

Troubleshooting

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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.

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