

## Redmine - Defect #40636

### Lost the record on google authenticator

2024-04-25 14:05 - Michael Passelaigue

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Accounts / authentication	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	5.1.1
<b>Resolution:</b>			
<b>Description</b>			
<p>Hello, I've lost the Redmine administrator's line on google authenticator and I can't connect to redmine anymore, as the MFA is activated. How can I retrieve the QR code associated with reloading my account on google authenticator? Please note that I hadn't yet configured e-mail sending in Redmine.</p> <p>Thank you for your understanding, Michael</p>			