

Title:	How to Reset Hikvision Device Password via Hik-Connect App	Version:	v1.0	Date:	9/17/2018
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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**.

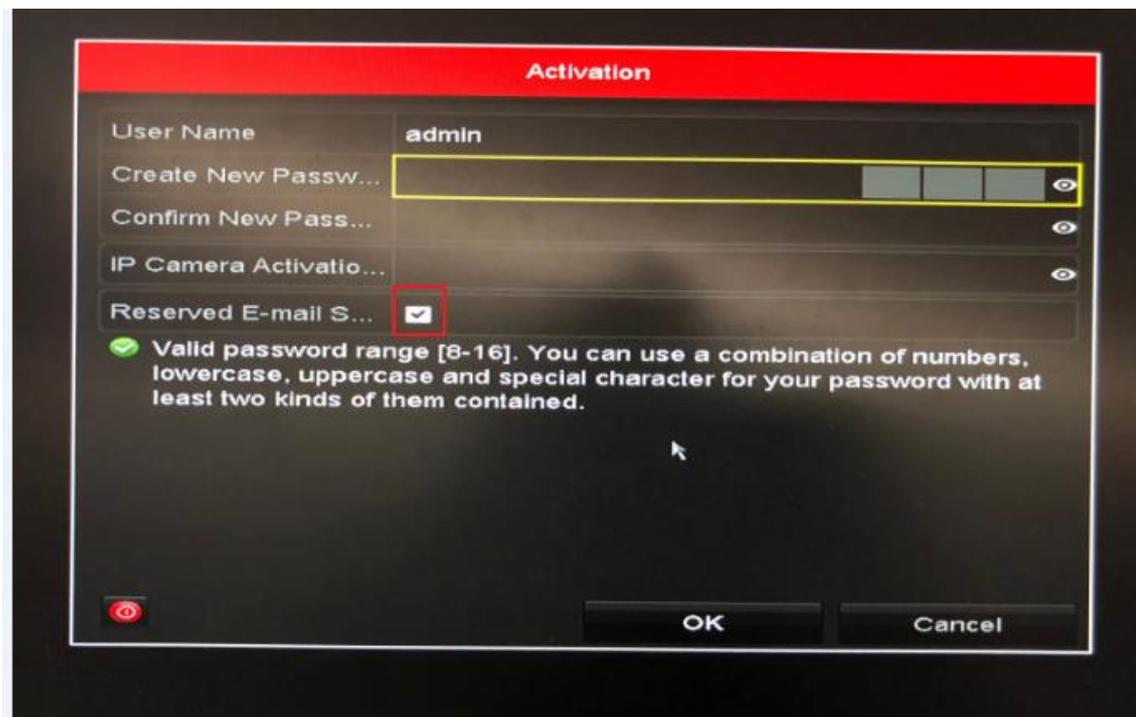


Figure.1

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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**.

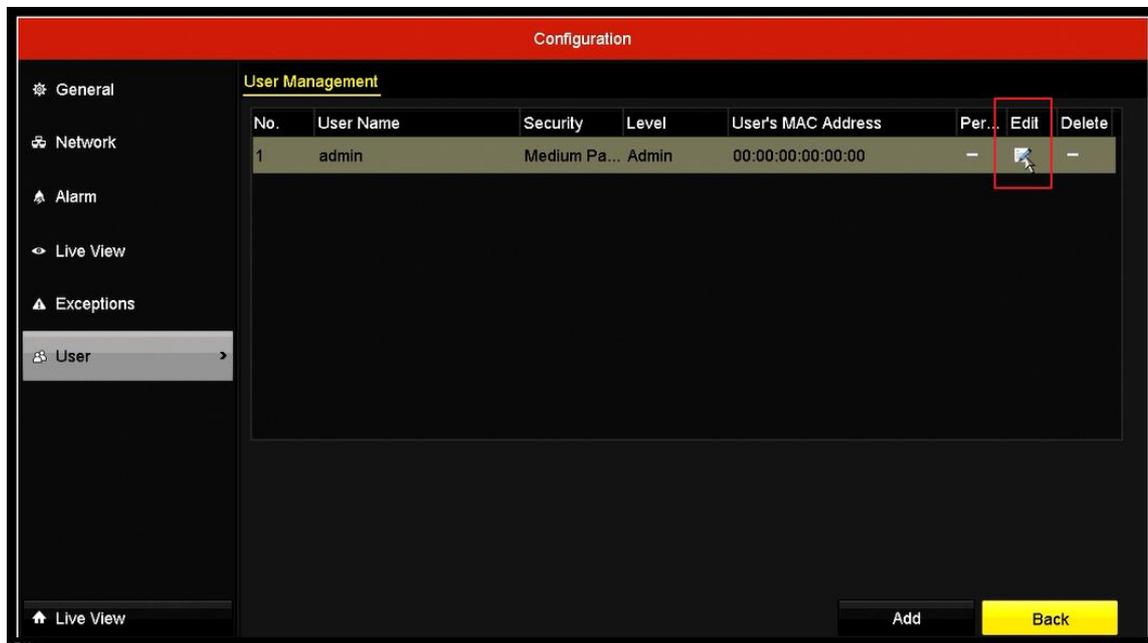


Figure.3

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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.

