



GitHub 지원

제품 영역 ▾



내 티켓



GitHub 지원

새로 고침

티켓으로 돌아가기

The original account is unable to log in due to 2FA #3374027

Open

dlakek 다음의 이유로 이 티켓을 열었습니다. dlakek 어제 · 5 댓글

대상:

dlakek

GitHub 지원

작성하기

미리 보기

H

B

I

≡

<>



≡

½≡

Add a comment

붙여넣기, 드롭 또는 클릭하여 파일 추가



✓ Close ticket

댓글



dlakek 댓글 작성됨 4분 전

As stated in the body of the ticket, I still have a device logged into that account.

The device is not currently recognized as a verified device, but I am wondering if it will eventually be recognized if I continue to commit.

Then I can continue to commit to that account without giving up hope.

But, if I am certain that I will eventually lose that account forever, I do not need to commit to that account anymore, so I should start new activities from a new account.

Please check if I continue to commit to my account so that I can be verified as a valid device at some point.



dlakek 댓글 작성됨 19분 전

As stated in the body of the ticket, everything you answered is something I already know and understand. **I want an answer from a real person on the support team, not a mechanical answer.**

I understand that the system strictly limits the recovery procedure for security reasons, but repositories in my account do not contain anything that could affect important open source projects or pose a security threat to any particular company.

I don't see any reason to restrict them so strictly.

I do not want to lose my precious account like this, so I would like to hear if there is really no other way. It is just too cruel for an ordinary person like me to lose my account like this.

This account contains my precious memories and I want to preserve them.

Please provide an alternative to recover the account.

I've attached a link to the part where I got stuck during the recovery process.

[Blocked Requesting a reset](#)

 **GitHub Support** 댓글 작성됨 어제

GitHub Support

Hello there,

Thanks for writing in to GitHub Support. It sounds like you're having trouble accessing an account with two-factor authentication ('2FA') enabled.

GitHub Support is [unable to help with requests related to recovering access](#) to an account with two-factor authentication enabled. This approach is designed to protect GitHub accounts from unauthorized access and to minimize the risk that GitHub staff are socially engineered into providing access to (or information about) an account that is protected by 2FA.

That said, I'd be happy to help by sharing some general information about accessing an account with 2FA enabled and where to begin if you need to explore account recovery.

Accessing an account with 2FA enabled

To access an account with 2FA enabled, you will need to provide the account password and an authentication code or proof from a 2FA method that was setup on the account (e.g. authenticator app, SMS number, or physical security key). In some cases, a [passkey](#) can be used for both factors of authentication, if one has already been setup on the account.

If you don't know the account password, you can request a [password reset link](#). You will still need to provide a second factor of authentication to complete the password reset. GitHub Support is unable to advise which email address(es) are associated with an account because that information is private.

If you can't use any of the account's 2FA methods to sign-in, you'll need to use an account recovery code or try requesting a reset.

Using an account recovery code

When 2FA is setup, GitHub provides a set of emergency account recovery codes that can be used to access the account when the main 2FA methods are lost, inaccessible, or not functional.

Even if you think you might not have them, you may have saved these recovery codes to a password manager or somewhere on one of your devices. The default filename for these codes is `github-recovery-codes` or `github-recovery-codes.txt`.

Finding these codes may be your only way to get back into the account. For more information about using a recovery code, see [Using a two-factor authentication recovery code](#).

Requesting a reset

You can try requesting a reset. Unlike account recovery codes, the ability to request a reset depends on whether or not you have interacted with the account recently and can prove it through a secure method. These methods include verified devices, SSH keys, and personal access tokens. You can request a reset even if you don't know the account password. Reset requests are individually reviewed by GitHub Support within 3-5 business days.

You can check what options are available to you after signing in and verifying a primary or backup email address. If you don't know the account password, you can begin a request by first [requesting a password reset email](#) and following the prompts after accessing the link. If you don't have access to a primary or backup email address associated with the account, you won't be able to request a reset. This applies if you have already disconnected your email address from the account, as disconnection is a permanent action. In this situation, you can only use an account recovery code.

GitHub Support can't check this or submit a request for you. In some cases, an option might not be available for use, depending on a number of factors. These factors are designed to ensure accounts are not accessed improperly. If no options are available to you, you can only use an account recovery code.

