

C2 Recovery Code

Download the Recovery Code and print it out or save it properly. If you forgot your C2 Encryption Key, you can use this Recovery Code to change C2 Encryption Key and gain access to your C2 services again.

Note: If you also lost your Recovery Code, you need to reset the C2 Encryption Key and your account. Synology cannot, by any means, retrieve your C2 Encryption Key, Recovery Code, and your encrypted data.

Web Portal

<https://profile.c2.synology.com>

Account

francisb.morissette@groupecmi.com

Recovery Code

9NZF9P-2DPGVE-RTMPUX-QJSKJ7-GJRW77-3KU6FT-BX01I9-E7CPYE

Last Changed

Dec 7, 2025, 9:11:16 PM



How do I recover my C2 Encryption Key? [↗](#)

Scan the QR code for more information from Synology Knowledge Center.