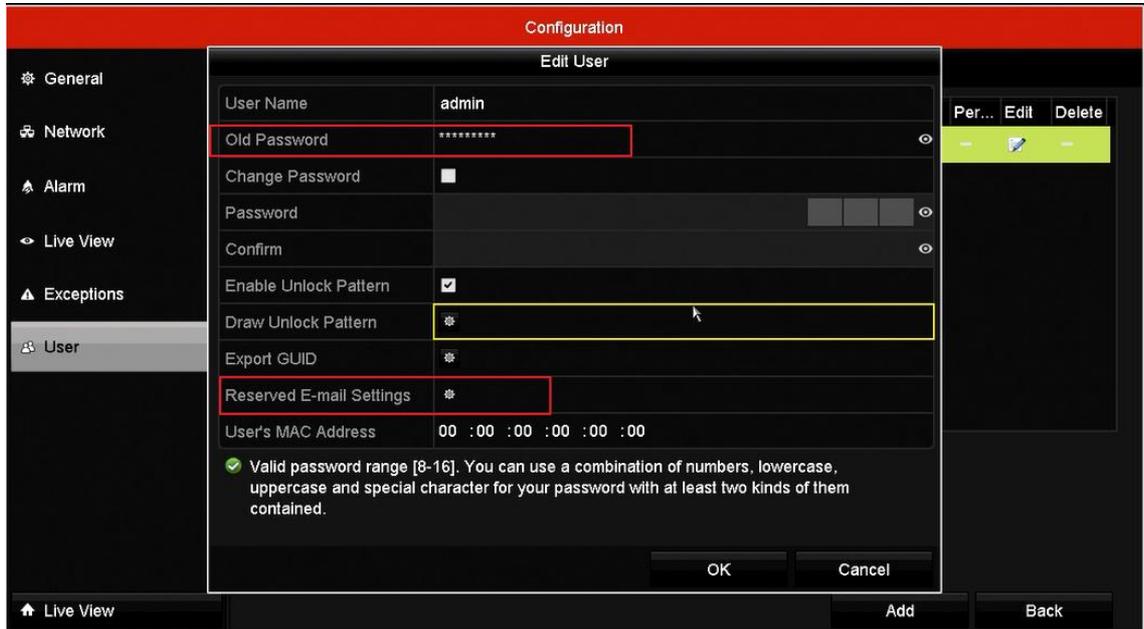


Figure.4

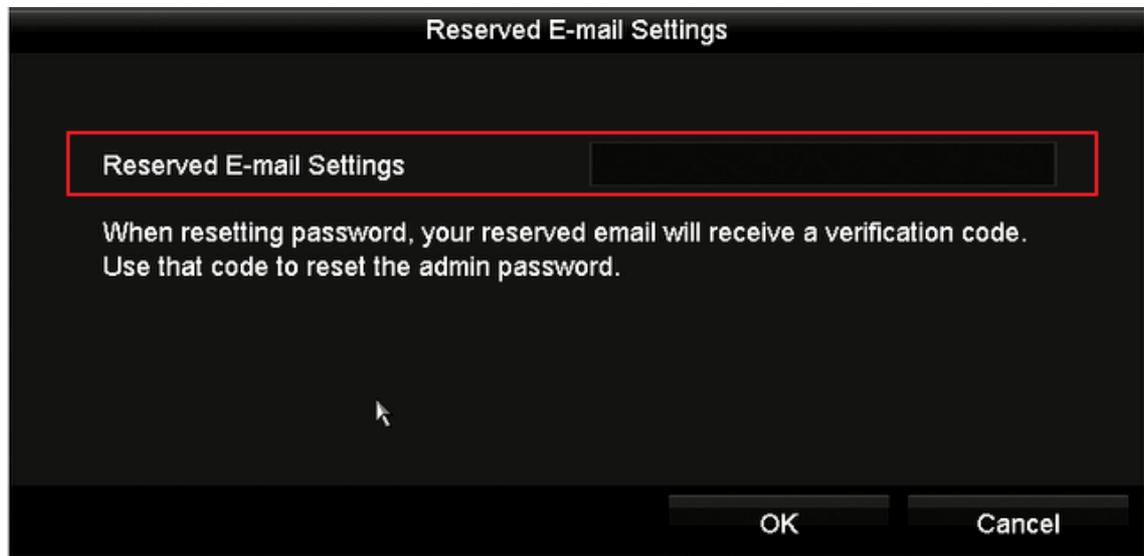


Figure.5

2) Forgot password

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

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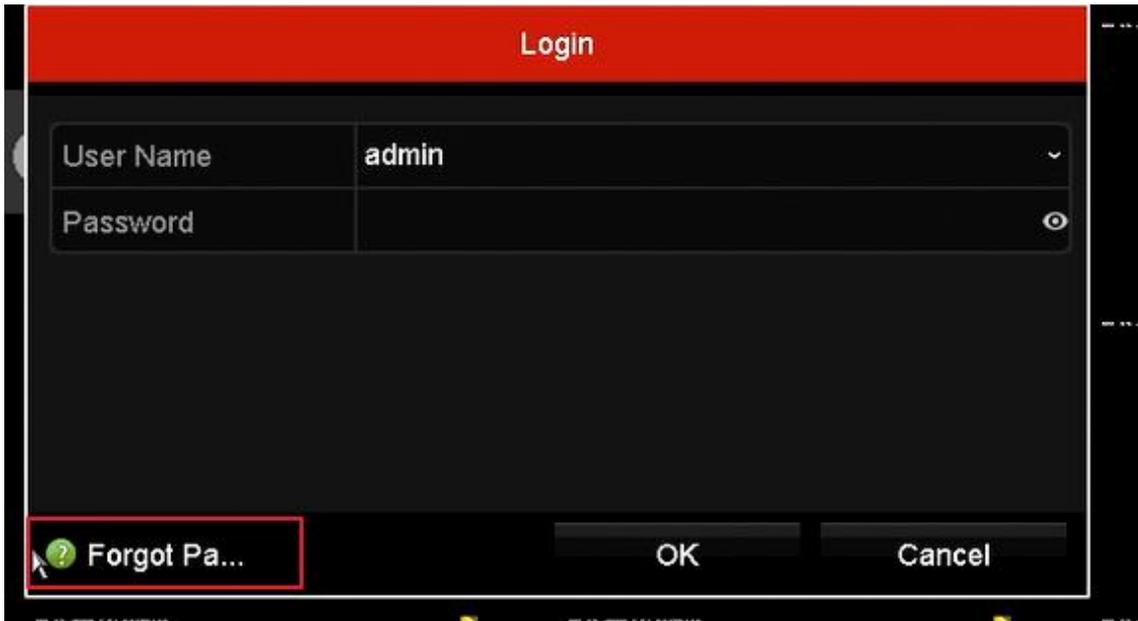


