

# Create Hik-Connect 3.0 Remote Access Platform Account

Create a New Account – Web Site or Smart Phone

**GREAT PRODUCTS. GREATER PARTNERSHIPS.™**

**HIKVISION®**

# Information/Equipment You Will Need

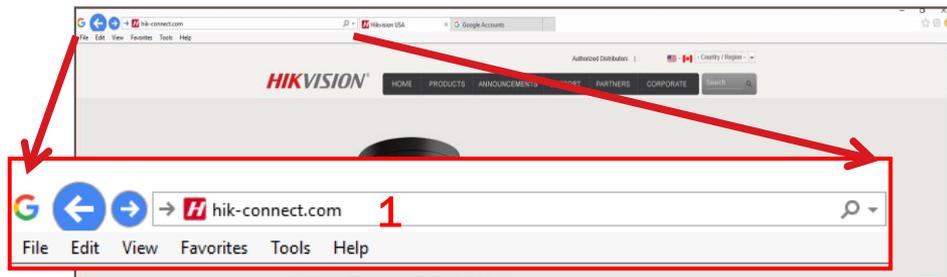
- You can create a Hik-Connect account from a PC or a smartphone
- From a PC you will need
  - A user name and password you will create
  - Access to an email account or to a smartphone that can receive text messages
  - A web browser (recommended) or iVMS-4200 installed (optional; see [http://overseas.hikvision.com/us/Tools\\_84.html](http://overseas.hikvision.com/us/Tools_84.html) to download)
- From an iOS or Android smartphone you will need
  - A user name and password you will create
  - Access to an email account or to a smartphone that can receive text messages
  - The Hik-Connect app installed on the phone (download and install from the App Store or Google Play)

# Where to Create an Account

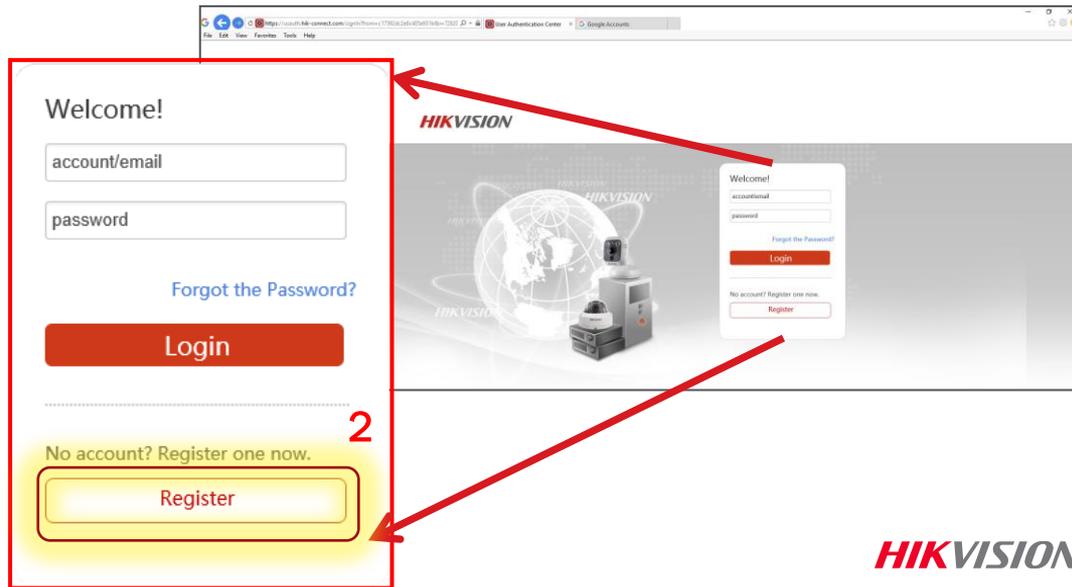
- There are three places you can create an account. Click on your choice:
  - Hik-Connect.com using a browser Click [HERE](#)
  - Hik-Connect Mobile App Click [HERE](#)

# Using Hik-Connect.com and Browser

- Type Hik-Connect.Com into browser address bar [1]

