eShop and Nintendo Video asking for...

WONDERCLUTCH 3 posts since

Jul 28, 2011
Every time I try to enter those I'm asked for my birth date and it's driving me crazy.

I'm pretty sure it's a location problem. I'm from Canada and when my 3DS is configured as such I get that very annoying "bug". At first I bypassed the problem by changing my location to USA. No more birth date problem. Then last week I downloaded "Nintendo Video" which told me that my "configuration didn't allow me to download videos" or something to that effect. I suspected Nintendo Video checked my IP, compared it to my supposed location, was totally lost and so reacted by blocking the videos. Lo and behold, as soon as I changed my location back I could download the videos.

Now I'm back to square one. Every time I want to connect to the eShop or Nintendo Video I am asked for my birth date. It's either that or I change my location to USA, which renders Nintendo Video useless. Nevermind that the eShop is also useless to me until I finally can get my hands on some eshop prepaid cards which are nowhere to be seen months after the console release. But I disgress...

I can't be the only one having this problem. I couldn't find much, but two guys, also from Canada, seem to have the same problem (starts @ #23):

**Link removed due to inappropriate language -Tech Jake**

Someone in the thread raise a router issue. At that point, I'm willing to try anything. I have a Cisco E1000 V2, if that helps. I tried reseting the 3DS, flushing the eshop account, flushing my 3DS profile. Changes absolutely nothing. I'm at my wits end. Any fresh ideas would be most welcomed.
Some Canadian Provinces ban the sale of violent games to minors, which may explain why age verification is required when entering the eShop. Such a ban is not allowed in the US, as the Supreme Court ruled that it is a violation of the 1st Amendment to the Constitution, and it was deemed the parents' responsibility to determine what is appropriate for their children. However, I don't think **location removed** has such a ban in place.

I think the reason why **location removed** residents may have to enter their Birthday is because there is a law restricting advertising to children under the age of 13. When you enter the eShop you are exposed to advertisements for tons of video games (downloadable or available in stores). Therefore, if you are **location removed** resident, Nintendo has to verify you are 13 or over before they can let you into the eShop.

There is more info on the advertising law here: **Link removed since it reveals the location. - Tech Jake**

Thanks for the reply but that can't be it. In my first post I forgot to mention that I first wrote to consumer service about this and some guy, which I won't name since this is "personal information" and I don't want the FBI beating down my door, replied this:

Hello,
Thanks for being patient while I researched your issue. I set up my Nintendo 3DS system to both the United States and (some province in Canada who should not be named) and accessed the Nintendo eShop several times. Neither eShop forced me to fill in an age check, even when I set parental controls.

If the problem you wrote us about is still occurring, please contact Nintendo’s Consumer Service Department by calling 1-800-255-3700 any time between 6:00 a.m. and 7:00 p.m. Pacific Time, seven days a week. In order to speed things along, make sure to have your system with you when you call.

Sincerely,

Nintendo of America Inc.

(Name, of course, redacted)

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The story doesn't tell if he-who-shall-not-be named was actually located in said province when trying to reproduce the bug.

But hey, seeing as how "tech_jake" is more worried about censoring my post to remove anything relevant than actually doing anything constructive (removing the province? Are you real?), I don't think I'll get anything done here. Thanks for trying anyways.

Peace.
Well, I have seen a lot of posts, both here and on other forums where people complained that when their location was set to the "French/English speaking province that shall not be named and starts with a 'Q'" they have to enter a birthdate. When the location was set to any other province or to the US, they did not.

So, either the NOA guy is lying, or you do actually have to be in said Province and have the location set to said Province for this to happen. I still think Nintendo designed this in for some reason, probably for some law in that Province. Whether or not it's the law regarding advertising to children, I can't say for sure. I'm sure most 1st level support people at Nintendo do not know, either.

Try changing the location to a different Canadian Province, and see if your Nintendo Video still works....

Ok, so I tried some things:

First, note that I do NOT live in Canada.

From here on, I shall refer to the "Province that must not be named" as "Voldemort". I apologize to anyone living in "Voldemort" if this offends you. I'm making fun of the NOA techs because they will not let me put in the real name of the Province.

I set the Region settings to Canada/"Voldemort". Then I tried to open eShop. It asked me which Province to use for Sales Tax purposes and I chose the "Province that must not be named". It asked me for my birthday. Every time I closed the eShop and reopened the eShop, it asked me for my birthday.
If I enter a date that is 13 years ago or more, it allows me to access the eShop. If I enter a date that is 12 years ago or less, it does not allow me to access the eShop.

I then went back into the region settings on the 3DS and changed it to Canada/"The neighbor just west of Voldemort". I went back into the eShop, and it still asked for my birthday. In the eShop, I went into the Settings and selected location settings and changed the Province to the "neighbor just west of Voldemort". I closed the eShop. Now every time I open the eShop it does not ask me for my birthday.

This leads me to believe that I was correct. The law in "Voldemort" that restricts advertising to children under the age of 13 is the reason why Nintendo built in age verification for the eShop when your location is set to "Voldemort".

To prevent the age verification from appearing, go into the eShop (enter your birthday) and

1. click "Menu"
2. Click "Settings/Other"
3. Click "Location Settings"
4. Select a Province other than "Voldemort"

The problem with this solution is that for any purchase made in the eShop, the sales tax will be given to a Province other than "Voldemort" even though "Voldemort" may be entitled to the sales tax (assuming Voldemort has a sales tax.... does it?)

Hope this helps... I guess the bottom line here is that Nintendo put the age verification in to comply with "Voldemort" law.

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NOA_TECH_JANE 249 posts since Mar 31, 2010

Re: eShop and Nintendo Video asking for birth date every single time. Jul 29, 2011 4:20 PM

Hi there,
I want to jump here and comment on the removal of the location, which looks to have been Quebec, is that correct?

While it's true that our general policy is to not reveal where your location (or your real name, or email address, etc.), this particular topic seems to be very much related to where you live, or at least where your Nintendo 3DS settings are listed. So, it's OK to mention Quebec and I'm sorry for any confusion on that front.

For your actual question, related to birth date entry every time you access Nintendo eShop... is that still a question or was it resolved? I'd like to help get this resolved for you.

Thank you,

NOA_Tech_Jane


NOA_Tech_Jane

Yes, the mystery location was Quebec.

I think the author of the original post gave up out of frustration because NOA_TECH_JAKE kept removing pertinent information from the thread.

The question is still open, though. I am guessing that the reason Quebec residents need to enter their birth date every time they enter the eShop is because Nintendo needs to comply with the Quebec law described here:  http://www.pubzone.com/fc/child-que/index.cfm
This law restricts advertising to children under the age of 13.

It would be nice to know whether this is actually the reason. If it is, I am assuming that there really is no good way around it and the Quebec residents will have to live with it. Is that true?

Thanks.