Figure.6

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

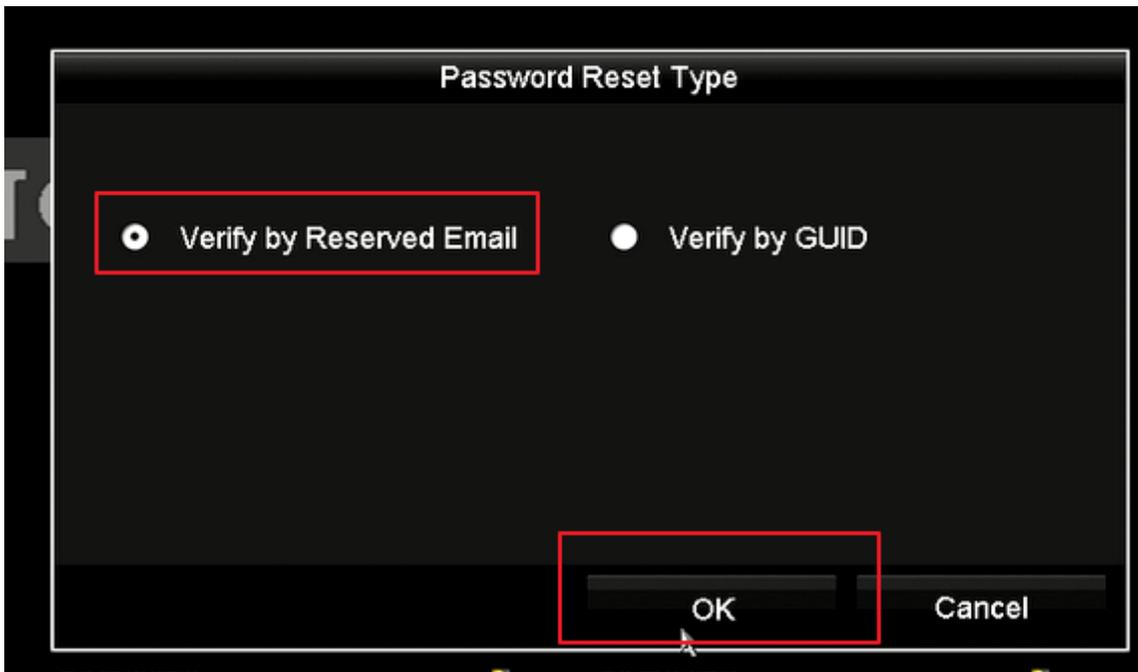


Figure.7

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

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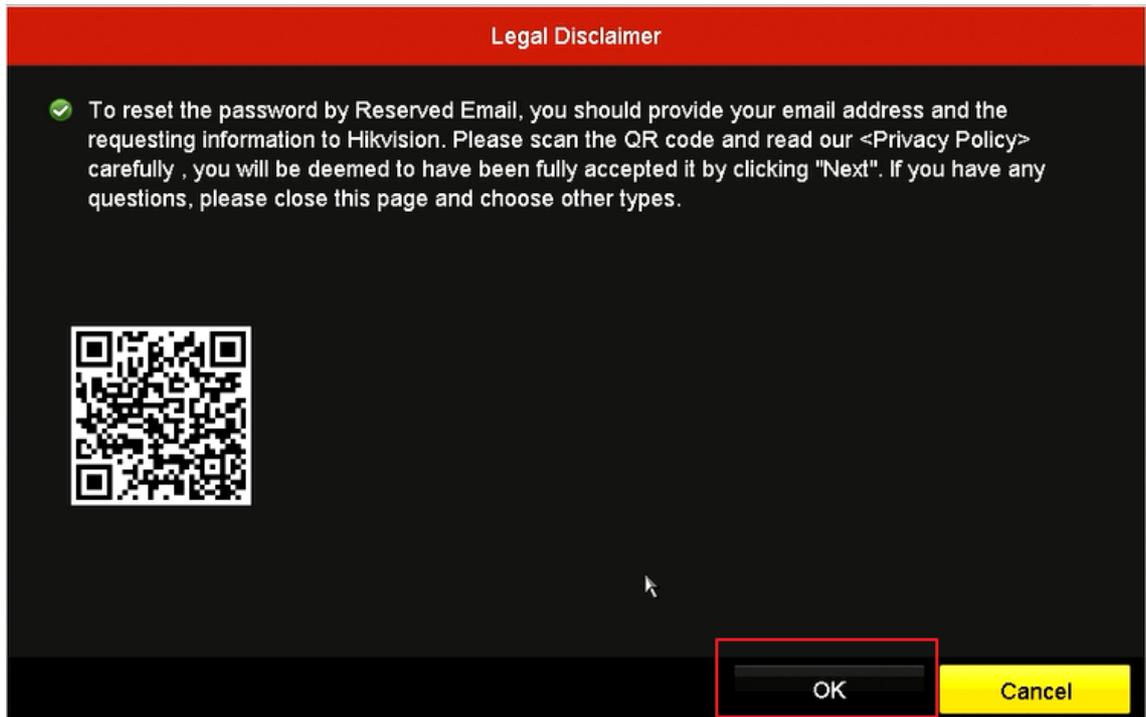