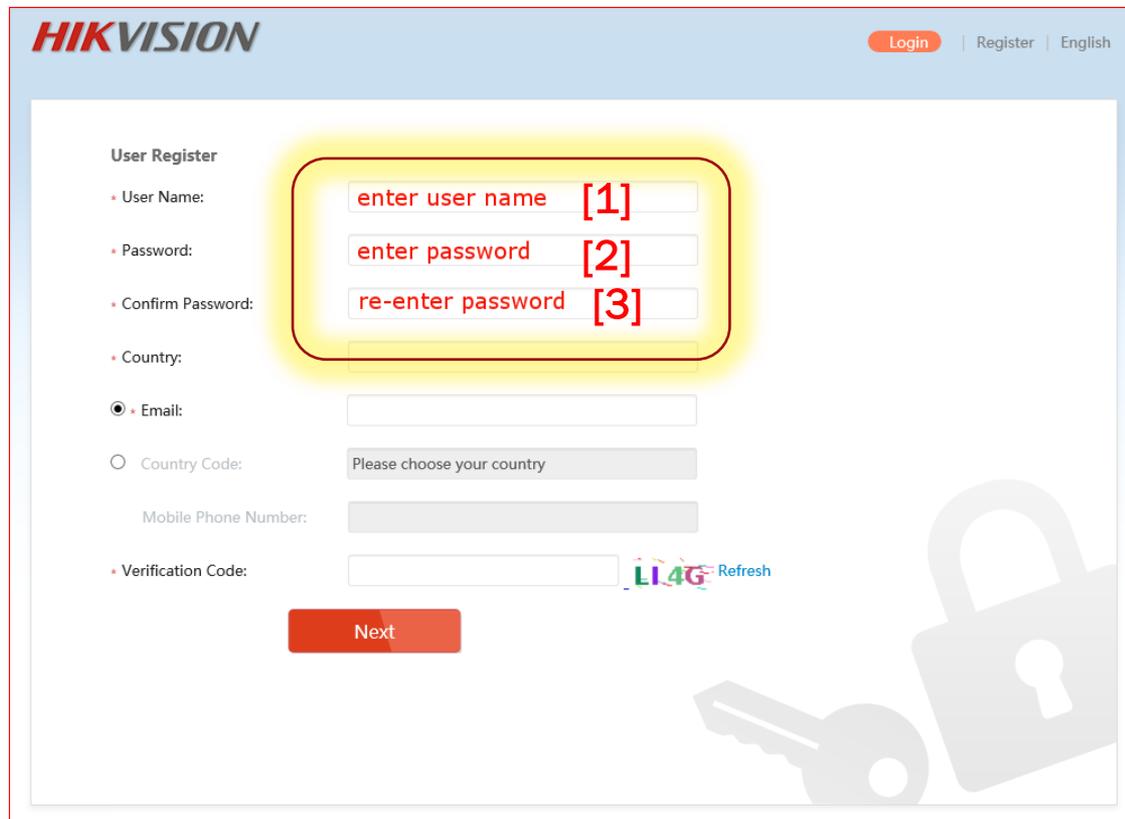


- On main page, click Register [2]



# Create User Name and Password

- To create a new user name, enter it here<sup>[1]</sup>
- Create a new strong password<sup>[2]</sup>
- Confirm that password<sup>[3]</sup>



The screenshot shows the Hikvision User Register page. The form includes fields for User Name, Password, Confirm Password, Country, Email, Country Code, Mobile Phone Number, and Verification Code. A red box highlights the User Name, Password, and Confirm Password fields, with red text and numbers [1], [2], and [3] indicating where to enter the information. A red 'Next' button is located below the form. The page also features a 'Login' button, 'Register' link, and 'English' language selector in the top right corner. A watermark of a padlock and key is visible in the bottom right corner of the form area.

**HIKVISION** Login | Register | English

**User Register**

- User Name: enter user name [1]
- Password: enter password [2]
- Confirm Password: re-enter password [3]
- Country:
- Email:
- Country Code: Please choose your country
- Mobile Phone Number:
- Verification Code:  

Next

# Use Email or Phone Number?

- To proceed using email click [HERE](#)
- To proceed using your cell phone number click [HERE](#)

# For Account Setup by Email

- Click in the COUNTRY box [1]

The screenshot shows a form with the following fields:

- \* Country:** A dropdown menu with a yellow highlight and a red box labeled [1].
- \* Email:** A text input field.
- Country Code:** A dropdown menu with the text "Please choose your country".
- Mobile Phone Number:** A text input field.

