

Forum:[Hack Forums](#)

Thread: [Gauth key Keeps on disappearing](#)

#Doge - April 26, 2016, 9:07 am

This is very annoying because I've reset the code more than 10 times and it just keeps on disappearing on Authy.

Anyone knows why this is happening?

minimalist - April 26, 2016, 9:13 am

Just switch to Google Authenticator and copy down the secret if Authy isn't working for you. The secret is a backup that you can paste back into the app on another device if you lose your phone.

Omniscient - April 26, 2016, 9:21 am

Contact Authy about the problem. Unsure why you're having an issue.

Are you using Authy app for desktop (Chrome) or the mobile app?

Rikk?a - April 26, 2016, 9:24 am

Don't you need to write your backup password to save it?

#Doge - April 26, 2016, 9:37 am

(Apr 26, 2016 09:21 AM)Omniscient Wrote: [\[CITE\]](#) Contact Authy about the problem. Unsure why you're having an issue.

Are you using Authy app for desktop (Chrome) or the mobile app?Using the mobile app for this. I'll try to contact them.

(Apr 26, 2016 09:24 AM)Umaru Wrote: [\[CITE\]](#) Don't you need to write your backup password to save it?I have set the backup password, my other accounts are backed up.

Also, I noticed that when I just set it and it's starting to backup, it's stuck to 'backing up'. Pretty weird, wifi's on, nothing is stopping it from doing so. Other accounts get backed up, only hf doesn't.

minimalist - April 26, 2016, 9:50 am

Your gauth status is on "Pending." Have you actually tested the code yet?

Omniscient - April 26, 2016, 9:56 am

Maybe your app hasn't the right permissions when it was installed.

iOS or Android?

And have you tried to uninstall the app and reinstall?

#Doge - April 26, 2016, 9:59 am

(Apr 26, 2016 09:50 AM)Minimalist Wrote: [\[CITE\]](#) Your gauth status is on "Pending." Have you actually tested the code yet?I did, multiple times. And even if I didn't test it, it should still remain in the Authy app.

(Apr 26, 2016 09:56 AM)Omniscient Wrote: [\[CITE\]](#) Maybe your app hasn't the right permissions when it was installed.

iOS or Android?

And have you tried to uninstall the app and reinstall?

Android, it has permissions. First thing that popped up when i installed it. I just tried uninstalling and reinstalling it. Same thing happened.

Currently using Google authenticator for now. I still prefer authy tho.

Edit: I'm an idiot, i wrote iOS instead of android.

Rikk?a - April 26, 2016, 10:00 am

(Apr 26, 2016 09:59 AM)#Doge Wrote: [\[CITE\]](#) I did, multiple times. And even if I didn't test it, it'll still remain in the Authy app.

iOS, it has permissions. First thing that popped up when i installed it. I just tried uninstalling and reinstalling it. Same thing happened.

Currently using Google authenticator for now. I still prefer authy tho.

Try making another account on Authy to see if the problem persist, if it does just do what Omniscient said and contact them about the issue.

Omniscient - April 26, 2016, 10:17 am

Yes, that's very odd. Contact Authy and unsure what support options they have like a Knowledge base or maybe a support ticket system. I've never heard of anyone having that type of an issue. Hope you get it resolved.

#Doge - April 26, 2016, 10:22 am

(Apr 26, 2016 10:17 AM)Omniscient Wrote: [\[CITE\]](#) Yes, that's very odd. Contact Authy and unsure what support options they have like a Knowledge base or maybe a support ticket system. I've never heard of anyone having that type of an issue. Hope you get it resolved.

I will thanks. In the mean time, I'll be sticking with google's authenticator.. I hope things don't go south with it, else I'll be truly fucked.