Figure.8

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

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

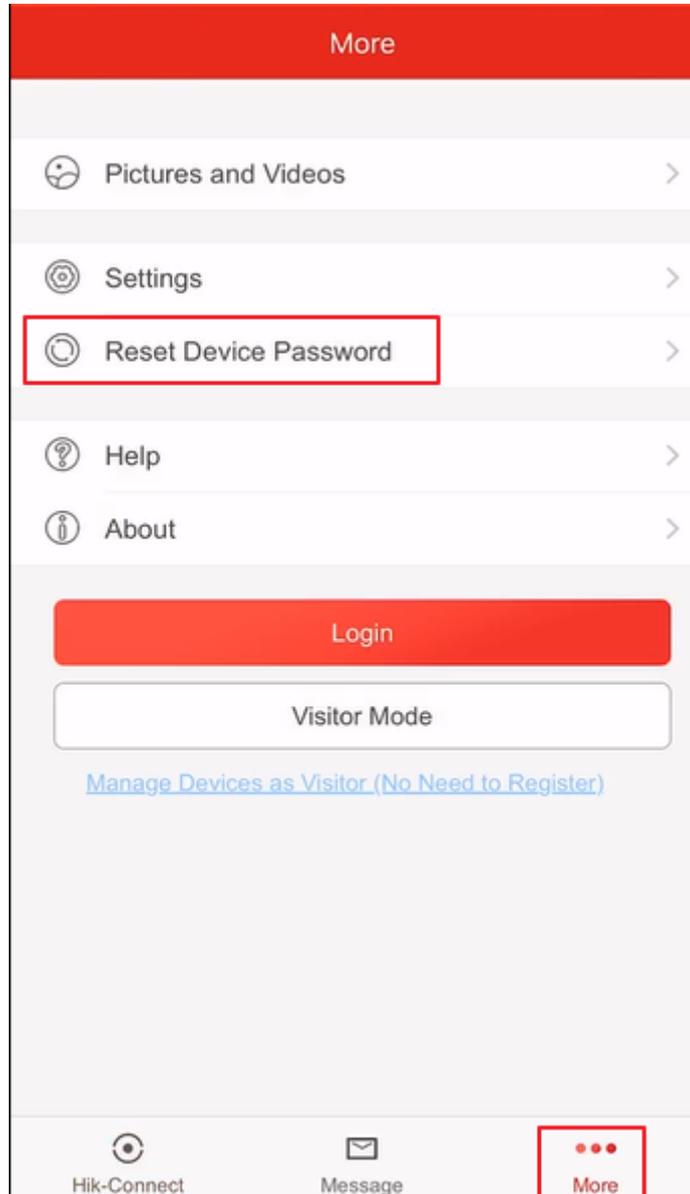


Figure.10

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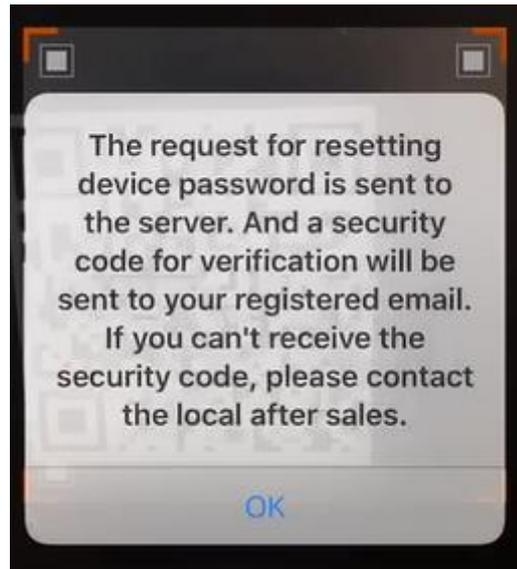