The country selection dropdown is open, showing a list of regions and countries:

Europe	Asia	America [2]	Africa	Oceania
Jamaica	Martinique	Mexico	Montserrat	
Nicaragua	Panama	Paraguay	Peru	
Puerto Rico	Saint Barthéle...	Saint Kitts and...	Saint Lucia	
Saint Martin (F...	Saint Pierre an...	Saint Vincent a...	Sint Maarten (...)	
Suriname	Trinidad and T...	Turks and Caic...	USA [3]	
Uruguay	Venezuela	Virgin Islands,...	Virgin Islands,...	

- Click on America [2] or other region
- Scroll to click on and select USA [3], Canada etc.
- In pop-up window, click OK [4]

The pop-up window titled "Choose Country" contains the text "Sure to select 'USA' ?" and two buttons: "Cancel" and "Ok". The "Ok" button is highlighted with a yellow glow and a red box labeled [4].

# Enter Email Address and Verification Code

- Enter your email address [1]
- Using capital letters, type the anti-robot verification code shown into that field [2]
- Click “Next” [3]
- The system will send an email with a second verification code to the email address [1] you entered. Be sure to check both regular and spam inboxes for that email from *hicloudcam.com*

The screenshot shows a registration form with the following fields and annotations:

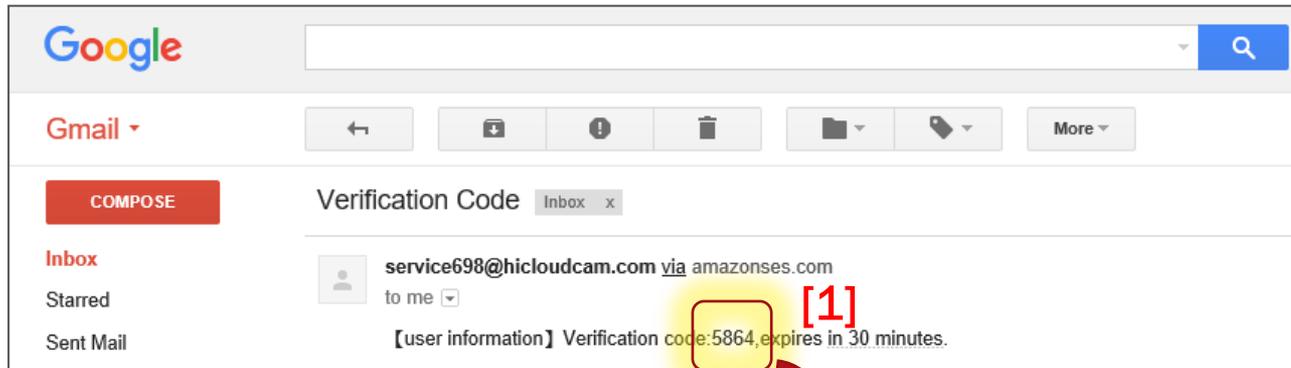
- Email:** A radio button is selected. The input field contains "my.email@myserver.com" and is highlighted with a yellow box and a red [1] label. A green checkmark is visible on the right side of the field.
- Country Code:** A radio button is unselected. The input field contains "1".
- Mobile Phone Number:** An empty input field.
- Verification Code:** A radio button is unselected. The input field contains "LI4G" and is highlighted with a yellow box and a red [2] label. To the right of the field is a "Refresh" button with a green checkmark and a "x" icon.
- Next:** A red button with the text "Next" is highlighted with a yellow box and a red [3] label.

A red curved arrow points from the "Verification Code" field to the "Next" button.

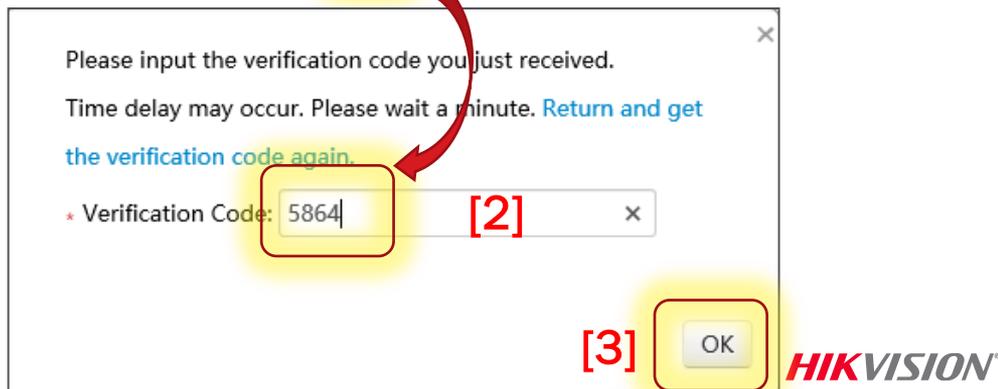
Note: do not close the Hik-Connect.com page; a pop-up will appear for you to enter a verification code that is emailed to you.

