



Richard Wanglue Vang <suabhmongradio@gmail.com>

Re: [8-1879000021083] YouTube Partner Support

34 messages

yt-partner-support@google.com <yt-partner-support@google.com> Wed, Jan 24, 2018 at 10:04 PM To:
suabhmongradio@gmail.com
Cc: noreply+support@google.com

Hi, and thanks for contacting the YouTube Creator Support team! We'll work to help resolve your issue as quickly as possible.

Help us get a jumpstart by replying to this email with your channel URL and the video(s) you need help with. If you've already sent this over, thanks — we'll be in touch soon.

You'll hear from our specialists in one business day or less, so hang tight!

The YouTube Creator Support team

Richard Wanglue Vang <suabhmongradio@gmail.com> Thu, Jan 25, 2018 at 12:36 AM
To: yt-partner-support@google.com
Cc: noreply+support@google.com

<https://www.youtube.com/user/suabhmongradio>

Why Freedom has access to my account and manage my payment. I never apply at freedom. Please advice and remove Freedom so I could manage my payment. I believed this is some type of virus or hacker.

Please advice.

Thanks.

Richard Vang

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com> Thu, Jan 25, 2018 at 1:54 AM To:
suabhmongradio@gmail.com

Hi Richard,

Thank you for contacting YouTube Creator Support.

I received your inquiry about Freedom having access to your channel. I have checked your channel and it is showing that you have been part of Freedom just first week of January. Please reach out to your contact at Freedom to resolve the issue.

You can also find more resources at our [YouTube Help Center](#) or by exploring the [Creator Hub](#), which provides you with optimization tools and resources to grow your audience and maximize your channel.

However, if you're an affiliate creator and you believe your contract with your MCN allows you to remove your MCN, you can initiate the process to remove MCN access from your channel. Follow the instructions based on what feature your account has access to:

1. Sign in to your channel.
2. Go to Creator Studio > Channel Settings > [Status and Features](#).
3. Click Remove access (this button was previously named "Request to unlink").
4. You'll see a pop-up screen with instructions based on what feature you have access to:
 - If you have access to the new feature: You'll see a pop-up screen indicating that MCN access will be removed within 30 days or less.
 - If you don't have access to the new feature yet: You'll see a pop-up screen indicating that your request will be reviewed by your MCN — it'll be accepted or denied within 30 days. (This is how the process has been working to date under the "Request to unlink" button.)

Important: If you leave an MCN, you need to [set up monetization](#) and [link your AdSense](#) to continue to earn money and get paid.

More information about removing MCN access from your channel is available in the [Help Center](#).

I am sorry if I don't have any better news for you but don't hesitate to let me know if you have other questions.

Regards,
Matt

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We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

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Richard Wanglue Vang <suabhmongradio@gmail.com> Thu, Jan 25, 2018 at 12:33 PM To: yt-partner-support@google.com

I never applied for Freedom to have access to my account. How can that be? I do not even have the info to contact Freedom. I am the only one manage my account. Something must be changed with in Youtube.

Please advice.

Thank you,

Richard Vang.
[Quoted text hidden]

Richard Wanglue Vang <suabhmongradio@gmail.com> Thu, Jan 25, 2018 at 2:48 PM To: yt-partner-support@google.com

Matt,

I believed my Youtube Channel has been hacked. With the latest issue of Freedom is taking over my payment, I checked my email and the following emails (see attached) sent to me and I checked and I am no longer the owner but these people are (see attached). Please investigate and remove these people from my account. I believed my Youtube Channel has been hacked by these people for the latest changed without my permission.

Please advice.

Thanks,

Richard Vang

[Quoted text hidden]

2 attachments



YOUTUBE 3.jpg

95K

YOUTUBE 4.jpg

115K

yt-partner-support@google.com <yt-partner-support@google.com>
suabhmongradio@gmail.com

Thu, Jan 25, 2018 at 7:36 PM To:

Hi Richard,

Thank you for your message.

YouTube never give access to anybody and we do not even access our Creator's account for security purposes such as this. As your screenshot shows, you are set as a manager and there is a primary owner for your channel. You may need to get in touch with the primary owner. Or if you have given access to anybody else for your channel, you will need to get in touch with them.

