

The easiest way to retrieve your password

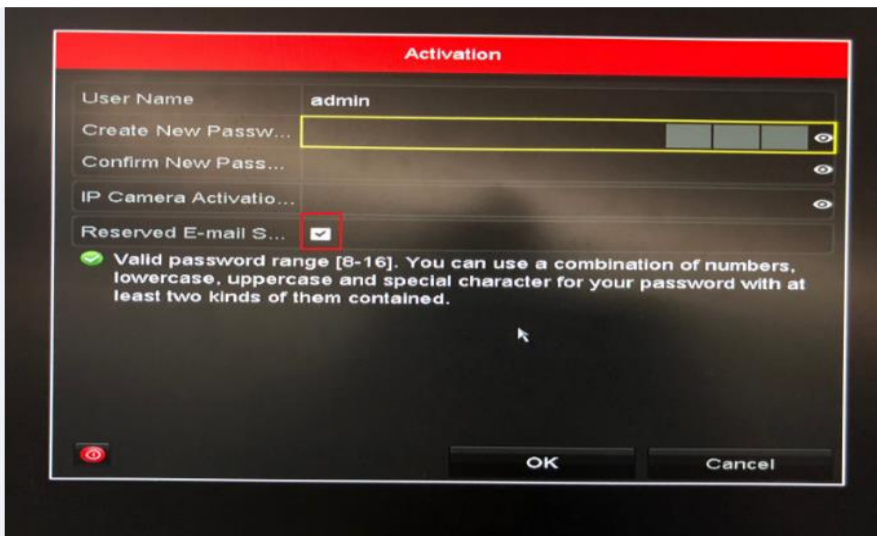
Retrieve Password via Email

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**.

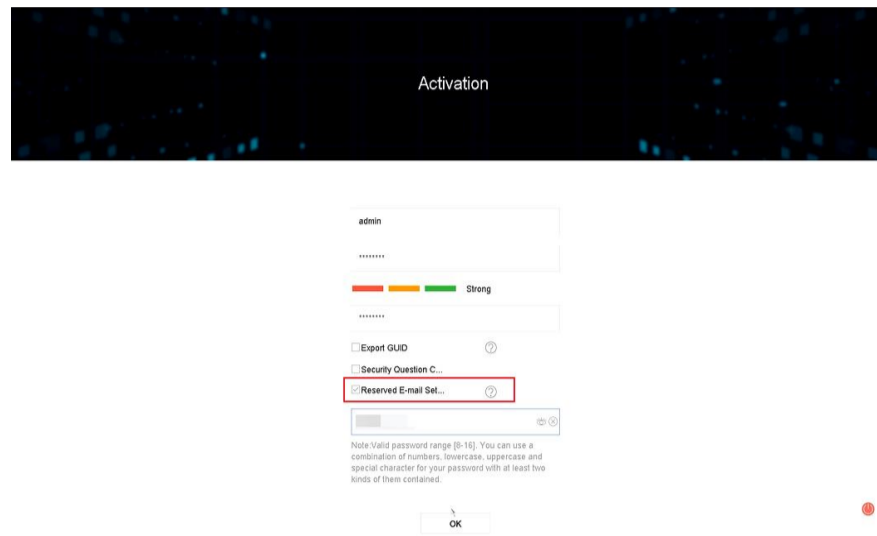
2, Input the **email address** which is used for receiving verification code.



