

Troubleshooting & Support

Fix common account issues and get help.

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Support

Support

If you need help with your Junovy Account:

- Ask your team's admin or internal helpdesk.
- Provide details: your username/email, the page URL you're on, and the approximate time of the issue.
- Include screenshots only if policy allows (avoid sharing sensitive information).

For urgent access issues (e.g., locked out and no recovery codes), contact your admin/helpdesk to restore access securely.

Troubleshooting

Troubleshooting

Can't sign in

- Verify the site URL is correct and uses the “dds” realm.
- If you forgot your password, use Reset Password:
<https://auth.junovy.com/realms/dds/login-actions/reset-credentials>
- If 2FA fails, ensure your device time is set automatically and try again.

Didn't receive the reset email

- Check spam/junk and filters.
- Wait a few minutes; request again if needed.
- Confirm you used the right email/username.

Lost 2FA device

- Use recovery codes if you saved them.
- Otherwise, contact your admin/helpdesk to verify your identity and regain access.