

# How to Reset Username and Password

Use the direct unit method to reset the username and password on Hikvision DVRs and NVRs

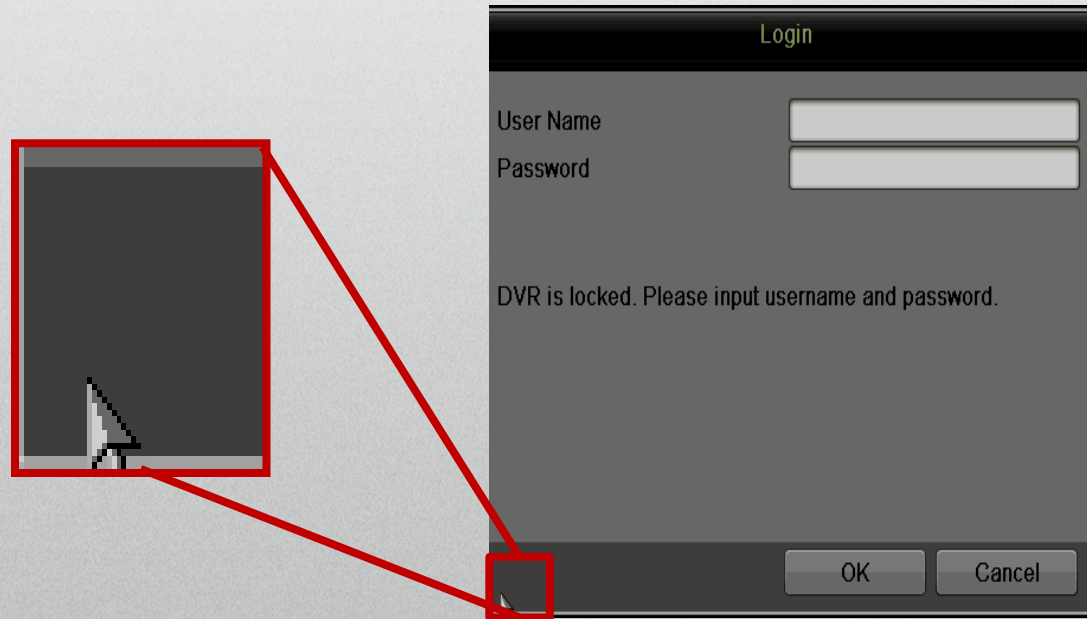


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- It is highly recommended to use the direct unit method, described in this document, when resetting the password of the NVR or DVR.
- For this process you will need a monitor and a mouse connected directly to the NVR or DVR.

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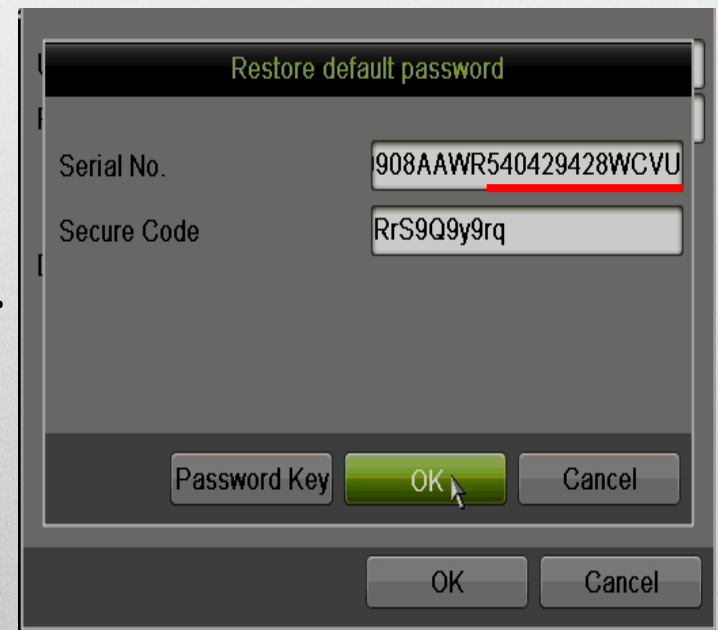
- Right click anywhere on the screen to bring up the device login window
- In the lower left corner of the login window is a hidden button, double click to bring up the restore default password box.





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- The complete serial number and system date and time must be provided to the Hikvision USA tech support team. Please send an email with [helpdesk.usa@hikvision.com](mailto:helpdesk.usa@hikvision.com)
- The Hikvision tech support will provide multiple secure codes. Secure codes are date specific.
- Input the correct secure code and click the OK button. The correct code will match the system date.



**Please note:** The serial number may be partially hidden, for example: after the AAWR in our example shown here, place the cursor in the serial number field, then click and drag to the right to reveal the remainder of the serial number

# How to Reset Username and Password

- When the secure code is entered successfully, you will be prompted to input a new username and password.
- Enter a new username and complex password
- Confirm the complex password
- Click OK to reset the device's username and password.

Activation

User Name: admin

Create New Password: \*\*\*\*\* **Complex**

Confirm New Password: \*\*\*\*\*

✓ Valid password range [8-16]. For administrator's password, please use a combination of lower case, uppercase, number and special character. For other users' password, please use a combination of lower case, uppercase and numbers.

OK Cancel



# Troubleshooting Username and Password Resetting

- **The secure code is not working.**
  - The most common issues is that the system date provided to tech support was not right. Please contact the technical support team for more guidance and information.
- **What is the system date?**
  - The system date is displayed on the live view. This is the actual date seen on the OSD of each connected camera.
- **The OSD menu was turned off, I cannot see the system date.**
  - Hikvision has a program called SADP. SADP software can find the device on the network and see internal system details. Please download the SADP program from <http://www.hikvision.com>.