Figure.11

- 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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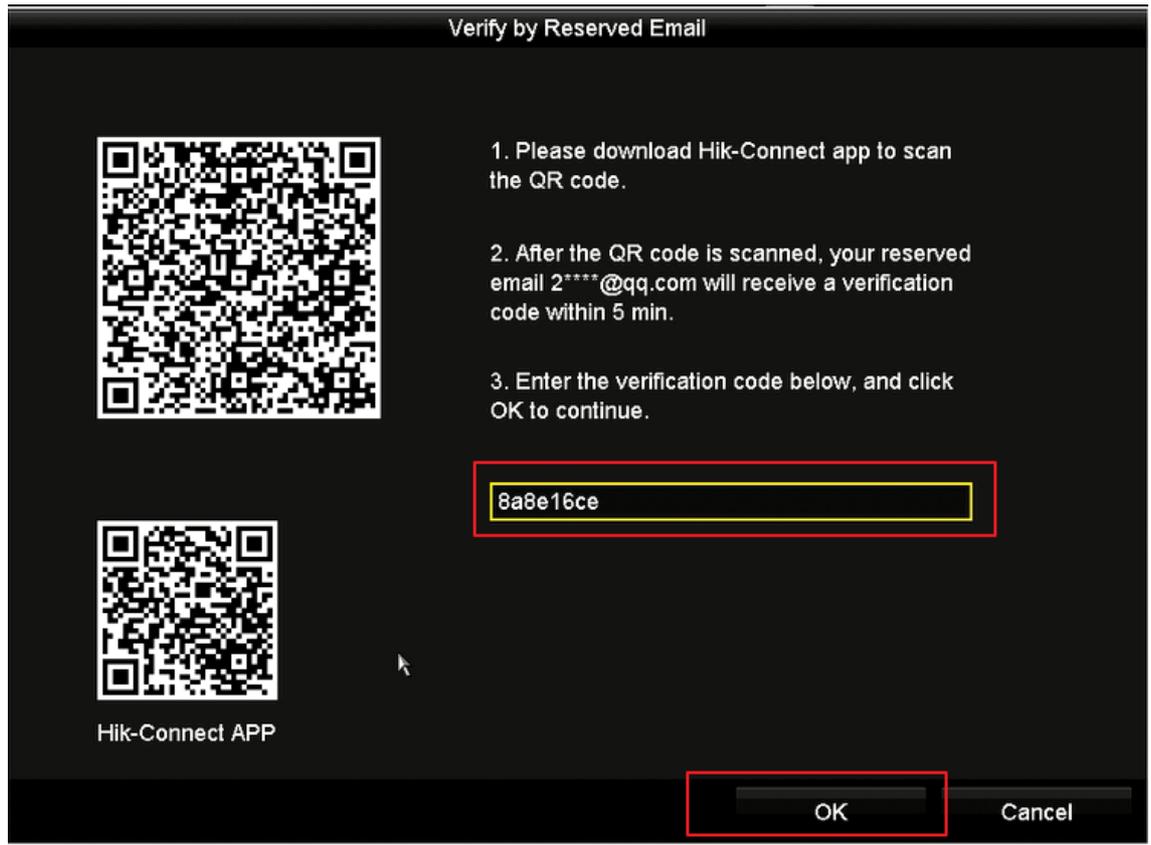


Figure.12

- 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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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.

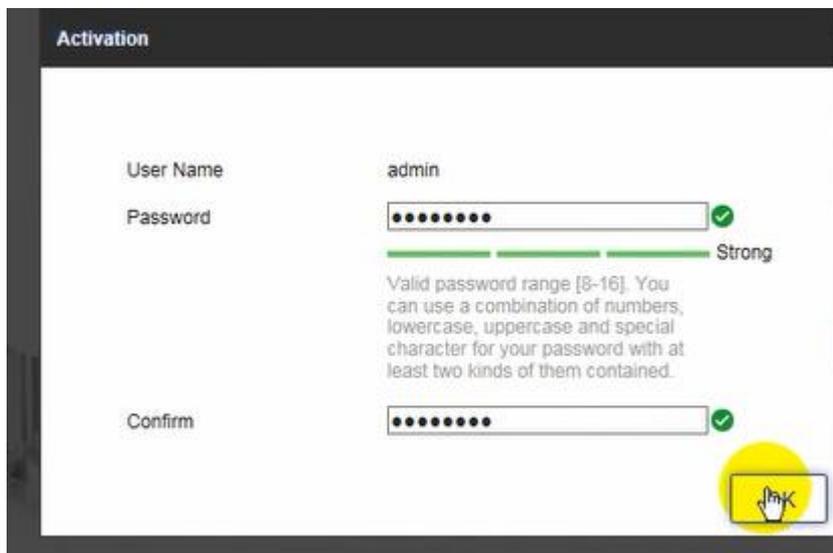


Figure.14

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



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**.