If you never provided your password to anybody else, have you login to other computers or other devices that you do not own? You may need to visit the YouTube [account recovery](#) to reset your password.

For your concern with Freedom, please reach out to your contact at Freedom to resolve the issue.

Let me know if you have other questions.

Regards,
Matt

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Richard Wanglue Vang <suabhmongradio@gmail.com> Thu, Jan 25, 2018 at 10:38 PM To: yt-partner-support@google.com

Matt,

I contacted Freedom and I requested on Youtube to cancel and remove Freedom already. It said will remove on or before 02/23/2018.

Regard to the primary owner and other onwer, I never allowed any one into my Youtube Account. I believed this is some type of hacked. How can I remove them from my account or how can Youtube remove them?

Please advice.

Thanks,

Richard Vang
[Quoted text hidden]

Richard Wanglue Vang <suabhmongradio@gmail.com>
To: yt-partner-support@google.com

Thu, Jan 25, 2018 at 11:21 PM

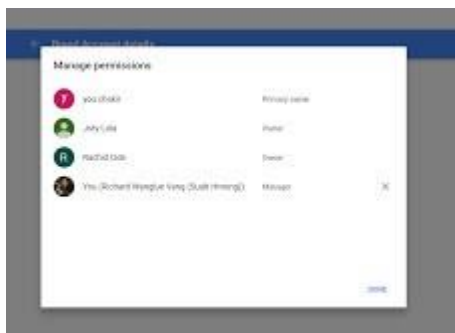
Matt,

Further more, please change my name "Richard Wanglue Vang" to primary owner so I can manage and change role of the user roll.

Please advice.

Thanks,

Richard Vang
[Quoted text hidden]



YOUTUBE7.jpg
117K

yt-partner-support@google.com <yt-partner-support@google.com>
suabhmongradio@gmail.com

Fri, Jan 26, 2018 at 2:47 AM To:

Hi Richard,

Thank you for your message.

I will escalate your concern to our internal team but before that, please fill out the details below:

- What was the associated email to the channel before hijacking?
 - Are you still able to log in to your channel using your email address?
 - When was the account hijacked?
 - Did the person upload a video without your permission?
 - Have you tried to the account recovery process? If not kindly go through the account recovery process. If you are still not able to access your channel after doing the recovery process please let us know and kindly fill out the information needed and send it back to us.
 - YouTube Login email:
 - Are you able to login using your YouTube Login email?
 - Date of possible hijacking:
 - IDs of videos deleted by the hijacker (if applicable):
 - IDs of videos uploaded by the hijacker (if applicable):
 - Please list the suspicious changes on the channel (e.g. video edits, deletions, uploads etc). Please include video ids if you have them.
 - ID of related AdSense Account associated to the channel.
- What is your channel's vertical (e.g. channel content)?

I will look forward to your reply.

Regards,

Matt

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Richard Wanglue Vang <suabhmongradio@gmail.com>
To: yt-partner-support@google.com

Sat, Jan 27, 2018 at 1:22 AM

- What was the associated email to the channel before hijacking? >>>The email is suabhmongradio@gmail.com
- Are you still able to log in to your channel using your email address? >>>Yes, I am still log in.
- When was the account hijacked? >>>Based on the emails I received from Youtube, 12/29/2017 indicated Joty Lola is now an owner and 01/03/2018 indicated Rachid Izde is the owner.
- Did the person upload a video without your permission? >>>No.
- Have you tried to the account recovery process? If not kindly go through the account recovery process. If you are still not able to access your channel after doing the recovery process please let us know and kindly fill out the information needed and send it back to us. >>>I am still be able to login to my account.
- YouTube Login email: >>>suabhmongradio@gmail.com
- Are you able to login using your YouTube Login email? >>>Yes
- Date of possible hijacking: >>>01/05/2018. Note. I am the only one manage my Youtube Channel.
- IDs of videos deleted by the hijacker (if applicable):
- IDs of videos uploaded by the hijacker (if applicable):
- Please list the suspicious changes on the channel (e.g. video edits, deletions, uploads etc). Please include video ids if you have them. >>>On the Status and Feature of my Channel, they changed my monetization payment from with Youtube to Freedom. I lost one month of earning of my work. I requested Youtube to cancel the switched and it is scheduled to be removed on or before 02/23/2018.
-
- ID of related AdSense Account associated to the channel. >>> [REDACTED]
- What is your channel's vertical (e.g. channel content)? >>> My channel content included News, Travel, Entertainment, Sport, and Community events.

