How to Reset Hikvision Device Password via Hik-Connect App

**Note:**

1. Reset password via Hik-Connect App is a self-service password reset method for user.
2. Please download Hik-Connect App of V 3.5.4 or above from Google store or APP store.
3. Upgrade the Hikvision device to proper firmware which supports self-service password reset.

### 1. Device GUI

1) **Input the email address**

A. **For Inactive Device**

   a) If the device is inactive, please active the device firstly, then click the checkbox of **Reserved Email Settings**.

   ![Activation Screen](image)

   *Figure.1*
b) Input the **email address** which is used for receiving verification code.

![Reserved E-mail Settings](image)

**Figure 2**

**B. For Active Device**

a) If the device is active, please go to **Configuration > User**, select the **admin** user from the list and click **Edit**.

![Configuration](image)

**Figure 3**
b) Input the password of device. Then click the Setting Icon to enter the Reserved Email Settings interface to input the email address which is used for receiving verification code.

![Configuration](image1)

Figure 4

![Reserved E-mail Settings](image2)

Figure 5

2) Forgot password

a) When you forgot the password of admin, please click Forgot Password.
b) Choose **Verify by Reserved Email** option. Then click **OK** button.

c) After reading **Legal Disclaimer**, please click **OK** button to continue.
d) The QR code which is for resetting password would pop up.
3) **Scan the QR code by Hik-Connect App**

1) Open Hik-Connect App, click **More** tab to find **Reset Device Password** to scan the QR code on device local GUI.

![More tab with Reset Device Password highlighted](image-url)

**Figure.10**
a) The verification code will be sent to the reserved email address within 5 minutes. Be sure to check both regular and spam inboxes. Input the received verification code in the box then click OK button.

**Note:**

1. The verification code would be valid for 48 hours.
2. If rebooted the device or changed the reserved email address, the code would be invalid.
b) **Create New Password** and **Confirm New Password**. We strongly recommend to set a password according to your own needs (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security.
2. Device web Interface

*Note:* The device and computer should be in the same LAN so that you could set reserved email address and reset password by email or Hik-Connect App.

1) **Input the email address**

A. **For Inactive Device**

   a) If the device is inactive, please active the device firstly.
b) Input the **email address** which is used for receiving verification code. Then click OK button.

![Reserved E-mail](image1)

Figure.15

**B. For Active Device**

a) If the device is active, please go to **Configuration > User Management**, select the **admin** user from the list and click **Modify**.

![Configuration User Management](image2)

Figure.16

b) Go to **Account Security Settings**, input the email address which is used for receiving verification code.
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Figure.17

Figure.18
c) Please input the password of device to confirm the settings.

![Password Confirm](image)

Figure.19

2) **Forgot password**

1) When you forgot the password of the admin, click **Forgot Password**.

![Forgot Password](image)

Figure.20

2) Then choose **Email Verification** mode.
3) The Privacy Policy would pop up, please read it and click OK button to continue.

3) Send the QR code to pw_recovery@hikvision.com or scan the QR code by Hik-Connect APP

1) Export the QR on computer, then send the QR code as attachment to pw_recovery@hikvision.com for password resetting.
2) Or choose to use Hik-Connect App, click More tab to find **Reset Device Password** to scan the QR code.
Figure 24
3) The verification code will be sent to the **reserved E-mail address within 5 minutes**. Be sure to check both regular and spam inboxes. Input the received verification code in the box and click **Next** button.

**Note:**
1. The verification code would be valid for 48 hours.
2. If rebooted the device or changed the reserved email address, the code would be invalid.

a) **Create New Password** and **Confirm New Password**. We strongly recommend to set a password according to your own needs(using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security.
b) The password is reset successfully.
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