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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.

	Activ	ation	
User Name	admin		
Create New Passw			
Confirm New Pass			0
IP Camera Activatio			0
Reserved E-mail S Valid password ra lowercase, upper least two kinds of	ange [8-16]. You o case and special them contained.	can use a combina character for your	ation of numbers, r password with at
Reserved E-mail S Valid password ra lowercase, upper least two kinds of	■ ange [8-16]. You o case and special them contained.	can use a combina character for your	ation of numbers, r password with at

Figure.1

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



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					
후 General	User M	lanagement						
	No.	User Name	Security Le	evel	User's MAC Addres	s Pe	er Edit	Delet
6 Network	1	admin	Medium Pa A	dmin	00:00:00:00:00:00		K	
Alarm								
> Live View								
Exceptions								
User	>							
Live View						Add	Ba	ack

Figure.3

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 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		
鹵	General		Edit User		
		User Name	admin		Per Edit Delete
*	Network	Old Password	******	ø	- 🛛 -
٨	Alarm	Change Password			
		Password		0	
۰	Live View	Confirm		ø	
A	Exceptions	Enable Unlock Pattern			
		Draw Unlock Pattern	e K		
8	User	Export GUID	0		
		Reserved E-mail Settings	•		
		User's MAC Address	00 :00 :00 :00 :00 :00		
		Valid password range [8 uppercase and special of contained.	3-16]. You can use a combination of numbers, lowercas character for your password with at least two kinds of the 	re, nem	
			ок	Cancel	
A	Live View			Add	Back

Figure.4



Figure.5

2) Forgot password

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

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		ĺ	Login		
C	User Name	admin		÷	
	Password			ø	
	Porgot Pa		ок	Cancel	
L				_	

Figure.6

b) Choose Verify by Reserved Email option. Then click OK button.



Figure.7

c) After reading Legal Disclaimer, please click OK button to continue.

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Figure.8

d) The QR code which is for resetting password would pop up.



Figure.9

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	,				



3) Scan the QR code by Hik-Connect App

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



Figure.10

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Figure.11

 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.

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	√erify by Reserved Email
	 Please download Hik-Connect app to scan the QR code. After the QR code is scanned, your reserved email 2****@qq.com will receive a verification code within 5 min. Enter the verification code below, and click OK to continue.
Hik-Connect APP	8a8e16ce
	OK Cancel

Figure.12

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.

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	Reset F	assword	
User Name	admin		
Create New Passw	ï		0
Confirm New Pass			ø
lowercase, upperc least two kinds of t	ase and specia hem contained	l character for your	password with at
		ок	Cancel

Figure.13

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.

User Name	admin	
Password	******	0
		- Strong
	Valid password range [8-16]. You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.	
Confirm	******	0
		_

Figure.14

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b) Input the **email address** which is used for receiving verification code. Then click OK button.

Reserved E-mail	D			
Reserved E-mail				
			ОК	Cancel
		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.

HII	VISION	Live View	Playback	Picture	Configuration				
Q	Local	User Management	Online Users						
	System	User List			Add	Modify	elete	ive View Per	
	System Settings	No.	User Name			Leve	el		
	Live View Settings	1	admin						
	Maintenance								
	Security								
	Camera Management								
	User Management								
O	Network								
<u>Q.</u>	Video/Audio								
1	Image								
	Event								
	Storage								
Fa	Vehicle Detection								
6	VCA								
35	Human Body Capture								



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

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Figure.17

Security Question Co	onfiguration	
Security Question1	Your father's name?	~
Answer		
Security Question2	Your mother's name?	~
Answer		
Security Question3	Your head teacher's name in senior high schoo	~
Answer		
Export GUID File ⑦	1	
Export		
Reserved E-mail ⑦		
Reserved E-mail	10	

Figure.18

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





2) Forgot password

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





2) Then choose **Email Verification** mode.

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rify Identification	Set New Password	Complete
Verification Mode	Security Question Verification	
Security Question 1	E-mail Verification	
Answer	L HC	
Security Question 2	Your mother's name?	~
Answer		
Security Question 3	Your head teacher's name in senior h	nigh schoo 🗸
Answer		
	Next Clear	

Figure.21

3) The **Privacy Policy** would pop up, please read it and click **OK** button to continue.

Privacy Policy	×
To reset the password by Reserved Email, you should provide your ema address and the requesting information to Hikvision. Please click on the link and read our <privacy policy=""> carefully, you will be deemed to have been fully accepted it by clicking "OK". If you have any questions, please close this page and choose other types.</privacy>	I
OK Cance	

Figure.22

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

 Export the QR on computer, then send the QR code as attachment to pw_recovery@hikvision.com for password resetting.

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Verification Mode	E-mail Verification	
	Export File	
	Figure.23	

 Or choose to use Hik-Connect App, click More tab to find Reset Device Password to scan the QR code.

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	More	
\odot	Pictures and Videos	>
0	Settings	>
0	Reset Device Password	>
(?)	Help	>
Ő	About	>
	Login	
	Visitor Mode	
1	Manage Devices as Visitor (No Need to Register)	
		1
Hi	k-Connect Message More	

Figure.24

	Password via Hik-Connect App			 3/1/2010	
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Figure.25

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.

 Export the QR cod You will receive a sent. Enter verification of 	de, and send it to pw_recovery@hikvision.com as attachment. verification code within 5 Min in your reserved e-mail 2****@qq.com after the request is code into the following text field.
Verification Code	ed81b5cc
(Hext	Clear

Figure.26

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.

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b) The password is reset successfully.

0	2	3
Verify Identification	Set New Password	Complete
	The password is modified.	

Figure.28

	Durynun	1 4901	10 01 10			HKVISIUN
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