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
suabhmongradio@gmail.com

Sat, Jan 27, 2018 at 11:34 AM To:

Hi Richard,

Good day! Thank you for reaching back to us.

I appreciate your cooperation in solving this matter. I escalated your account issue to our internal team for review and expect to hear back within a couple of days. I'll get back to you with an update as soon as I have more to share.

If you're interested, you can always find updates on issues that we're working to fix [on our Help Center](#) and you can follow us [@TeamYouTube](#) for the latest news.

Please let me know if you have any additional questions in the meantime.

Best regards,
Max

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yt-partner-support@google.com <yt-partner-support@google.com>
suabhmongradio@gmail.com

Sun, Jan 28, 2018 at 4:03 PM To:

Hi Richard,

Good day!

We need more information in order to investigate the issue better. Please answer the following questions:

1. What is the YouTube Login Email which was associated to the **Channel** before Hijacking ?
2. Do you recognize these Emails : 'salama4you@gmail.com' , 'rachidizde86@gmail.com' and 'ahlam7you@gmail.com' ?
3. Did you notice any unauthorized changes in your channel ?
4. What were the last changes you made on your last successful login to your channel and when ?
5. What is your IP address ? Please visit <http://www.whatismyip.com> and reply with the number that appears in the green bar at the top of the page.
6. Did you recently sign into your channel from any different locations ? If so, please specify how you signed in (friend's home computer, Internet cafe, etc.) and what city you were in when you accessed your YouTube channel.
7. Did you create an AdSense account ?
8. Did you link your AdSense account to your YouTube channel?

Looking forward to hear back from you.

Best regards,
Max

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Richard Wanglue Vang <suabhmongradio@gmail.com>
To: yt-partner-support@google.com

Sun, Jan 28, 2018 at 4:39 PM

1. What is the YouTube Login Email which was associated to the **Channel** before Hijacking ? >>> My Youtube email: suabhmongradio@gmail.com
1. Do you recognize these Emails : 'salama4you@gmail.com' , 'rachidizde86@gmail.com' and 'ahlam7you@gmail.com' ? >>> No, I do not recognize these emails and I never authorized them into my account.

1. Did you notice any unauthorized changes in your channel ? >>> Yes. Some one switched my payment to Freedom on January 5, 2018.
1. What were the last changes you made on your last successful login to your channel and when ? >>> January 27, 2018. I uploaded my latest video.
1. What is your IP address ? Please visit <http://www.whatismyip.com> and reply with the number that appears in the green bar at the top of the page. >>> This is the number [REDACTED] show on www.whatismyip.com.
1. Did you recently sign into your channel from any different locations ? If so, please specify how you signed in (friend's home computer, Internet cafe, etc.) and what city you were in when you accessed your YouTube channel. >>> Yes, I sign in to my channel from my laptop only. From January 19, 2019 to January 27, 2018, I was in Sacramento, CA and I sign into my channel from there.
1. Did you create an AdSense account ? >>> Yes, I created AdSense Account for my Channel until January 5, 2018 some one changed to Freedom.
1. Did you link your AdSense account to your YouTube channel? >>> Yes. [REDACTED]
[REDACTED]

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
suabhmongradio@gmail.com

Thu, Feb 1, 2018 at 2:54 AM To:

Hi Richard,

We are unable to prove Hijacking with the information provided.

Thank you for understanding.

Regards,
Chan

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Richard Wanglue Vang <suabhmongradio@gmail.com> Thu, Feb 1, 2018 at 7:12 AM To: yt-partner-support@google.com

Hi Chan,

Thank you! What I do not understand is why the 'salama4you@gmail.com', 'rachidizde86@gmail.com' and 'ahlam7you@gmail.com' are the owner of my account and why my Youtube payment switched to Freedom on January 5, 2018 without my knowledge. I talked to Freedom support and they investigated on their side that one of the email above switched the payment to Freedom on January 5, 2018. I am the owner and the only one maintain my Youtube Account. The last payment I received from Youtube was on November 22, 2017. I lost my Youtube Payment on December 2017 and January 2018.

