

Frequently Asked Questions

/r GenshinHacked

Hi! Welcome to Frequently Asked Questions about Genshin Impact's account retrieval process. If you were not hacked by now - we're really happy, but we recommend you read the file for educational purposes.

If the FAQ does not cover your further questions, you're welcome to visit the **Traveler's Tavern** for more help - we'll gladly assist and reassure you!

Link to the server: <https://discord.gg/UQAqW27wP3>

The content of the document was created by trusted members of the Traveler's Tavern
Thank you!

1. I heard that Chinese CS and Japanese CS answer the forms faster - should I send my form to them?

If you are from those countries and if you registered your account there, then you can. If you're a foreigner to them, they will reject your form - they do not accept forms from people that are not from those countries (CN: Macau, Hongkong and Taiwan. JP: Japan).

2. Should I contact the hacker/buyer?

No, a million times no. Do not do this no matter how desperate you are. As mentioned in question 5, provoking the hacker/buyer may lead to your account getting trashed or even deleted.

While there may have been other players who successfully managed to negotiate with their hackers/buyers, this is still a very big risk. If you want to do this, it should be your own, conscious decision, and you shouldn't blame anyone but yourself if there will be negative consequences.

3. How long does it take to get a response from Hoyoverse?

While Hoyoverse CS advertises 20 working days for response, in normal circumstances it will take around 40 days (including weekends) to recover your account. Sometimes it also reaches more than 50 days, while it is also possible to recover the account in 2-3 weeks.

4. Is there a way to view my form answers if I had already sent it to them?

No. If you're about to fill the form, it's recommended to write your answers down or screenshot it for you to analyze later. If you have already sent the form, there's no way of seeing what information you provided - if you get approved/rejected, you'll see all the information you provided in the ticket content.

5. I realized that I provided incorrect/insufficient information in the form. What should I do?

Don't worry, it happens a lot.

You need to send an email to support_os@hoyoverse.com.

The title of the email may be one of the following, depending on the contents of the email:

- Additional Information for Form UID: (your UID)
- Correction for Form UID: (your UID)
- Clarification regarding (topic) for Form UID: (your UID)

Make sure to use the email you previously used to submit the form.

Mind that you won't receive confirmation that Hoyoverse has received your additional information (You're welcome to read question 8).

6. Why isn't support_os replying to my correction or additional information emails?

Do they actually look at my emails for additional/correction info?

Support_os does not reply when there is a form currently in the queue for the email you are using to contact them. This is not a reason for concern. All emails sent to them will become part of your form. However, if you need reassurance that your correction or additional information emails have been received, you can ask genshin_cs through either email or in-game feedback (please refer to FAQ Question 7 for how).

7. I've sent my form, but I haven't heard from Hoyoverse for a long time. Can I ask for updates from genshin_cs email or in-game (via Feedback)?

Yes! Both work.

Email Method: Send an email to genshin_cs@hoyoverse.com with the subject title as "Update for Form (UID: your UID)."

In-Game Method: Open Paimon Menu and go to Feedback. Click the + icon, history, and contact CS, in that order.

Note: Asking for updates essentially does nothing for the account recovery process. Asking for updates does not make the response from support_os come faster either. It's best to ask for updates only after the 20 working days have passed, and is recommended to be done once a week only.

8. I don't have access to the game, can I ask my friend to send an ingame ticket for me?

Yes! If you want to ask your friend to send an update about your ticket, your friend needs to put your UID and the email address you've used to contact CS with.

9. What exactly is "Genshins' ToS" and what activities violate the rules?

ToS means Terms of Service and breaking them usually often leads to a ban of the account or denial of help from the account recovery team. If you did any of these do NOT mention them on the form.

The following activities violates ToS and leads to denial of service:

- Account sharing,
- Account trading/buying/selling,
- Using VPN (even if you're just trying to boost your ping),
- Purchasing from unofficial 3rd parties (i.e Buying it from someone else for a cheaper price).

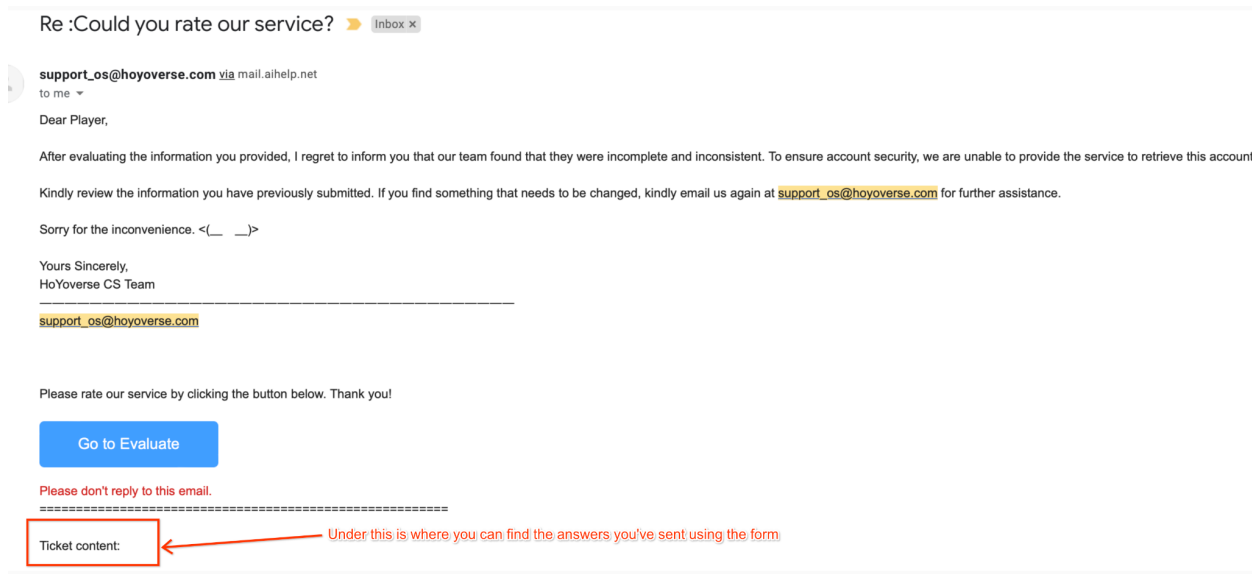
10. What should I do if I mentioned account sharing?

