Generated on 28/11/2026 20:58

KNOWLEDGE BASE · PUBLIC DOCUMENT

Activation is waiting for your profile: what to complete before you use All in One AI

Getting Started & Activation

CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-8952	v2026.11.28	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/8952

Activation is waiting for your profile: what to complete before you use All in One AI

Getting Started & Activation Created on **November 28, 2026** 2 min read



If you create your account with Google or Facebook, your profile stays incomplete until you fill in your details. While it is incomplete, the first activation of All in One AI waits. The rest of My MozOut opens as usual and shows the task "Complete your profile".

Why activation waits

Before we activate a new service, we need your full details. It is the same rule as for the other MozOut services. If you click **Activate All in One AI** with an incomplete profile, the page answers "Complete your profile to activate All in One AI", with a link to the profile page.

Completing your profile and activating

1. Click the link in the message. You can also use the link in the email we sent you after you signed up to complete your profile: it is valid for 7 days and lists what is missing.
2. Fill in the missing details and save.
3. Go back to the **All in One AI** page. If you still see the "Activate All in One AI" card, click **Activate All in One AI**.
4. The page opens with its tabs and, on the first activation, the 100 welcome credits go into your balance. You also get the "AI Account Activated" email.

What if you already bought credits?

Paid credits go into your balance straight away, even with an incomplete profile. They are kept and the card on the page shows them. Only the activation of the account waits. Through the API, buying credits with an incomplete profile answers `409` with `profile_incomplete`. See **how to buy credits through the API**.

The reminders stop on their own.

If you signed up with Google or Facebook, you get the email to complete your profile and then reminders. They stop as soon as your profile is complete.

Activation itself is free and instant. See **what happens when you activate**.

RECOMMENDED

Profile complete? Open All in One AI and activate it.

See All in One AI →

SEE ALSO

- **Activating All in One AI and getting your 100 welcome credits**
- **The emails All in One AI sends: activation, credits added, suspension and reactivation**
- **All in One AI: what it is and what you can do with it**
- **All in One AI**

Mozout

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-INT-KB-8952 · v2026.11.28 · Generated on 28/11/2026 20:58