



How to Retrieve the Password of Your Uniview NVR via EZView?

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Product:	SMB	Date:	9/26/2023

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Description

Note: This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team.

https://global.uniview.com/Support/Service_Hotline/

The methods below are based on the Web UI and GUI of camera & NVR.

Operating Steps

Step 1 Click **Forgot Password** on the login page of your Uniview product. Check what info you can see on that page.



If the email showing below the QR code is yours, you can use EZView or EZLive to retrieve the password of this device by yourself. (Refer to **step 2**)

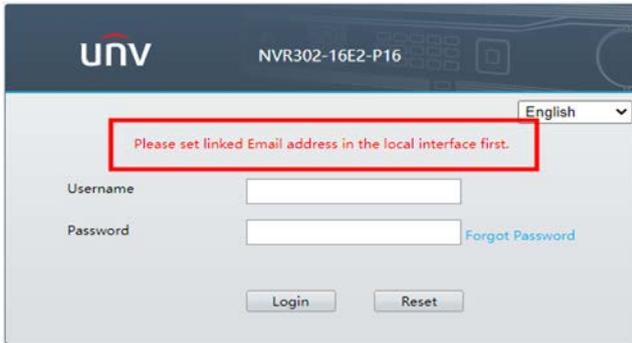
If the email showing below the QR code is NOT yours or you do not have any access to that email, please take a screenshot of this QR code and send to service@uniview.com so that we can help you get a security code to log in.



If you forget your password for an NVR and get the following notification when you click Forgot Password on the web interface, please go to the NVR's monitor/GUI to set

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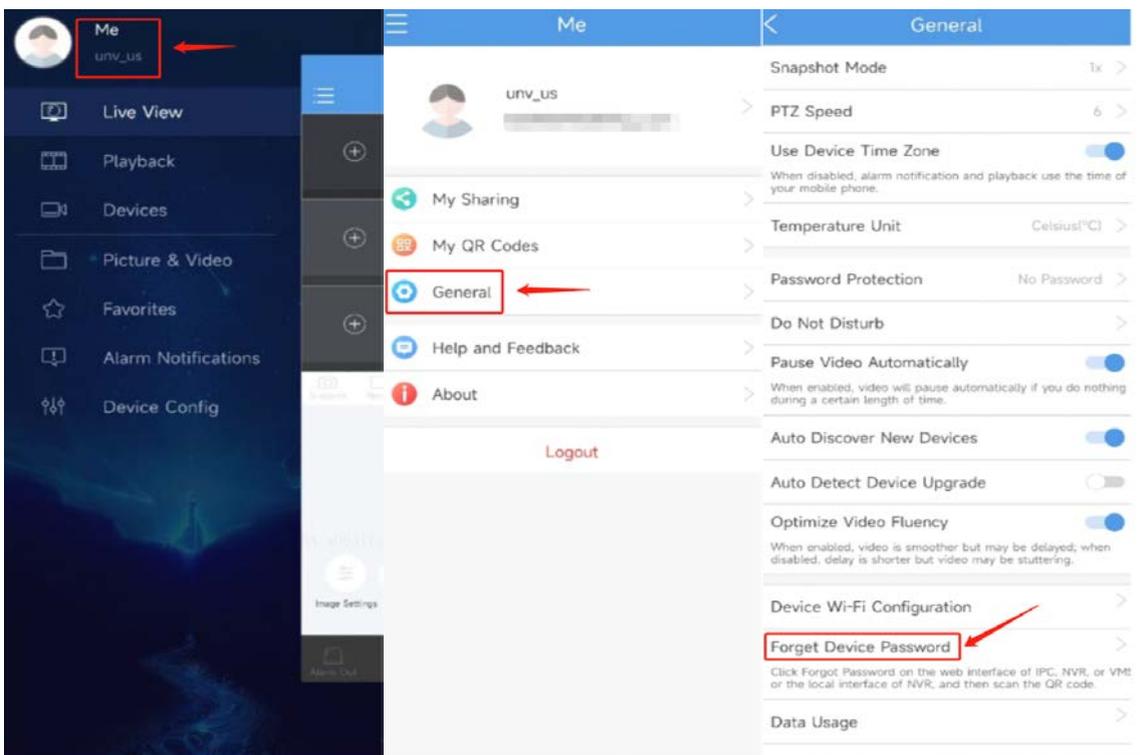
a linked email for you to retrieve the password first.



Click **Forgot Password** on your NVR's GUI and set an email address for retrieving password.



Step 2 Retrieve the password of your device by yourself on EZView under **Me>General>Forgot Device Password**. Scan the QR code on the **Forgot Password** page on the monitor so that it will send a security code to the linked email.



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Note:

1. You can also get the security code by uploading a picture of the QR code of an NVR on the monitor or forgot password page of your cameras from **Forgot Device Password** page.
2. The security code may sometimes go to the spam folder of your email, so please do not forget to check there to see whether you got the security code for you.