# Check Your Email and Enter Verification Code

- Within 1~3 minutes, you will receive a verification code [1] in an email.  
Note the code.

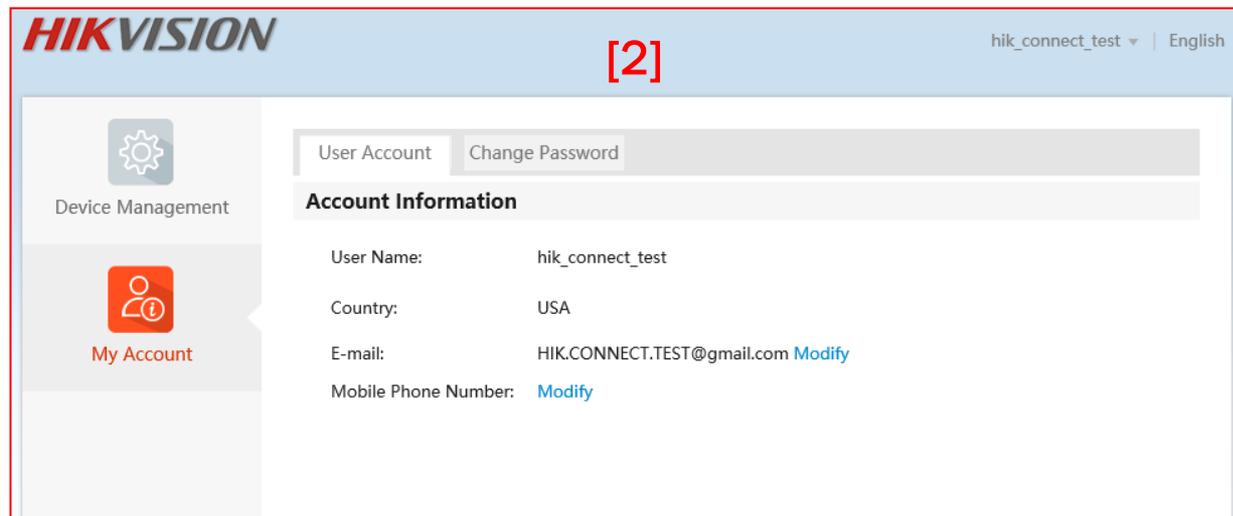
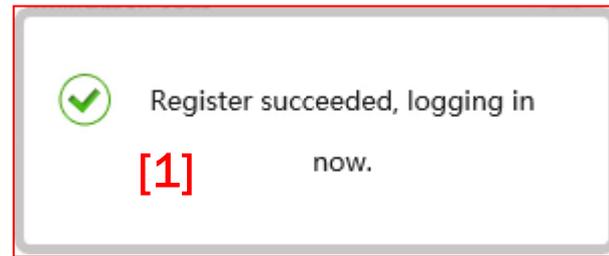


- Type that verification code into the pop-up box [2] on the Hik-Connect.com page
- Click OK [3]



# Registration Success and Login

- A pop-up [1] will confirm that you have completed the registration process
- The system will log you in and bring you to the *My Account* page [2]
- Now you are ready to add device(s)



# For Account Setup by Mobile Number

- Click in the COUNTRY box [1]

\* Country: [1]

\* Email: [Input field]

Country Code: Please choose your country

Mobile Phone Number: [Input field]

Europe	Asia	America [2]	Africa	Oceania
Jamaica	Martinique	Mexico	Montserrat	
Nicaragua	Panama	Paraguay	Peru	
Puerto Rico	Saint Barthéle...	Saint Kitts and...	Saint Lucia	
Saint Martin (F...	Saint Pierre an...	Saint Vincent a...	Sint Maarten (...)	
Suriname	Trinidad and T...	Turks and Caic...	USA [3]	
Uruguay	Venezuela	Virgin Islands,...	Virgin Islands,...	

