

Forum:[Hack Forums](#)

Thread: [Lost access to my account // UID=3559457](#)

xender_temp - November 4, 2017, 10:51 am

I lost access to my HackForums account roughly a week ago. I have my Auth setup through my Samsung Galaxy S7, but the display to it shattered two weeks ago and it's impossible to use the phone, let alone navigate to the Auth app to login. I've tried projecting the screen on different displays and recovering the files but since USB debugging on the phone was never enabled, it's nearly impossible. I upgraded to a Samsung Galaxy S8 and I've tried recovering my Auth that way but the app that I used "Authy" didn't save the auth to my account.

I of course still have access to my email address that I used when I registered the account and I'm able to provide any information that is needed. I tried used the "contact form" a week ago but I still haven't gotten any reply. Any help is greatly appreciated!

Account: UID=3559457

Biker BoyZ - November 4, 2017, 10:53 am

I think you cannot do anything about that.

Sheeple - November 4, 2017, 11:07 am

Next time you'll keep your 2FA in more than one place.

snappari2 - November 4, 2017, 11:20 am

(Nov 4, 2017 11:07 AM)Sheeple Wrote: [\[CITE\]](#) Next time you'll keep your 2FA in more than one place.

To be fair on his part you don't quite think you'll gonna break your phone that bad that you won't be able to open up auth.

Wirt - November 4, 2017, 11:37 am

I have an S8. I had to get the first one I got replaced because the screen shatter. Those screens on the S8 are extremely fragile especially the curved sides, so I feel your pain. I got an ottorbox for my replacement S8 and it's worth it.

OT: Probably going to have to pay the \$20 fee to Omniscient if you want your 2fa disabled

SIM-659024 - November 4, 2017, 5:40 pm

[Hack Forums](#) > [Help Documents](#) > [Stolen and Lost HF Accounts](#)

Quote: Wrote:Compromised and Stolen Accounts

In the instance your Hack Forums account is compromised or lost, your options are limited.

Use the [contact form](#), and choose "Stolen/Lost Account" for a subject. Provide as much detail as you can. If the staff discovers your account was compromised, it will be closed to prevent damage to the account and scams.

We cannot guarantee account recovery. Securing your account is vital to the ecosystem of HF.

Your stolen account can be used to scam other members or post disruptive messages. Even harass other members and destroy reputations with false accusations. Protect your account at all times.

Account recovery processing fee is \$20 (BTC only) with no guarantees. Please be aware you were responsible to secure your accounts login credentials. Fee reflects the time required to manually review the account is yours and to make the necessary changes. If you are interested please let us know via the contact form and we will provide you a payment option.

The more info you have to prove it's your account, the better your chances of getting your account returned to you.

If any account is stolen or lost and then has Deal Disputes threads, scammer reputations, or Deal Dispute Database entries against the account it will be closed and marked as "lost/stolen scammer" and you will not be allowed to return to the community under any condition.

If an upgraded account has 2FA enabled (GAUTH) and is stolen or lost and reported before any Deal Disputes threads, scammer reputations, or Deal Dispute Database entries are placed against the account, the account will be banned as "Possibly stolen, lost, or compromised." Pending an investigation the account may be recovered to the original owner provided enough evidence of the accounts original ownership.

All account reported lost or stolen are potentially subject to account closure at the discretion of the admin. If you lost your credentials you are irresponsible. If your account was stolen you are not security minded.

All upgraded accounts now have full access to our Gauth (2-factor authentication) account security feature. It is highly advised you enable it. On the Gauth page are instructions to backup your security key in case of a lost, stole, or reset device. It's vital you have a backup method because we will not guarantee account recovery. Gauth enables you to secure your account and the burden is on you to maintain your own account security.

Account recovery is at the discretion of the Administration and there are no guarantees an account will be recovered.

So it's clear to everyone, HF accounts cannot be shared, transfered, or sold. Any evidence we have that gives us the impression an account is no longer in full possession of the original account owner is subject to being closed.

We reserve the right to close any account for any reason at any time.

xender_temp - November 6, 2017, 8:25 am

If you would of read the original post instead of just mini-modding you would be able to tell I've already tried to use the contact form.

Riyu - November 6, 2017, 8:26 am

(Nov 6, 2017 09:25 AM)xender_temp Wrote: [\[CITE\]](#) If you would of read the original post instead of just mini-modding you would be able to tell I've already tried to use the contact form.

Then wait for a response or get enough posts to message Omniscient

xender_temp - November 6, 2017, 8:27 am

(Nov 6, 2017 09:26 AM)Riyu~?? Wrote: [\[CITE\]](#) Then wait for a response or get enough posts to message OmniscientI was hoping this thread would get enough attention to catch Omni's eye so I don't have to make useless posts just to private message him.

xender_temp - November 11, 2017, 7:31 am

It's been three weeks since I used the contact form and I still haven't gotten a response.

Riyu - November 11, 2017, 7:33 am

(Nov 6, 2017 09:26 AM)Riyu~?? Wrote: [\[CITE\]](#) Then wait for a response or get enough posts to message Omniscient

(Nov 11, 2017 08:31 AM)xender_temp Wrote: [\[CITE\]](#) It's been three weeks since I used the contact form and I still haven't gotten a response.Do the second part then??

wit - November 11, 2017, 7:43 am

I can fix the screen for you if you're in the NY area

I fix iPhone 5-7 and galaxy 3-7 screens

xender_temp - November 12, 2017, 12:58 pm

(Nov 11, 2017 08:43 AM)CydiaDev Wrote: [\[CITE\]](#) I can fix the screen for you if you're in the NY area
I fix iPhone 5-7 and galaxy 3-7 screensI'm not looking to fix my phone just to regain access to my account.

Cammy - November 12, 2017, 1:01 pm

(Nov 4, 2017 11:20 AM)snappari2 Wrote: [\[CITE\]](#) To be fair on his part you don't quite think you'll gonna break your phone that bad that you won't be able to open up auth.

Sorry but that's a really fucking dumb statement. Phones break all the time, you should have at least one other device to use 2FA on in case your primary device is broken