

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.

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