

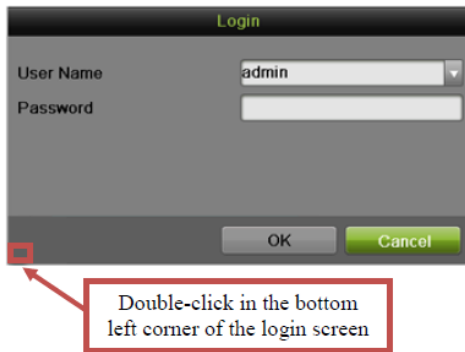
<b>Title:</b>	Password Reset Procedure via Local GUI	<b>Version:</b>	V2.0	<b>Date:</b>	121718
<b>Product:</b>	Cameras/NVRs/DVRs	<b>Page:</b>	1 of 2		
<b>Action Required:</b>	None, Information Only				

## Summary

To ensure the highest level of protection, as well as to provide more compatibility and stability, Hikvision has introduced a Password reset hidden button on the login screen.

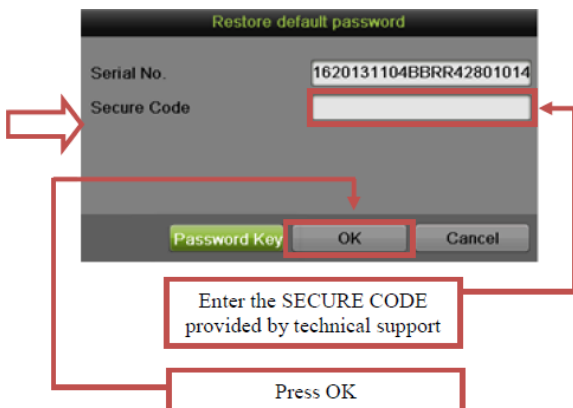
## Procedure

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



The complete serial number must be provided to the Hikvision USA tech support team. Please visit our technical support website at <https://us.hikvision.com/en/tech-support-help?select=1> and fill out the password reset request form.

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.



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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

NOTES: When this Password Reset process failed, Hikvision has a program called SADP that can help a customer to recover their password. SADP software can find the device on the network and see the internal system details. Please download the SADP program from <https://us.hikvision.com/en/support-resources/downloads/tools> and follow the instructions of how to do a [password reset via SADP Software](#).