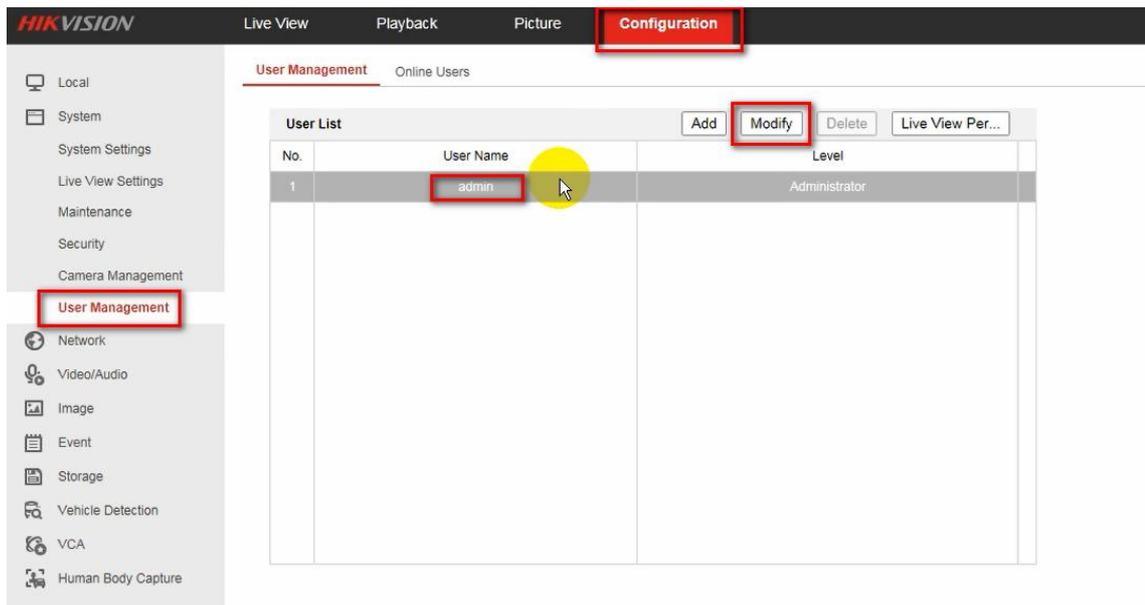


Figure.16

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

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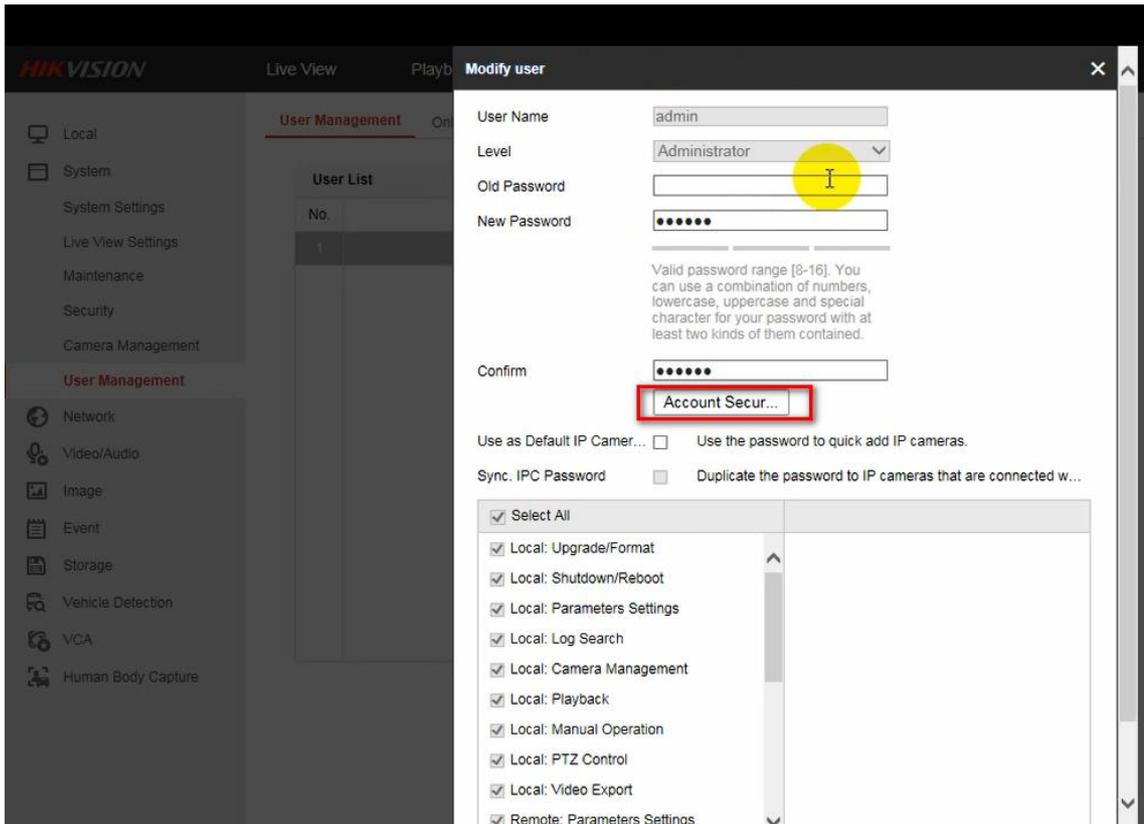