Please advise.

Thanks,

Richard Vang
[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
Wanglue Vang <suabhmongradio@gmail.com>

Thu, Feb 1, 2018 at 6:45 PM To: Richard

Hi Richard,

I hope this email finds you well.

I understand that you've been experienced a lot of issues on your account. Please reach out to your contact at Freedom to resolve these issues.

You can also find more resources at our [YouTube Help Center](#) or by exploring the [Creator Hub](#), which provides you with optimization tools and resources to grow your audience and maximize your channel.

I hope this helps and feel free to let us know if there's anything else.

All the best,
Max

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We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the [Creator Hub](#) for more help growing your channel! [Check it out](#)

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Richard Wanglue Vang <suabhmongradio@gmail.com> Thu, Feb 1, 2018 at 9:02 PM To: yt-partner-support@google.com

Hi Max,

I have been talking to Freedom Support staff and they are aware of the situation that's why I turned to you (Youtube Support) to try to resolve the issue of the three persons who are not authorized into my account with these emails 'salama4you@gmail.com', 'rachidizde86@gmail.com' and 'ahlam7you@gmail.com' and one of the email was the one who switched my payment to Freedom on January 5, 2018. My goal is to delete these people out of my account.

Thanks,

Richard Vang
[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
Wanglue Vang <suabhmongradio@gmail.com>

Fri, Feb 2, 2018 at 10:44 AM To: Richard

Hi Richard,

Thanks for your message.

I understand that you'd like to delete these people out on your account. I can definitely feel your eagerness to straighten this things out on your account.

I just want to let you know that only an owner of a Brand account can remove owners or managers from a Brand account's YouTube channel.

In addition, since your account was linked to Freedom, all your revenue will flow through your MCN's AdSense account, and your MCN will have access to your YouTube Analytics revenue data. Joining an MCN has no impact on your revenue share with YouTube, which is outlined in your [Terms of Service](#). MCNs typically take a percentage of revenue from the creator's portion before paying them.

You can also visit this [Help Center article](#), to know more about this topic.

I hope this helps and feel free to let us know if there's anything else.

All the best,
Max

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We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)
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Richard Wanglue Vang <suabhmongradio@gmail.com> Fri, Feb 2, 2018 at 5:42 PM To: yt-partner-support@google.com

This is not helping me on the issue I was asking for in the first place. Is there any higher level that you can refer me to to try to resolve this issue?

Please advice.

Thanks,

Richard Vang
[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com> Sat, Feb 3, 2018 at 8:43 AM To: Richard Wanglue Vang <suabhmongradio@gmail.com>

Hi Richard,

Thanks for writing back.

I'm sorry if you're still having trouble with your account. But I just need to inform you though that Google is not in a position to mediate or adjudicate disputes between third parties. We understand that sometimes it's necessary to grant access to other users.

But as easy it is to invite new users, do take time to terminate ex-employees and inactive users from your account too. This will ensure such incidents do not occur again.

At this point we recommend that you raise your concerns directly with the Admin in question. If you believe the Admin in question is unlawfully restricting access to your account, we recommend you contact law enforcement.

Please don't hesitate to reach out to me if you have any other question.

Regards,
Max

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2/28/2018

Gmail - Re: [8-1879000021083] YouTube Partner Support

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

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[Quoted text hidden]

Richard Wanglue Vang <suabhmongradio@gmail.com> Sat, Feb 3, 2018 at 9:12 AM To: yt-partner-support@google.com

Max,

As I understand your recommendation at this point forward is that Youtube Support will not be able to further look into the issue of my Youtube Account and I will have to seek help from law enforcement and legal action If I want to resolve my Youtube account issue with in the Youtube system right?

2/28/2018

Gmail - Re: [8-1879000021083] YouTube Partner Support

Please advise.