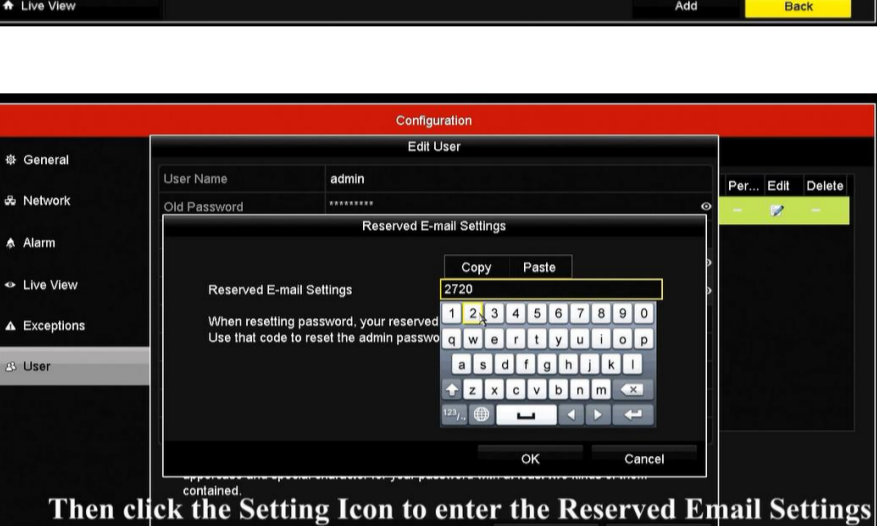
■ For Inactive Device (GUI 4.0)

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

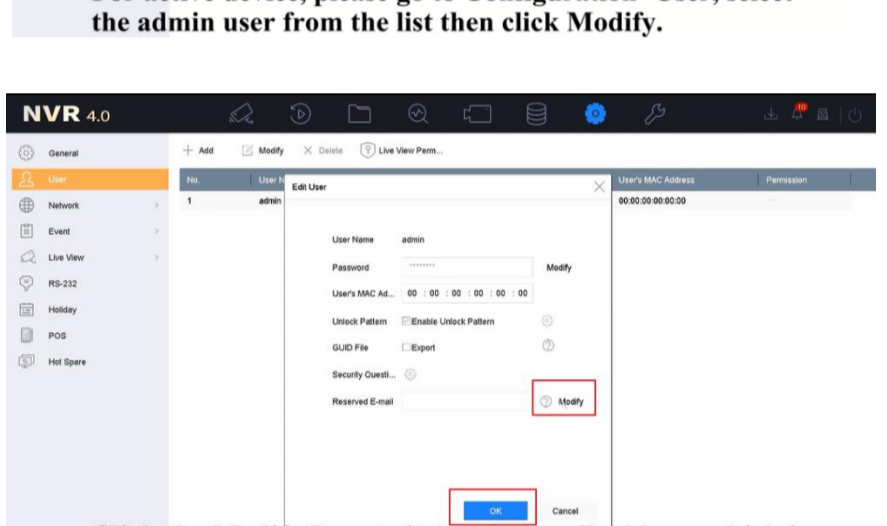
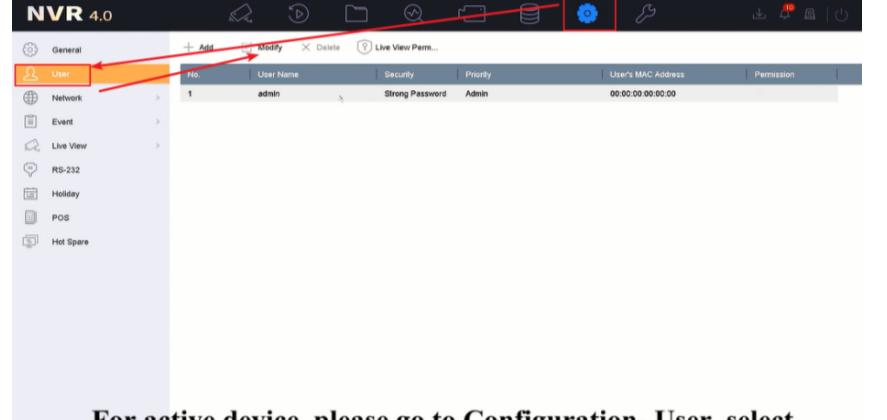
2, Input the **email address** which is used for receiving verification code.



■ For Active Device (GUI 3.0)



■ For Active Device (GUI 4.0)



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

Youtube video Link

1,How to Reset Hikvision Device Password via Hik-Connect App <https://youtu.be/9R7kNIGOHno>

2,How to Do Self-Service Password Reset on DVR/NVR GUI 4.0 <https://youtu.be/wgnNIGBvDuc>