Figure.17

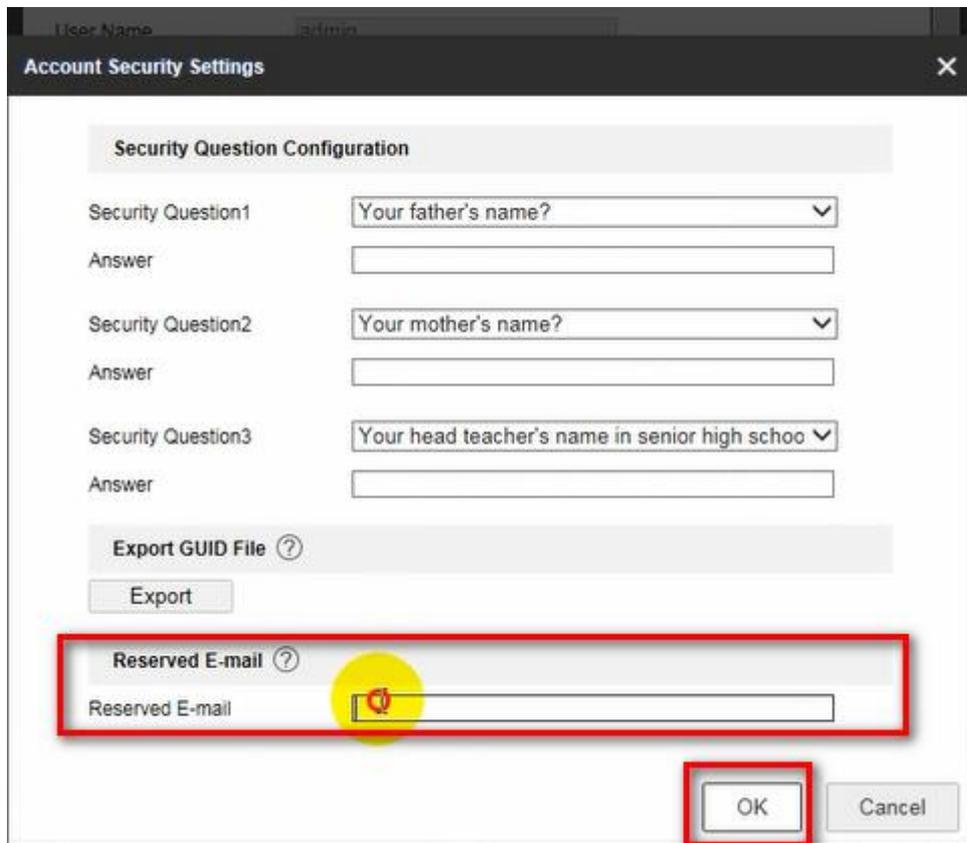


Figure.18

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

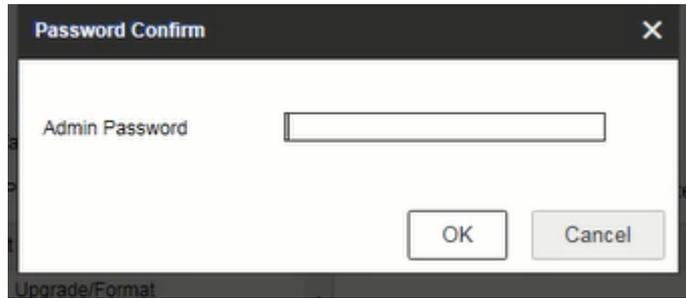


Figure.19

2) Forgot password

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



Figure.20

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

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1 2 3

Verify Identification Set New Password Complete

Verification Mode
 Security Question 1
 Answer
 Security Question 2
 Answer
 Security Question 3
 Answer

Security Question Verification
 GUID File Verification
 E-mail Verification

Your mother's name?
 Your head teacher's name in senior high school

Next Clear

Figure.21

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

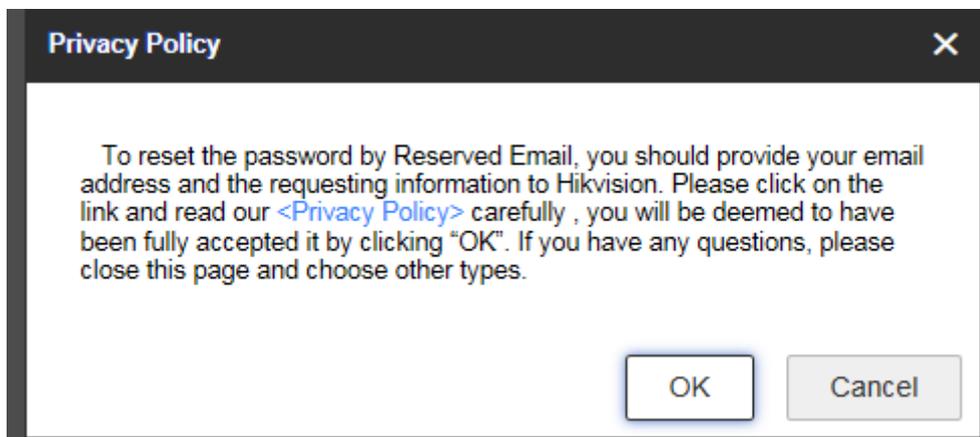


Figure.22

- 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.