For more information and to get started with a reset request, see [Authenticating with a verified device, SSH token, or personal access token](#).

Reclaiming your email address

If you can't use a recovery code or submit a recovery request yourself, the account is not recoverable.

Our approach to account recovery is outlined in the [GitHub Account Recovery Policy](#) and can't be modified. GitHub Support cannot grant an exception to this policy.

In this situation, you can disconnect a primary or backup email address from the account which will let you use it with another one. To get started, see [unlinking your email address](#).

Other content from the account—including repositories, Gists, access permissions, and the account username—are [not transferrable](#) to a different account. Commits authored by your email address will be re-connected to your new account, but there may be [additional steps](#) required for those commits to appear on your new contribution graph.

Getting help with something else

If you need help with a different 2FA issue – such as ending a paid subscription on an unrecoverable account – reply here with additional details of your issue and we'll be happy to help.

For clarity, the options for account recovery that have been set out here are full and complete. There are no alternative account recovery methods and GitHub staff have no discretion or ability to assist with account recovery. Responses from you that are primarily related to seeking an alternative recovery pathway that has not been outlined here may not receive a reply from GitHub Support. That said, we'd be more than happy to help with a different related issue, if you have one.

Kind regards,

Vickie

GitHub Support

 **dlakek** 댓글 작성됨 어제

For reference, the commit I made to the private repo on April 18, 2025 was also a commit that said "Please help me recover my account"

 **dlakek** 댓글 작성됨 어제

Account Name: dlakwwkd <https://github.com/dlakwwkd>

Hello. I am not good at English, so please understand that I am writing this using a translator.

First, it seems like I need to log in to contact GitHub support, so I create a temporary account and create a ticket.

I have tried every method the system provides to recover my old account, but have failed, so I have no choice but to contact them directly.

First of all, I don't have any 2FA method and I don't have any recovery codes.

I tried the steps to recover my account in this situation, but I got stuck at step 2, because I don't have an verified device, SSH key, or PAT.

But, I have other means of proving that I am the owner of the account.

I'm still logged in to the GitHub desktop app on my main PC.

So, I created a new repository and wrote a README.md claiming to be mine.

<https://github.com/dlakwwkd/try-account-recovery>

I wonder why the PC in question is not being treated as an verified device, even though it is a device that has been used with the account for a long time.

My guess is that the device was decertified because the motherboard was changed when upgrading the PC early this year.

So I created the above repository and tried to re-enable the device through several commits yesterday, but it still didn't work, and I'm frustrated because I don't know the exact criteria.

This account may not contain any codes that are particularly important to others, but for me, it is a space where precious memories from my school days remain, and it is my footsteps.

Although I haven't been very active on this account lately, it breaks my heart to lose it forever.

As you can see from the repository url I wrote above, the account I want to recover is ***dlakwwkd***.

I'm writing down the history of this incident in more detail in the hopes that it will be helpful in proving that I am the owner of the account.

- Late last year, when I tried to log in to GitHub for the first time in a long time, I encountered an issue where I couldn't log in due to 2FA activation.
 - I don't remember enabling 2FA, but when I checked the email associated with my account, I saw that I received an email early last year saying that I had to enable it.
 - Perhaps that's why I activated 2FA without thinking during the login process around the middle of last year.
- At the time, I didn't think it was a big deal, and I thought the process of recovering my account would be a hassle, so I just gave up on logging in and forgot about it.
- Recently, I tried to log into my account again and was unable to log in for the same reason.
- This time, I started looking for ways to solve this problem, and I tried the following methods.
 - i. I installed MS's authenticator app, Google's authenticator app, etc. and checked that 2FA was activated with the authenticator app.
 - ii. I checked both my PC's drives and cloud storage to see if the recovery codes might be stored somewhere.
 - iii. I tried the account recovery process provided by GitHub Support.
 - iv. I have made several proof of activity commits to recover my account via the GitHub desktop app while still logged in.
- As I said before, all of these attempts ultimately failed.
- As a last resort I am creating a new account and creating this ticket.

If there are any other requirements to prove that I am the owner of the account, please let me know and I will do whatever I can to address them.

