User Account Control (UAC) to help protect your computer" and then click OK.
 - Restart your computer.
 - Install Adobe Reader 8.

- 2) Run the installer in XP Compatibility Mode
 - For more information, please see <http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=333643>

I get a message saying, “Oops! Looks like you’re already signed in!” Why? What should I do?

This message might appear for several reasons:

- You clicked your browser's back button instead of selecting to leave the game.
- You closed your browser, then quickly reopened it to sign back in.
- You turned off your computer while still logged in.
- You have two browsers open while one is already logged in.

To resolve the issue, close all browsers, wait 60 seconds, and try again. If that doesn't work, please click the Contact Us link above.

Why can't I see part or all of my character? How do I fix this?

You may have typed your screen name in the incorrect case when signing in. Check your Parents' Place account for the correct capitalization of your screen name and try again.

I get a message saying, “Oops! Make some room for your bed!” What’s going on?

Your current room design doesn’t include a bed, and you’ve put furni in that extra space. Before changing your room design to one that *does* include a bed, you need to move items out of the way. Your bed will always go in the same place.

How do I play in Club Beauty?

A special shop just for V.I.P. members, Club Beauty features an interactive makeover activity, which requires you and another user be available at the same time. To receive a makeover, wait for someone to click on you. To *give* a makeover, click on another girl’s avatar. If she isn’t busy giving or getting a makeover, you can start playing!

I get a “duplicate order” error message. How can I reorder?

Log out of your Parents’ Place account and sign back in. Select the desired screen name and check your order history to make sure you’re not ordering twice for the same name. If the message appears again, please click the Contact Us link above. You’ll need to provide the screen name and prior order number, if available.

How will subscription charges for Barbie Girls® appear on my credit card statement?

Charges will appear as **DRI *BarbieGirls.com**.