- Click on America [2] or other region
- Scroll to click on and select USA [3], Canada etc.
- In pop-up window, click OK [4]

Choose Country

Sure to select "USA" ? [4]

Cancel Ok

# To Enter Mobile Number Select “Country Code”

- Click the Country Code radio button. [1] Value is filled in *automatically* based on the Country already chosen.
- Enter your 10 digit mobile number [2]
- Using capital letters, type the anti-robot verification code into that field [3]
- Click “Next” [4]
- The system will send a text message to the mobile number entered with a second verification code.

The screenshot shows a registration form with the following fields and annotations:

- Country Code:** A radio button is selected and highlighted with a yellow box and labeled [1]. The value '1' is entered in the adjacent text box.
- Mobile Phone Number:** The value '5553219876' is entered in the text box, labeled [2]. A green checkmark is visible to the right of the box.
- Verification Code:** The value 'GWJL' is entered in the text box, labeled [3]. A red arrow points from the right side of the box towards the right edge of the form.
- Next Button:** A large orange button labeled 'Next' is highlighted with a yellow box and labeled [4].

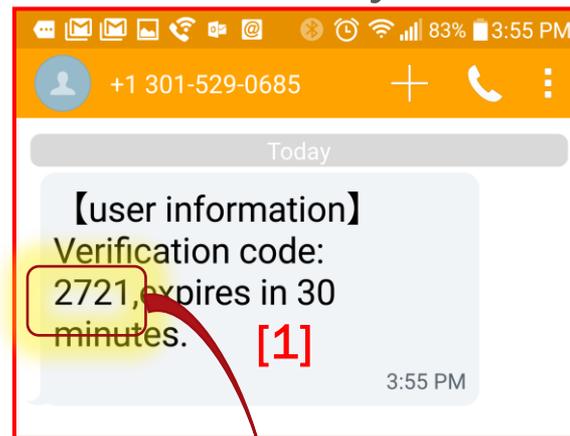
Other elements include an 'Email:' field at the top, a 'Refresh' button with a 'GWJL' image to its left, and a grey arrow pointing up at the bottom right corner.

Note: do not close the Hik-Connect.com page; a pop-up will appear for you to enter a verification code that is sent to you by text.

# Check Your Texts and Enter Verification Code

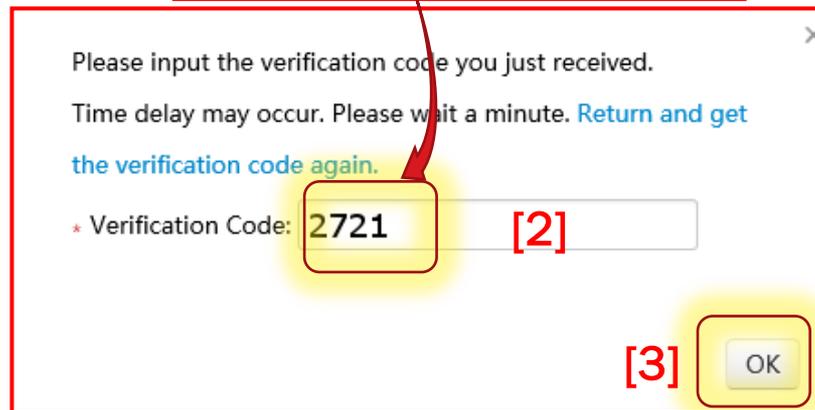
- Within 1~3 minutes, you will receive a verification code [1] by text.

Note the code.



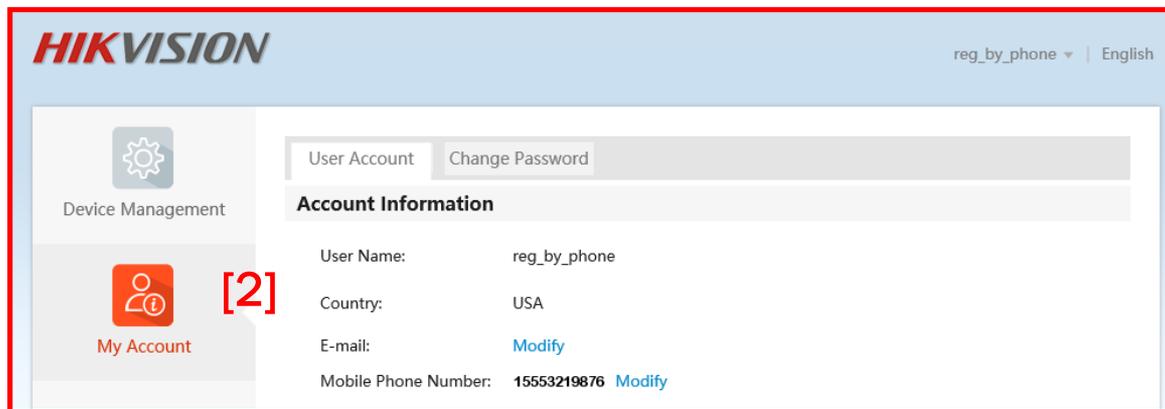
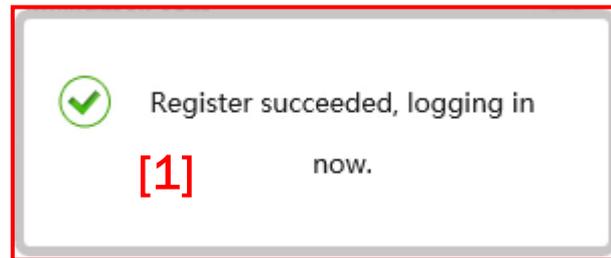
- Type that verification code into the pop-up box [2] on the Hik-Connect.com page

