

Forum:[Hack Forums](#)

Thread: [2step auth gone \(authy, new number n phone\)](#)

HOMODIN_temp - June 28, 2018, 8:17 am

My phone shat itself and locked the sim-card, was a prepaid so I'm unable to get the same number again. Anyhow, email and all that is still the same and I know my password n so on. I have filled in the recovery form and got a mail as a reply but it was everything but helpful...so what next?

All I need is to get the 2step auth disabled so that I have reactivate it with my new authy "account".

UID=3412729

Alex - June 28, 2018, 8:20 am

What did it say in the recovery email you got in reply?

If you filled out the form Factor8 will help you with it as long as you pay the fee.

HOMODIN_temp - June 28, 2018, 8:24 am

(Jun 28, 2018 08:20 AM)Lexsern Wrote: [\[CITE\]](#) What did it say in the recovery email you got in reply?

If you filled out the form Factor8 will help you with it as long as you pay the fee.

That there's a fee that can only be paid using btc which I replied to that it kinda sucks since I only use eth and have also lost access to my wallet. I also do my currency conversions via hf and that makes things even harder. It also said that I the ownership of the acc still needs to be verified...haven't heard anything back from that either, just need questions n then I can provide details.

I'm on the same network, not just the same comp anymore since I sold my main rig and lost my job so I had to return "my" laptop. 10/10 Mondays right (even tho it was a Tuesday).

Alex - June 28, 2018, 8:27 am

(Jun 28, 2018 08:24 AM)HOMODIN_temp Wrote: [\[CITE\]](#) That there's a fee that can only be paid using btc which I replied to that it kinda sucks since I only use eth and have also lost access to my wallet. I also do my currency conversions via hf and that makes things even harder. It also said that the ownership of the acc still needs to be verified...haven't heard anything back from that either, just need questions n then I can provide details.

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So many users is losing access to 2step auth so they need to take a fee so users take it more seriously. (Also to make it worth to have an admin spending time on each mail from a user requesting 2step to be disabled)

If you replied to the email then factor8 will reply when he can.

The fee is not huge, and it's easy to find a site to exchange with so you can pay for the recovery with btc.

HOMODIN_temp - June 28, 2018, 8:34 am

(Jun 28, 2018 08:27 AM)Lexsern Wrote: [\[CITE\]](#) So many users is losing access to 2step auth so they need to take a fee so users take it more seriously. (Also to make it worth to have an admin spending time on each mail from a user requesting 2step to be disabled)

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with btc.

Yeah, it's understandable, I use 2step on everything for a reason but can't always do anything about what happens... anyhow, how big is the fee?

Did I mention the access to my wallet - I'll most likely have to make a new one or just move completely over to TenX (which I don't want to do).

Alex - June 28, 2018, 8:36 am

(Jun 28, 2018 08:34 AM)HOMODIN_temp Wrote: [\[CITE\]](#) Yeah, it's understandable, I use 2step on everything for a reason but can't always do anything about what happens... anyhow, how big is the fee?

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From [Help Docs](#):

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.

Since you are on the same network, and also got the OG email and password to login I don't see any problems with you getting back the account.

Good luck ?

Vyxn - June 28, 2018, 8:58 am

We are in a tech forum, never forget the word, Backup.

Hope you solve your case. ?

HOMODIN_temp - June 28, 2018, 9:05 am

(Jun 28, 2018 08:36 AM)Lexsern Wrote: [\[CITE\]](#) From [Help Docs](#):

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Since you are on the same network, and also got the OG email and password to login I don't see any problems with you getting back the account.

Good luck ?

Thanks mate, I hope he accepts eth tho because I can get my hands on that...just need to know where to pay n so on.

(Jun 28, 2018 08:58 AM)Vyxn Wrote: [\[CITE\]](#) We are in a tech forum, never forget the word, Backup. Hope you solve your case. ?

ikr, I thought that I had my "backup", as in the phone number + email combo, turns out I was wrong :D

Xerotic - June 28, 2018, 9:29 am

When Factor8 provides the BTC address you could always use a service such as shapeshift.io to change your funds.

HOMODIN_temp - June 29, 2018, 1:04 am

Hmm, is it ok if I bump my threads with this temp acc? :D

- in theory it's not but since I'm waiting to get access to my main and what nat...

iNviZ - June 29, 2018, 3:19 am

(Jun 29, 2018 01:04 AM)HOMODIN_temp Wrote: [\[CITE\]](#) Hmm, is it ok if I bump my threads with this temp acc? :D

- in theory it's not but since I'm waiting to get access to my main and what nat...

Contact form and pay the fee buddy. Good luck

HOMODIN_temp - June 29, 2018, 4:29 am

(Jun 29, 2018 03:19 AM)iNviZ Wrote: [\[CITE\]](#) Contact form and pay the fee buddy. Good luck

Used the form and waiting for an adr to pay to and also waiting for an answer about eth instead of btc.

Xerotic - June 29, 2018, 7:43 am

(Jun 29, 2018 01:04 AM)HOMODIN_temp Wrote: [\[CITE\]](#) Hmm, is it ok if I bump my threads with this temp acc? :D

- in theory it's not but since I'm waiting to get access to my main and what nat...

It's not okay to bump your (marketplace) threads with ANY account.

I've answered you already. Use <https://hackforums.net/recovery.php>

Use an exchange or service to obtain BTC. Secure your account so it doesn't happen again.