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Verification Mode

E-mail Verification



Figure.23

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

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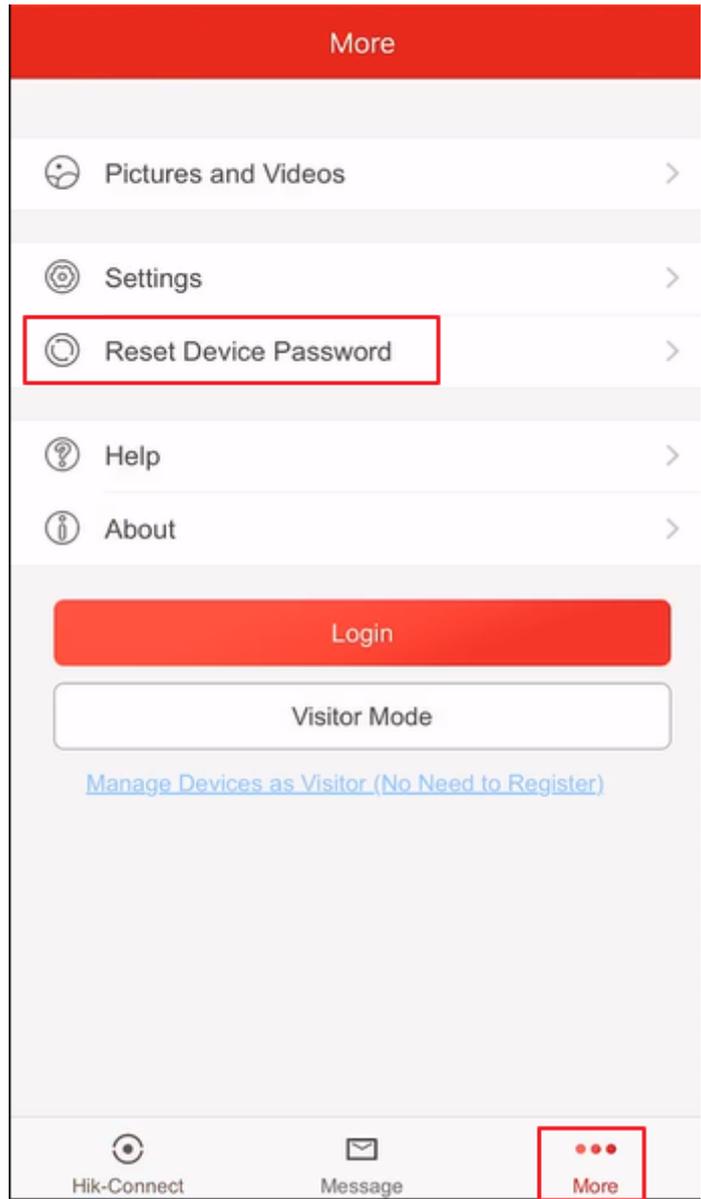


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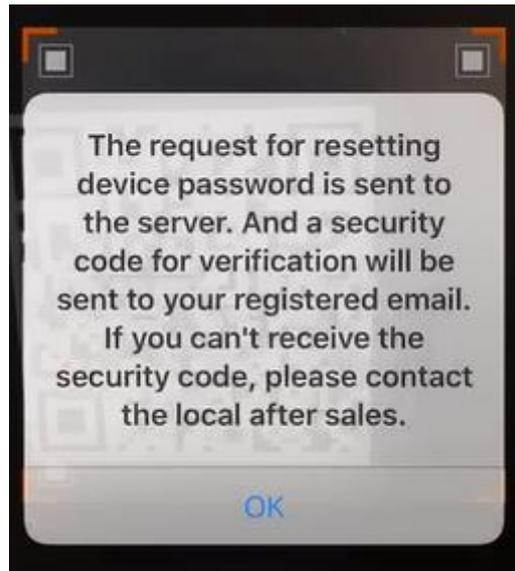


Figure.25

- 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.



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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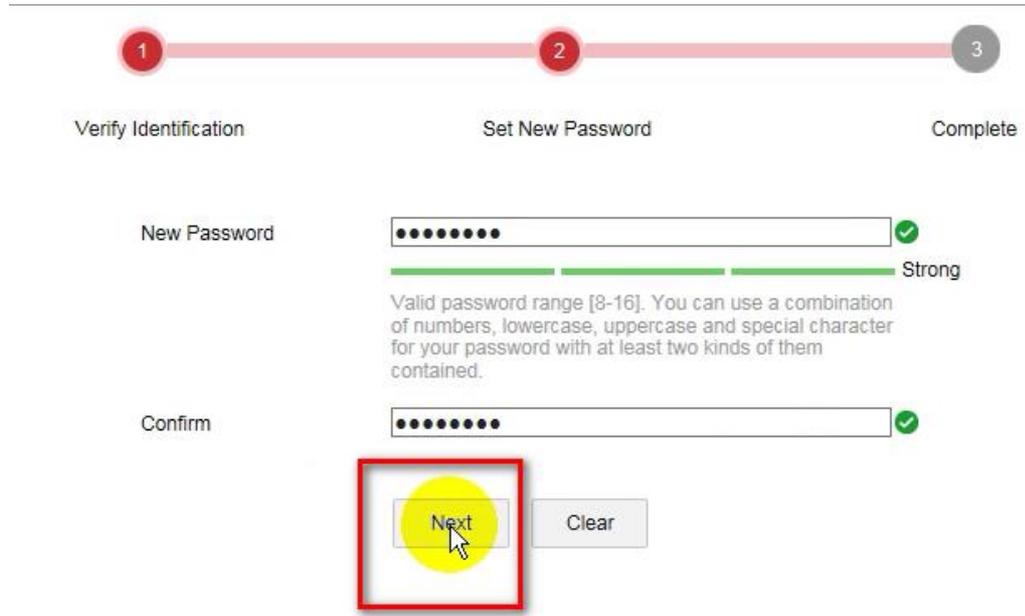


Figure.27

b) The password is reset successfully.



Figure.28

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