Thank you,

Richard Vang
[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com> Sat, Feb 3, 2018 at 9:15 PM To:
suabhmongradio@gmail.com

Hi Richard,

I understand that you want to get this issue resolved. However, since you are still part of Freedom, the best way to resolve this issue is to reach out to them because they are the one who can access your account and make changes on it.

Again, just to reiterate, Google is not in a position to mediate or adjudicate disputes between third parties. At this point we recommend that you raise your concerns directly with the Admin in question. If you believe the Admin in question is unlawfully restricting access to your account, we recommend you contact law enforcement.

If you have other concerns, feel free to write us back.

Regards,
Max

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Richard Wanglue Vang <suabhmongradio@gmail.com> Sun, Feb 18, 2018 at 12:08 PM To: yt-partner-support@google.com

Someone changed the unlink to Freedom requested I requested on Feb 23, 2018 on my Youtube Channel. Can you trace on who did it on that day?

Thanks,

Richard Vang
[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com> Sun, Feb 18, 2018 at 11:23 PM To:
suabhmongradio@gmail.com

Hi Richard,

It's nice to hear from you again.

I have checked your channel and it shows that Freedom's access in your account will be removed in March 17th. I know that you want to know who changed it. It can only be modified by someone who has full access on your channel, which is the owner.

I suggest, please don't make any changes on the account if you want to unlink your channel from Freedom.

I hope this is clear. Let me know if there's anything else I can do to help.

All the best,
Anne

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Richard Wanglue Vang <suabhmongradio@gmail.com> Sun, Feb 18, 2018 at 11:44 PM To: yt-partner-support@google.com

Annie,

After very careful study the issue on my YouTube Channel, I now know what the issue is. The issue is that three people I do not know hacked into my Youtube Channel and they changed them selves to the owner of my channel and changed me as a manager. They then went to Freedom and created Payment Account with them and switched my YouTube payment to Freedom. This is the problem. On January 5, 2018, they switched the payment to Freedom. I requested a cancel of the link to Freedom and they changed it back then I requested again and they kept cancel it. I did the last requested which is scheduled to be cancelled from Freedom on March 17th and I doubt they will change it back to Freedom again.

I contacted Freedom and they confirmed these people created account with them and switched to them on January 5, 2018.

This is my original account that I created since Aug 26, 2008. I really do not wanted to loose my Youtube channel that I worked so hard for all these years. How can I gain it back? What are the steps for me to proof to YouTube that this Channel is mine?

Please advice. I really need help on this.

Thanks,

Richard Vang.
[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
Wanglue Vang <suabhmongradio@gmail.com>

Mon, Feb 19, 2018 at 12:36 PM To: Richard

Hi Richard,

Thank you for your prompt response.

I'm sorry to hear that this happened to your channel. So we can further investigate please fill out this form:

- Link to YouTube channel:
- Id of related AdSense Account:
- YouTube Login email:
- Are you still able to login with that email?
- Date of possible hijacking:
- Ids of videos deleted by the hijacker (if applicable):
- Ids of videos uploaded by the hijacker (if applicable):
- Description of the issue:

I'd be waiting for your response.

Regards,
Bernard

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[Quoted text hidden]

Richard Wanglue Vang <suabhmongradio@gmail.com>
To: yt-partner-support@google.com