- Click OK [3]



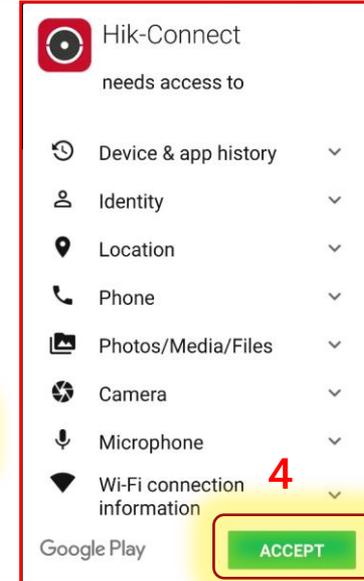
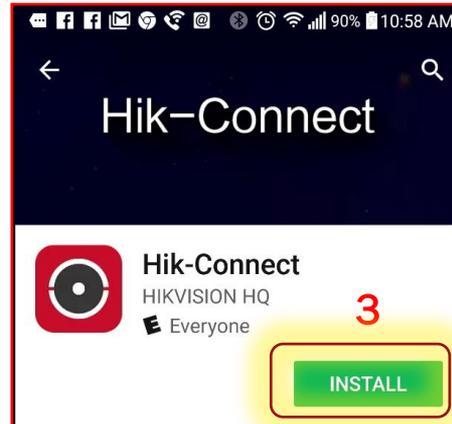
# Registration Success and Login

- A pop-up [1] will confirm that you have completed the registration process
- The system will log you in and bring you to the *My Account* page [2]
- Now you are ready to add device(s)



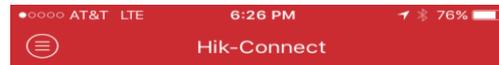
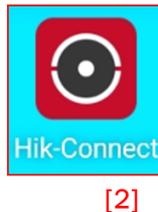
# Download and Install the Hik-Connect App

- Search Hik-Connect in Google Play Store or App Store [1]
- Choose Hik-Connect [2]
- Click INSTALL or GET [3]  
(depends on operating system)
- If prompted, ACCEPT access rights [4]



# Open Hik-Connect App

- Click OPEN [1] or click the shortcut icon [2] on your phone's main screen



Please login first.

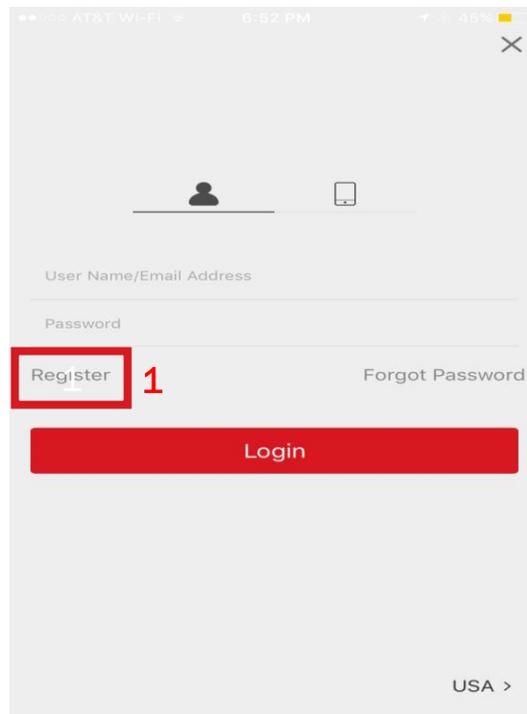
Login

3

- Whether you already have an account or you're creating a new account, you must first select "Login". [3]

# Register New Hik-Connect Account

- To create an account, click on the Register button<sup>[1]</sup>.



