

Forum: [Hack Forums](#)

Thread: [How long do I have to wait for a response after using the contact form?](#)

TheKojak - June 6, 2016, 6:17 am

I have used the contact form here on HF asking about an account which I forgot the password to a while back and I do not like asking about it again but I've been waiting for almost one month now which is absolutely ridiculous.

The account I am locked out of is upgraded which annoys me even more. How much longer do I have to wait?

Nasyr - June 6, 2016, 6:52 am

It is not ridiculous as [Omniscient](#) deals with all email queries to Hack Forums himself these days since Factor8 no longer works with the administrative team in which he dealt with lost/stolen accounts. You should expect delays as Omniscient is dealing with potentially hundreds of emails per day as well as general site maintenance. I would suggest sending another email and if no response after 1 week contact a member of staff on how to proceed. If you lost access to your own account that is your fault, don't complain about the recovery process.

For further information on Lost/Stolen accounts please read here - [Stolen and Lost HF Accounts Help Document](#).

Omniscient - June 6, 2016, 10:33 am

I find it ridiculous you've lost your credentials. You may never get the account back. I only answer about 10% of the emails I get.