The easiest way to retrieve your password

Retrieve Password via Email

When you don't use your password so often, you may forget it. How to retrieve your password in a convenient and safe way? Here is a self password reset method.

For Inactive Device (GUI 3.0)1, Activate the device firstly, then click the

checkbox of Reserved Email Settings.

2, Input the **email address** which is used for receiving verification code.



For Inactive Device (GUI 4.0)

1, Activate the device firstly, then click the checkbox of **Reserved Email Settings**.

2, Input the **email address** which is used for receiving verification code.



For Active Device (GUI 3.0)





For active device, please go to Configuration-User, select the admin user from the list then click Modify.

| | Configuration | |
|-------------------------------|---|-----------------|
| 谢 General | Edit User | |
| a General | User Name admin | Per Edit Delete |
| & Network | Old Password | - 7 - |
| ▲ Alarm | Reserved E-mail Settings | |
| Live View | Copy Paste P Reserved E-mail Settings 2720 | |
| ▲ Exceptions | When resetting password, your reserved 12,34567890 Use that code to reset the admin password werty uitop | |
| & User | | |
| | | |
| | OK Cancel | |
| | ick the Setting Icon to enter the Reserved En | |
| | ce to input the email address which is used for a verification code. | Back |

| 6 | Liner | | No. | User N | | | | User's MAC Address | Permission |
|----|-----------|---|-----|--------|-----------------|-----------------------------|--------|----------------------|------------|
| | | | 1 | admin | Edit User | | × | 00:00:00:00:00:00:00 | Permission |
| Ð | Network | | | | | | | | |
| | Event | > | | | User Name | admin | | | |
| 2 | Live View | 3 | | | Password | | Modify | | |
| P | RS-232 | | | | User's MAC Ad | 00 : 00 : 00 : 00 : 00 : 00 | | | |
| | Holiday | | | | Unlock Pattern | Enable Unlock Pattern | | | |
| 1 | POS | | | | | | 0 | | |
| D. | Hot Spare | | | | GUID File | Export | Ø | | |
| | | | | | Security Questi | | | | |
| | | | | | Reserved E-mail | | Modify | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | ок | Cancel | | |

Forgot your password?

Simple steps to reset your password





Verify by Reserved Email

You'll find a QR code





Scan QR code using Hik-Connect

Then your email will receive a verification code

- You need to use the Hik-Connect App for this function.
- If you are not registered, you can log in the Hik-Connect by " visitor mode ".
- How to scan the QR code? Click "more" on the bottom menu, then click "Reset Device Password" to scan the QR code.





Key in the verification code

XXXXXXXX



Available models

DVR: K Series V4.2.00 and above/ HGHI-F V3.4.89 and above

NVR: V 4.21.000 and above

Youtube video Link

1,How to Reset Hikvision Device Password via Hik-Connect App <u>https://youtu.be/9RZKNIGOHno</u> 2,How to Do Self-Service Password Reset on DVR/NVR GUI 4.0 <u>https://youtu.be/wpnNIGBvOUc</u>