AT&T Wi-Fi 6:52 PM 45%

User Name/Email Address

Password

Register <sup>1</sup> Forgot Password

Login

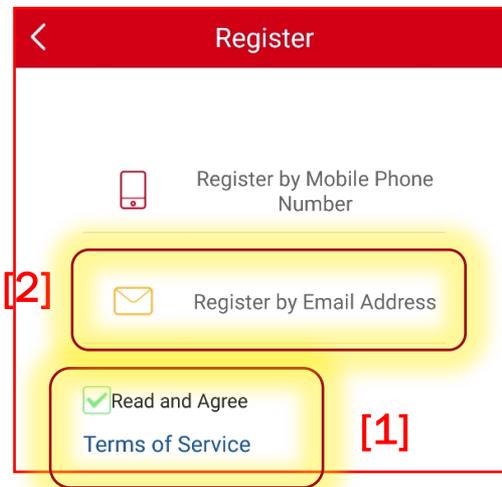
USA >

# Use Email or Phone Number?

- To proceed using email click [HERE](#)
- To proceed using your cell phone number click [HERE](#)

# Choose Register by Email Address

- Check box to agree to Terms of Service [1]
- Press Register by Email Address” [2]



- Scroll to locate your Region and **press on it** to mark it [3]
- Press Finish [4]



# Enter Email Address and Verification Code

- Enter your email address [1]
- Press “Next” [2]
- The system will send an email with a verification code to the address entered. Be sure to check both regular and spam inboxes for that email from *hicloudcam.com*

Cancel Input Email Address

reg.by.email@gmail.com [1]

Previous Next [2]

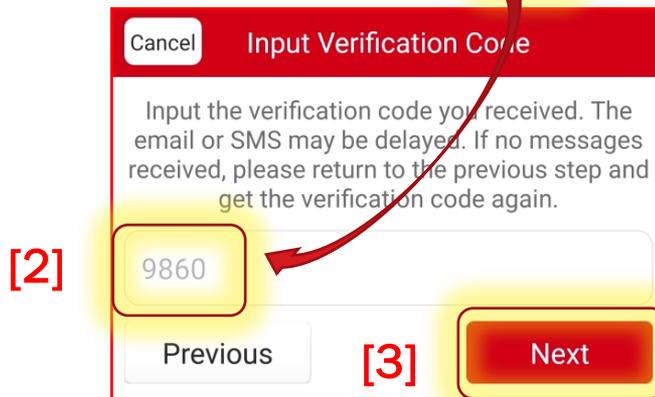
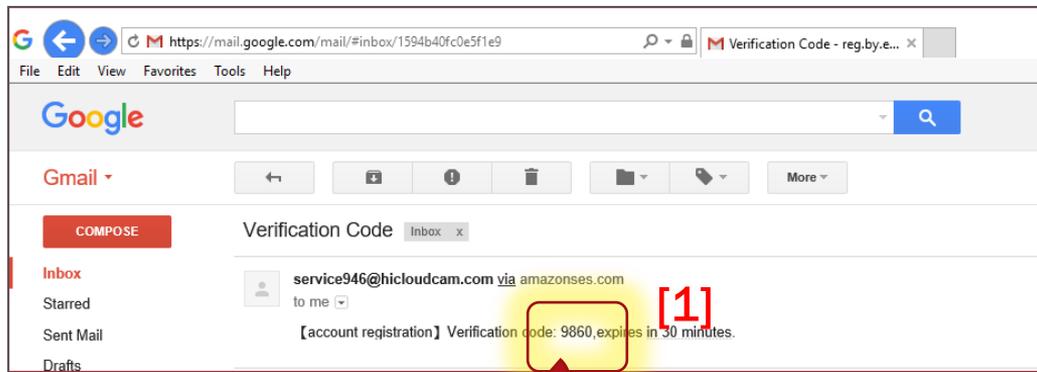
Note: do not close the Hik-Connect App. On the next screen you will enter the verification code that is emailed to you.

# Check Your Email and Enter Verification Code

- Within 1~3 minutes, you will receive a verification code [1] in an email. Note the code.

