



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:	V1.1
Product:	SMB	Date	4/25/2025

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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/

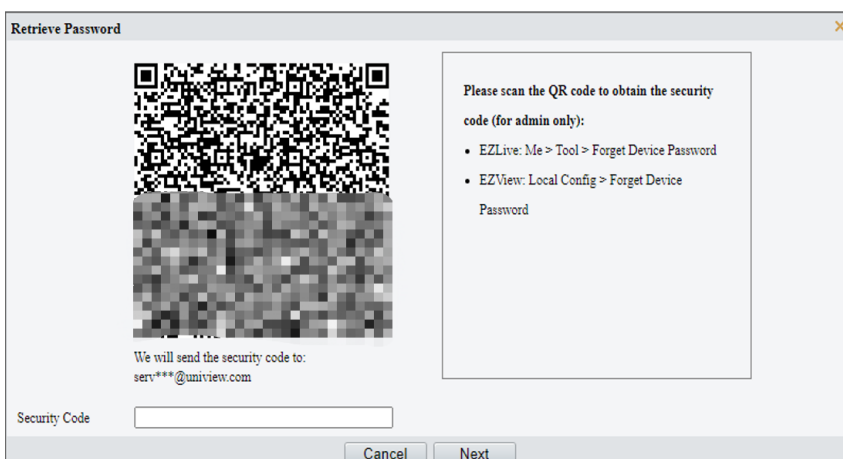
Operating Steps

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:





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Please check device SN and system date/QR code on the Forgot Password page, go to Uniview's official website, and submit a login password recovery request.

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

Note: This operation can only be performed on a computer.

By requesting a password reset for your Uniview product(s) via submit a login password recovery request, you acknowledge that you are authorized to initiate the password reset and take full responsibility for this action.

Tutorial Document:

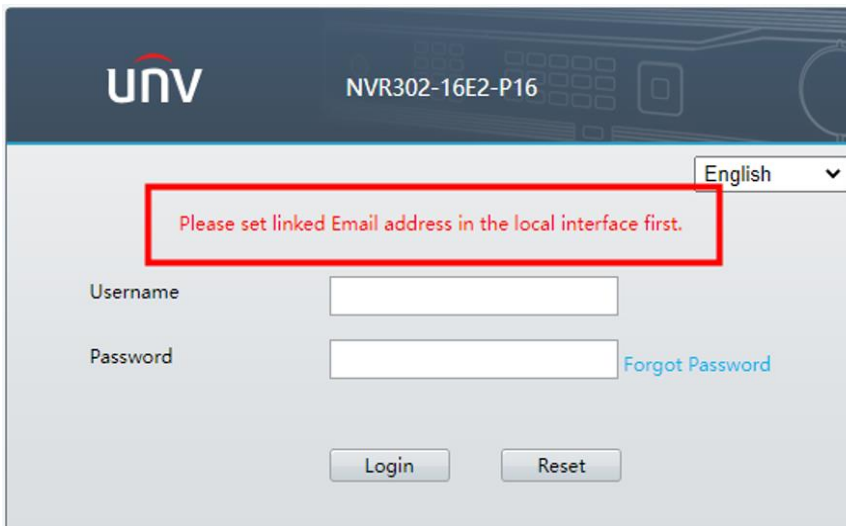
How to find the device SN/Current System Date/Password Retrieve QR Code?

https://global.uniview.com/Support/FAQ/IPC/202308/974061_168459_0.htm

How To Submit A Login Password Recovery Request on Uniview's Official Website?

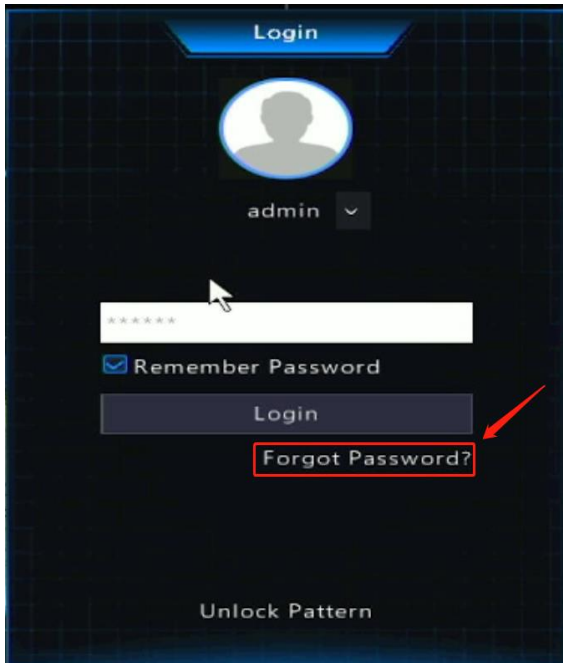
https://global.uniview.com/Support/FAQ/NVR/202504/1013681_168459_0.htm

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.

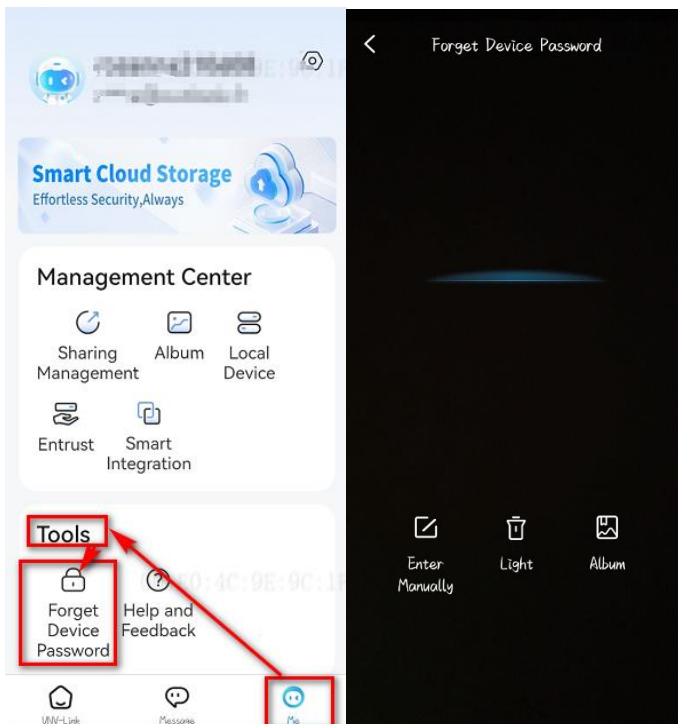


Click **Forgot Password** on your NVR's GUI and set an email address for retrieving password. Then type in your Email address.

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



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.