



How to Retrieve the Password of Your Uniview NVR via UNV-Link?

Title:	How to Retrieve the Password of Your Uniview NVR via UNV-Link?	Version:	V1.0
Product:	SMB	Date:	7/15/2024

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Description

Note: This method is applicable in most scenarios. If this method does not solve your problem, it is recommended to consult our Tech Support Team.

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

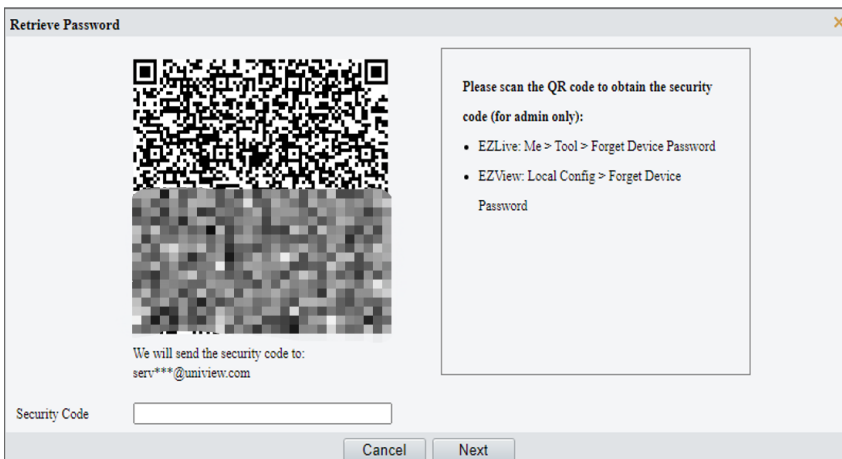
Operating Steps

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



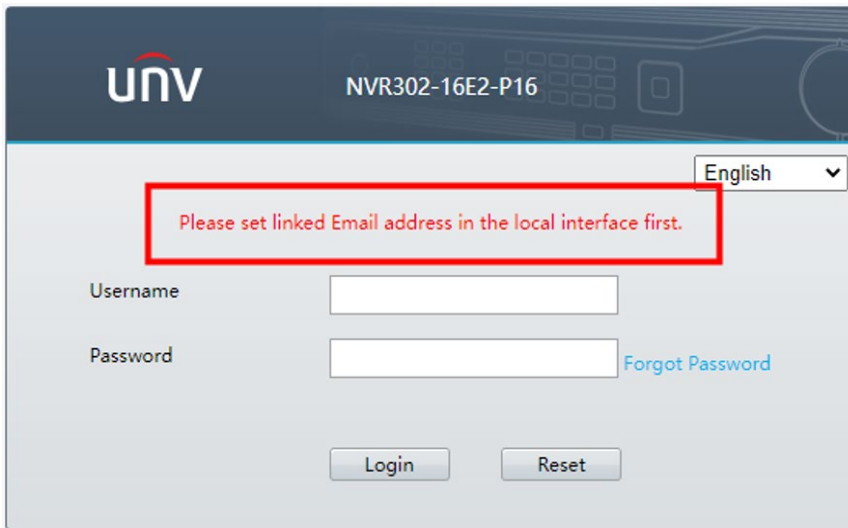
If the email showing right below the QR code is yours, you can use UNV-Link to retrieve the password for this device by yourself. (Refer to **step 2**)

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.

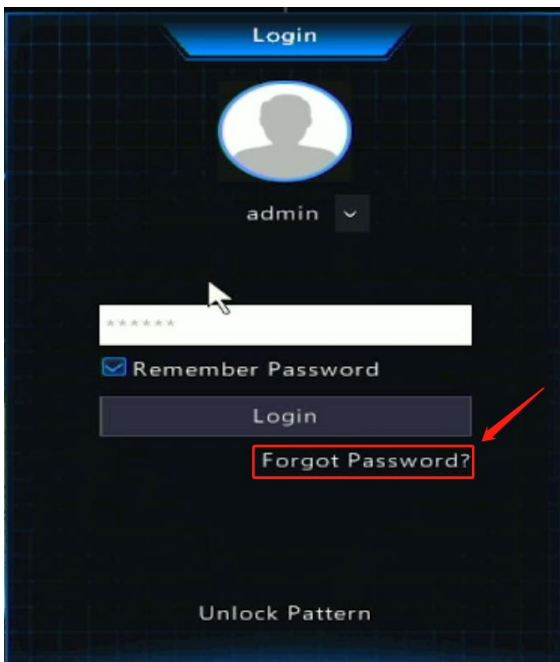


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If you forget your password for an NVR and get the following notification when you click **Forgot Password** on the web interface, please go to the NVR's monitor/GUI to set a linked email first for you to retrieve the password.

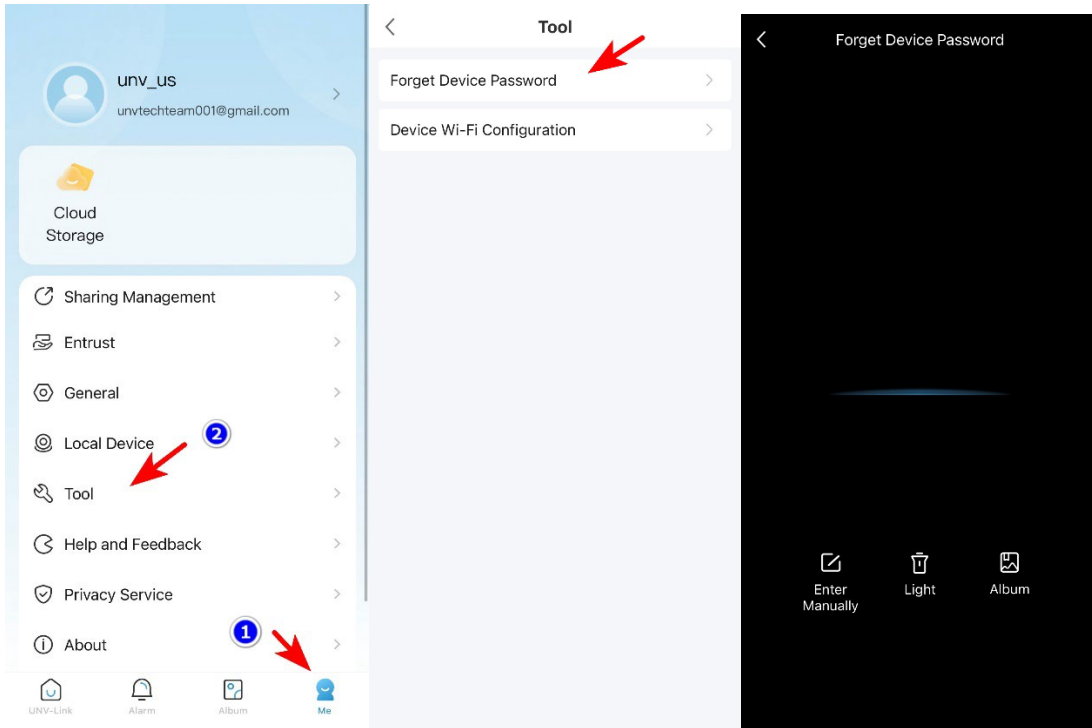


Click **Forgot Password** on your NVR's GUI and set an email address for retrieving password. Then type in your Email address.



Step 2 Retrieve the password of your device by yourself on UNV-Link. Under **Me>Tool**, click on **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:

The security code may sometimes go to the spam folder of your email, so please do not forget to check the spam folder to see whether you got the security code.