- Type that verification code into the field [2] on the next Hik-Connect App page

- Press NEXT [3]



# Enter User Name and Password

- Create your User Name [1] and Password [2] ; Confirm Password [3]
- Press FINISH [4]
- The App will automatically log you in [5]
- Now you are ready to add device(s)



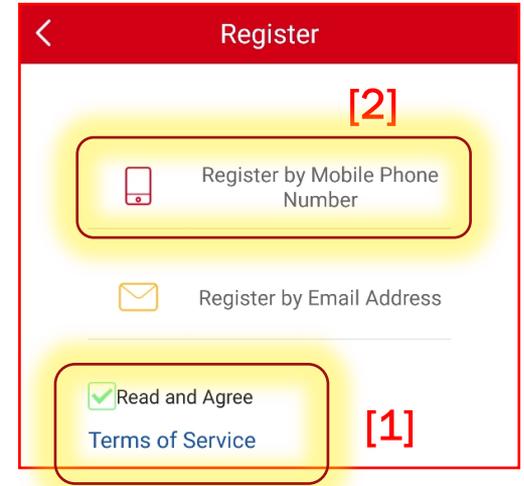
A red header bar with "Cancel" on the left and "Account Settings" on the right. Below are three yellow input fields with red borders. The first field is labeled "User Name (Letters, numbers or symbols.)" with a red "[1]" on the right. The second field is labeled "Password (Letters, numbers or symbols.)" with a red "[2]" on the right. The third field is labeled "Confirm Password" with a red "[3]" on the right.



A red header bar with "Cancel" on the left and "Account Settings" on the right. Below are four yellow input fields with red borders. The first field contains "reg\_by\_email" with a red "[1]" on the right. The second and third fields contain "....." with red "[2]" and "[3]" on the right. The fourth field contains "USA". Below these fields is a red button with the white text "Finish". A red "[4]" is positioned to the left of the button.

# Choose Register by Mobile Number

- Check box to agree to Terms of Service [1]
- Press Register by Mobile Phone Number [2]



- Scroll to locate your Region and press on it to mark it [3]
- Press Finish [4]



# Enter Mobile Phone Number

- System will fill in Country Code based on the region selection.
- Enter your mobile phone number [1]
- Press “Get Verification Code” [2]
- The system will send a text with a verification code to the mobile number entered.

Mobile Phone Number

1 Region

[1]

5559874321

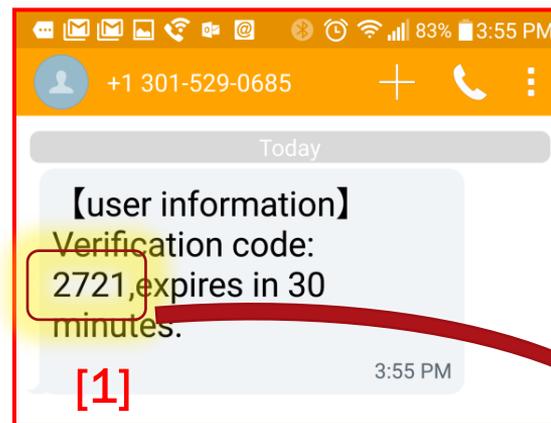
Example:1234567890

Get Verification Code [2]

Note: do not close the Hik-Connect App.  
On the next screen you will enter the verification code that is sent by text to you.

# Check Your Texts and Enter Verification Code

- Within 1~3 minutes, you will receive a verification code [1] by text. Note the code.



- Type that verification code into the field [2] on the Input Verification Code page



Input the SMS verification code received by 5559874321 .

[2]

[3]



# Enter User Name and Password

- Create your User Name [1] and Password [2] ; Confirm Password [3]
- Press FINISH [4]
- The App will automatically log you in [5]
- Now you are ready to add device(s)

A screenshot of the "Account Settings" screen. The title bar is red with "Cancel" on the left and "Account Settings" on the right. There are three input fields, each with a red number in a box to its right: the first field is labeled "User Name (Letters, numbers or symbols.)" with [1]; the second field is labeled "Password (Letters, numbers or symbols.)" with [2]; and the third field is labeled "Confirm Password" with [3].A screenshot of the "Account Settings" screen, similar to the previous one. The first field contains the text "mobile\_number\_test" with [1] to its right. The second field contains seven dots with [2] to its right. The third field contains seven dots followed by a vertical bar with [3] to its right. Below these fields is the text "USA". At the bottom is a red button labeled "Finish" with [4] to its left.