Tue, Feb 20, 2018 at 10:50 AM

- Link to YouTube channel: <https://www.youtube.com/user/suabhmongradio>
- Id of related AdSense Account: [REDACTED]
- YouTube Login email: suabhmongradio@gmail.com
- Are you still able to login with that email? Yes
- Date of possible hijacking: I am not sure when these hackers got into my account but I know that on January 5, 2018, they switched my YouTube payment to Freedom as you can see inside my YouTube Channel and when I checked the manage section, I am no longer the owner but the manager and three of them are now the owner of my YouTube account.
- Ids of videos deleted by the hijacker (if applicable): None of the video are deleted. Only they are stealing (switched) my payment to Freedom.
- Ids of videos uploaded by the hijacker (if applicable): None. They are not uploaded any video so far yet. All the videos are my original videos. None of the videos belong to these three people.
- Description of the issue: On January 5, 2018 (as still indicated in my Channel) they (the hackers) switched my YouTube payment to Freedom under their account at Freedom (I contacted Freedom and Freedom confirmed the account is on one of the listed hacker name). I clicked on requested to cancel the link to Freedom in my YouTube account but they (the hackers) keep changed it back twice already. Freedom advised me to work with YouTube on this issue. I am no longer receive my payment as I did for a very long time. The last payment I received on my AdSense account was Dec 21, 2017 for [REDACTED] You can trace through my AdSense that my payment stop after that. Then I studied on what happened on my account and I think that these three people must hacked into my YouTube channel and changed themselves to the owners of my YouTube channel (they changed me to a manager) so they can have control on the payment of my Channel which they do now. I am the only one login and control of my YouTube Channel for a very long time. As you can see on all my videos are me and my team in there. I really wanted to get my YouTube Channel back to have fully control as before. Please help me. I worked so hard for all these years to get to this point. If you wanted me to proof that the Channel is really belong to me, I am willing to proof and provide you with all the required documents. All my videos speak for themselves too. I am really need your help to get my YouTube Channel back. Thank you.

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
Wanglue Vang <suabhmongradio@gmail.com>

Tue, Feb 20, 2018 at 5:07 PM To: Richard

Hi Richard,

Thank you for your patience.

I escalated your issue to our internal team for review and expect to hear back within a couple of days. I'll get back to you with an update as soon as I have more to share.

If you're interested, you can always find updates on issues that we're working to fix [on our Help Center](#) and you can follow us [@TeamYouTube](#) for the latest news.

Please let me know if you have any additional questions in the meantime.

Regards,
Bernard

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We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

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[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
Wanglue Vang <suabhmongradio@gmail.com>

Mon, Feb 26, 2018 at 4:17 PM To: Richard

Hi Richard,

I hope all is well!

I have an update from our internal support. Please note, we have not been able to detect any abnormal activity on your Channel.

To help keep your account safe in the future, please [view these tips on how to create a strong password and give your account extra security](#).

Please reach out to [go/yt-problems](#) for further assistance on the issue.

Regards,
Bernard

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On 02/20/18 23:50:17 [suabhmongradio@gmail.com](#) wrote:

[Quoted text hidden]

Richard Wanglue Vang <suabhmongradio@gmail.com>
To: yt-partner-support@google.com

Mon, Feb 26, 2018 at 5:03 PM

Bernard,

Thank you for checking on your end for abnormal activity on my YouTube Channel. The issue is that my YouTube Channel has been taken over by three people; they are the owners of my YouTube Channel and they changed my payment to

Freedom. This is the issue. This is where I am begging for your supports. They changed me to a manager and I have no control of my YouTube Channel as far as payment earned from my videos.

I followed and visited most of YouTube helps and tips on how to secure my YouTube Channel but still these three people are in control.

I attached a photo copy of the three people (hackers) I am referred to that are in control of my Youtube Channel now.

Please advise.

Thank,

Richard Vang

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yt001.jpg
99K

yt-partner-support@google.com <yt-partner-support@google.com>
suabhmongradio@gmail.com

Tue, Feb 27, 2018 at 8:06 AM To:

Hello Richard,

Thank you for getting back to us.

First off, you and others can jointly manage a Brand Account through your own Google Accounts. A Brand Account can have multiple owners and people who manage it.

If you're an owner of a Brand Account, you can add people to help manage the account. You also choose each person's role to decide how much control they have over the account. [Learn how to add people to help manage the account.](#)

You can also visit this Help Center link for more information about [managing your Brand Account](#).

On the other hand, as a platform, YouTube has no visibility into contractual arrangements a creator may have with any third party. Our role is to provide tools enabling third-party access to creator accounts as approved by those creators; we do not manage contractual relationships between MCNs and their affiliates. This feature update provides more flexibility to creators in determining who has access to manage their revenue, content, and data on YouTube.

If you're an affiliate creator and you believe your contract with your MCN allows you to do so, you can initiate the process to remove MCN access from your channel.

