

Troubleshooting

Fix common issues and know where to get help.

- [Common Issues](#)
- [Support](#)

Common Issues

Can't sign in

- Verify you are accessing <https://chat.junovy.com>. If you have forgotten your password, please see the [Reset Your Password](#) guide.
- If 2FA fails, check device time sync and try a backup code.

No notifications

- Desktop: ensure OS notifications are enabled; app may need permission.
- Mobile: check system battery optimization and allow background activity.
- In-app: confirm global and per-room notification levels.

Calls not connecting

- Check VPN/proxy settings; corporate firewalls may block media ports.
- Try the web app with a modern browser and allow mic/camera permissions.

Support

Support

Get help

- Check this guide's sections for how-to steps.
- Ask in your team's #help-chat channel for quick assistance.
- Contact the IT/helpdesk for account or SSO issues.

When reporting problems

- Include the room type, steps taken, screenshots (if allowed), and the approximate time of the issue.