

18.4 Reset Password

When you forget the admin password, you can reset the password by importing the GUID file, answering security questions, or entering verification code from your reserved email .

18.4.1 Reset Password by GUID

Before You Start

The GUID file must be exported and saved in the local USB flash disk after you have activated the device or edited the admin user account.

- Step 1 On the user login interface, click **Forgot Password**.
- Step 2 Select the password resetting type to **Verify by GUID**.



NOTE

Please insert the USB flash disk stored with the GUID file to the NVR/DVR before resetting password.

- Step 3 Select the GUID file from the USB flash disk and click **Import** to import the file to the device.



NOTE

If you have imported the wrong GUID file for 7 times, you will be not allowed to reset the password for 30 minutes.

- Step 4 After the GUID file is successfully imported, enter the reset password interface to set the new admin password.
- Step 5 Click **OK** to set the new password. You can export the new GUID file to the USB flash disk for future password resetting.



NOTE

When the new password is set, the original GUID file will be invalid. The new GUID file should be exported for future password resetting. You can also enter the User>User Management interface to edit the admin user and export the GUID file.

18.4.2 Reset Password by Security Questions

Before You Start

You have configured the security questions when you activate the device or edit the admin user account.

Step 1 On the user login interface, click **Forgot Password**.

Step 2 Select the password resetting type to **Verify by Security Question**.

Step 3 Input the correct answers of the three security questions.

Step 4 Click **OK**.



NOTE

If the answers mismatch, the verification is failed.

Step 5 Create the new admin password on the **Reset Password** interface.

18.4.3 Reset Password by Reserved Email

Before You Start

Ensure you have configured the reserved email when you are activating the device or editing the admin user account.

Step 1 On the user login interface, click **Forgot Password**.

Step 2 Select the password resetting type to **Verify by Reserved Email**.

Step 3 Click **OK**.

Step 4 Obtain the verification code. There are two ways to get the verification code.

- Use Guarding Vision app to scan the QR code.
- Send the QR code to email server.
 - 1) Insert a USB flash drive to your device.
 - 2) Click **Export** to export the QR code to USB flash drive.
 - 3) Email the QR code to *pw_recovery@device-service.com* as attachment.

Step 5 Check your reserved email, and you will receive a verification code within 5 minutes.

Step 6 Enter the verification code.

Step 7 Click **OK** to set the new password.