Between December 2016 and July 2017, [we're rolling out an update](#) that will give creators more flexibility and control in determining who has access to manage their revenue, content, and data on YouTube. Follow the instructions based on what feature your account has access to:

1. Sign in to your channel.
2. Go to Creator Studio > Channel Settings > Status and Features.
3. Click Remove access (this button was previously named "Request to unlink").
4. You'll see a pop-up screen with instructions based on what feature you have access to:
 - o If you have access to the new feature: You'll see a pop-up screen indicating that MCN access will be removed within 30 days or less.
 - o

If you don't have access to the new feature yet: You'll see a pop-up screen indicating that your request will be reviewed by your MCN — it'll be accepted or denied within 30 days. (This is how the process has been working to date under the "Request to unlink" button.)

Important: If you leave an MCN, you need to [set up monetization](#) and [link your AdSense](#) to continue to earn money and get paid.

More information about removing MCN access from your channel is available in the [Help Center](#).

All the best,
Bernard

[Google YouTube Team](#)
Google Inc. | YouTube Team | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

Richard Wanglue Vang <suabhmongradio@gmail.com> Tue, Feb 27, 2018 at 11:07 AM To: yt-partner-support@google.com

Bernard,

I have gone through 99% of YouTube information on almost everything about YouTube channel insight and I am familiar with almost all the features that YouTube has available on the outside for its users.

So what you are recommending is that I can just remove all my videos from this YouTube channel and create a new one and move them to the new channel so I can be the only owner again? I think YouTube should implement more tight secure system to control hackers for its users instead of focusing on the dollars earned daily. My YouTube Channel has been hacked by three people and they changed me to a manager level and they are now in control of my YouTube channel and YouTube Support and its administrative cannot even do anything about it. This is very frustrating on user(s) like me who is/are the victim of YouTube hackers. I believed there must be ton of YouTubers out there that are facing the same situation as mine and YouTube Supports and its administrative cannot do anything about it.

I reported the three hackers included their emails to the law enforcement and I work closely with YouTube Support since I found out these hackers hacked into my Account and stole my payment from December 2017, January 2018 and February 2018.

Please advice me on your final thought and steps for my hacked YouTube Channel.

Thanks,

Richard Vang
[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
suabhmongradio@gmail.com

Wed, Feb 28, 2018 at 7:02 AM To:

Hello Richard,

Thank you for getting back to us.

Please note that managing your Brand Account can't be done without your permission. As per result of the previous channel escalation, we've also not been able to detect any abnormal activity on your Channel.

On the other hand, we take account security very seriously. To protect your account, we strongly recommend following the steps on this [link](#) regularly, especially if you notice changes to your account that you didn't make. If you find suspicious activity on your account, follow the steps to [secure your account](#).

As for your monetization concern, though we understand how important for creators like you to be paid correctly by a MCN, we are unable to mediate disputes or request concerning your contract with a MCN. For this concern kindly contact your contact person from the said network. You may wish to discuss it with the MCN or their own legal counsel.

Thank you for understanding. Please contact us back if you have other concerns.

Regards,

Bernard

Google YouTube Team

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We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

Richard Wanglue Vang <suabhmongradio@gmail.com> Wed, Feb 28, 2018 at 10:38 AM To: yt-partner-support@google.com

Bernard,

I now understand YouTube position on its users clearly that when a hacker taken control of a YouTube channel, YouTube Support and its administration do not wanted to do anything about it. I am now very strong believed that YouTube does not have a secure system checking to eliminate hackers but allowing and favored hackers to hack into YouTubers' accounts... this being said, when a hacker hacked into a youtuber's YouTube channel then the hacker take control of everything and the best way to do is to remove all the videos and start a new one. This seems like the only way YouTube support and its administrative are heading... SAD... SAD... and very frustrating... that YouTube allowing and favored hackers this way. There should be a credential system to check who is really the owner of a YouTube channel due to hackers hacked into a channel but YouTube still behind such system or does not wanted to focus on such system.

There is no solution for this hacking issue after two months working closely with YouTube Support. All YouTube Support do was to point to information already available for YouTubers and none of these are solution to prevent hackers. I will remove all my videos from my YouTube Channel that are having three hackers in it and I will create a new one start from scratch.

I hope that YouTube will implement such a system to verify YouTubers credential as owner of his/her Channel and not favor and allowing hackers to hack to YouTubers account easily as today.

Thank you for your time.

Richard Vang.

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