If you mentioned account sharing, or anything that goes against Hoyoverse's ToS, please submit a new form, from a different email address than you used before. Waiting for a response from the form that mentioned account sharing is futile. They will reject you and not offer their help.

11. If I get rejected, will Hoyo tell me what information was incorrect?

Sadly, no. For security reasons, they can't tell you that. If you get a rejection email, they will tell you that "The information you've provided was incomplete or inconsistent". It's up to you to figure out what information is missing or incorrect.

You can always review the answers you sent when support_os replies to you. (Under the **Go to Evaluate** button, there is a section for **Ticket Content**)



12. I got hacked but I can still access my account via linked 3rd Party Accounts. Can I still play?

No. Here's the reasons why you shouldn't do it:

- It will mess up the Last Log-in Date you provided in the form,
- If your hacker/buyer is alerted about the activity, they might be provoked and trash the account.

If you were hacked, you don't have the complete control of your account. Even if it's tempting, avoid logging on your account. If your account was hacked, then it's hacked, and you should avoid playing on it to not alert the current owner.

13. Should I report my stolen account in game?

No. This could lead to a ban for your account. Reporting does anything for account recovery anyway -it won't change a thing. It won't speed up your account recovery process.

14. I saw my account being sold online. What should I do?

Do not contact the seller/hacker and do not buy it back. This will only encourage further hacking activity and account selling. Don't worry about it getting sold either. Buyers rarely trash accounts as long as they are not provoked. If you submit your form, the account will eventually get back to you, no matter how many times it has been sold.

15. Is there a way to view my form answers if I had already sent it to them?

No. If you're about to fill the form, it's recommended to write your answers down or screenshot it for you to analyze later. If you have already sent the form, there's no way of seeing what information you provided - if you get approved/rejected, you'll see all the information you provided in the ticket content.

16. I'm f2p, do I still have some chances to get my account back?

Yes. Being an F2P, being a Dolphin/Whale (generally speaking: having spent money) does not matter to support_os. As long as you provide the correct answers in the form, you will get your account back.

17. What are the chances of the hacker trashing my account? What is "trashing" exactly?

Trashing means deleting your valuable weapons and artifacts or enhancing 1-2* artifacts/weapons with the use of the 4-5* ones. There is a really low chance of your account getting trashed; if you don't interact or contact with your hacker/buyer and do not provoke them, your account most likely won't have any major changes. If your PSN is linked to your account, then the chance of your account being sold are low. Buyers normally do not purchase accounts with linked 3rd party apps - especially PSN. Mind that there are some of the following scenarios where the hacker may trash the account:

- You provoked them by letting them know you are trying to recover the account,
- Your friends reached out to the hacker/current owner,
- They noticed that you somehow still have access to the account (eg. via 3rd party app) and noticed your device on the trusted devices list.

18. Does Hoyoverse do rollbacks? What is “rollback” exactly?

“Rollback” means retrieving the previous state of your account (eg. before losing the access to your account. And no, they don’t do rollbacks. If you get your account back, you get it with all the things the previous owner has done, the primogems amount included.

19. Does the second/third/etc. form take less time to receive a response?

No, that is just a myth. And if you see people having faster responses after their second+ form, it's really because they just got lucky.

20. Does the form/s necessarily need my hoyoverse account ID? If so, how can I remember/view it?

Note that Hoyoverse User ID and UID are two different things. Be mindful of what you’re asked for! Hoyoverse form does not ask for Hoyoverse User ID: you may provide it but it is not necessary to give. If you want to know what’s your ID, you have two options:

- Search for your profile on HoyoLab website and open it. Go to URL and see the address of the profile. You will find id=xxxxxxx at the end of the URL, the xxxxxxx is your Hoyoverse user ID.
- If you still have access to your account via third party logins, you can find your user ID by logging in on account.hoyoverse.com in Account Information section.

21. Can I change my username after getting my account back?

No. Once the username has been set, CS doesn’t allow changing your username.

22. Is it safe to play on my PC/Laptop after getting my account back?

Yes, it’s safe to play Genshin on your PC/Laptop after you’ve recovered your account. Just try to avoid logging onto the email linked to your Genshin/Hoyoverse on your PC or browser. It is recommended to a reinstall of your device before logging for the first time on your recovered account - just in case.

23. Can you get hacked in-game?

No, you can’t get hacked in-game. There are many reasons how you get hacked: data breaching, malware, keylogging, cookie logging, phishing, brute force, betrayal of your trusted

friends, getting scammed, downloading games/programs from unverified sources. Just playing the game won't cause getting hacked.

24. Can I get hacked by going to co-op with random players?

No, it's not possible to get hacked by playing co-op as you can't get hacked in-game.

25. Would hiding my 5* showcased lower the chances of being hacked?

No, it won't because hackers don't target people, they just take whatever they get their hands on. Scammers on the other hand do target people and will try to trick you by offering to give you free primos when they join your world.