

Forum:[Hack Forums](#)

Thread: [Follow-Up to Contact Form](#)

Darkwin_TEMP - January 17, 2018, 6:29 pm

UID = 181208

Issue: Gauth backup code not working / Not able to login

Summary:

After some time off the forum i attempted to log back into my account and i see that it isn't accepting my gauth code,

So i used the backup code which i saved from years ago when i initially signed-up for 2FA but that isn't working either.

I initially reached out via contact form on December 28th 2017 and received a response on the 31st but nothing further since,

I understand staff is busy but its been several weeks and despite providing all of the info requested I've gotten no response - even though i'm asked to pay a fee.

I'm opening this thread because i have noticed other users with same issue but have gotten a quicker response (tid=5784334) by making a thread,

Not really sure how long this process takes but i don't believe any of my info (IP/email etc.) has changed since i last logged into the account.

Thanks Staff/Admin in advance for your assistance!

TOM - January 18, 2018, 4:26 pm

I think There is a fee of 20\$..

Contact Omnicent with Proof that the account belongs to you and he will instruct you how to get access back to your account

Regards

Tom

Darkwin_TEMP - January 19, 2018, 6:55 pm

(Jan 18, 2018 05:26 PM)Tom Cruise Wrote: [\[CITE\]](#) I think There is a fee of 20\$..

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Regards

Tom

Yeah i have been informed of that but where do i send the payment to? Also not sure what would constitute as proof, I've already provided the backup auth code, email, my IP etc.

Its my first time going through this process so if anyone can provide any info that can help speed things up id appreciate it, Have customers waiting on my responses and as many of you know i

handle all product issues through the forum.

Vyxn - January 19, 2018, 7:17 pm

(Jan 19, 2018 07:55 PM)Darkwin_TEMP Wrote: [\[CITE\]](#) Yeah i have been informed of that but where do i send the payment to? Also not sure what would constitute as proof, I've already provided the backup auth code, email, my IP etc.

Its my first time going through this process so if anyone can provide any info that can help speed things up id appreciate it, Have customers waiting on my responses and as many of you know i handle all product issues through the forum.

Is there any staff already replied to your case? If no, maybe they hasn't read it and lets assume there's a lot of user having the same case as you that they assist first. Maybe just wait for a little bit longer.

Darkwin_TEMP - January 23, 2018, 5:55 pm

(Jan 19, 2018 08:17 PM)Vyxn Wrote: [\[CITE\]](#) Is there any staff already replied to your case? If no, maybe they hasn't read it and lets assume there's a lot of user having the same case as you that they assist first. Maybe just wait for a little bit longer.

Last reply was on December 31st, I'm going to assume they haven't but as stated previously i've seen other members receive help faster after opening a thread.

I'll try to be a bit more patience, Thanks for your response.