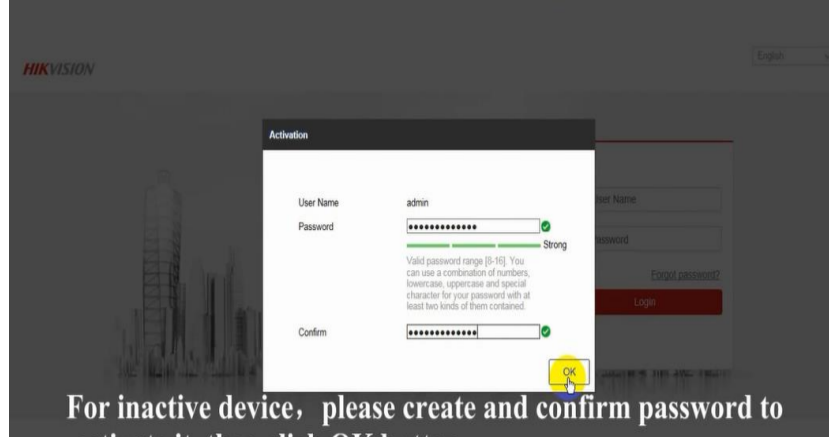


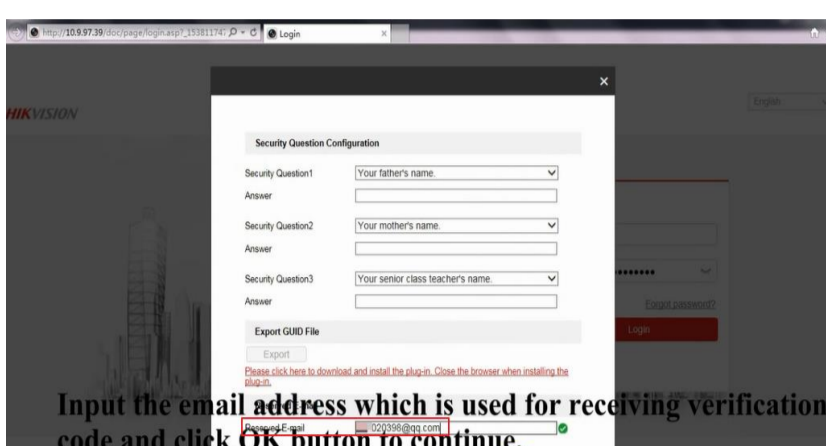
How to Do Self-Service Password Reset on Hikvision Device Web GUI

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



For inactive device, please create and confirm password to activate it, then click OK button.



Input the email address which is used for receiving verification code and click OK button to continue.

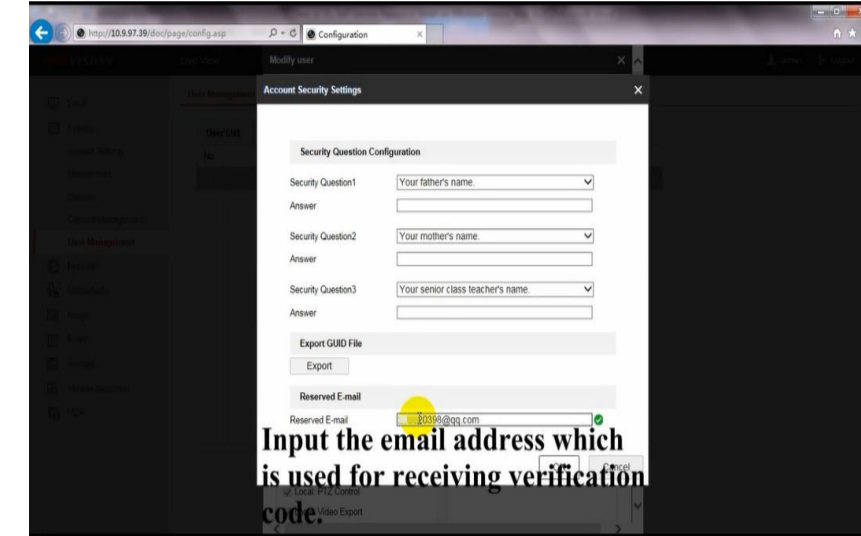
■ For Active Device



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



Go to Account Security Settings



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

Forgot your password?

Simple steps to reset your password

1

Forgot Password



Verify by Reserved Email

You'll find a QR code

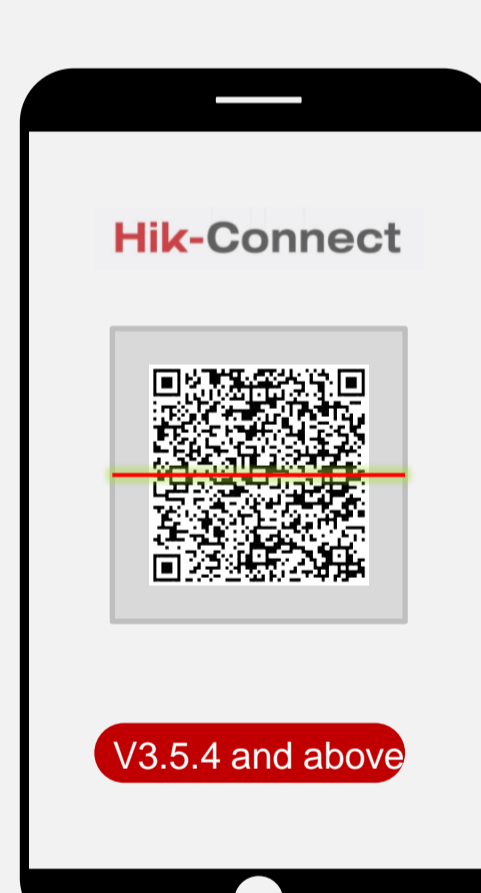


2

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.



3

Key in the verification code

XXXXXXXX



Reset your password

Available models

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

NVR: V 4.21.000 and above

IP Camera: V 5.6.0 and above

Youtube video Link

How to Do Self-Service Password Reset on Hikvision Device Web

https://youtu.be/TuXywUla_-I