# How to Reset the Password of My EZCloud and EZView Account?

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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/
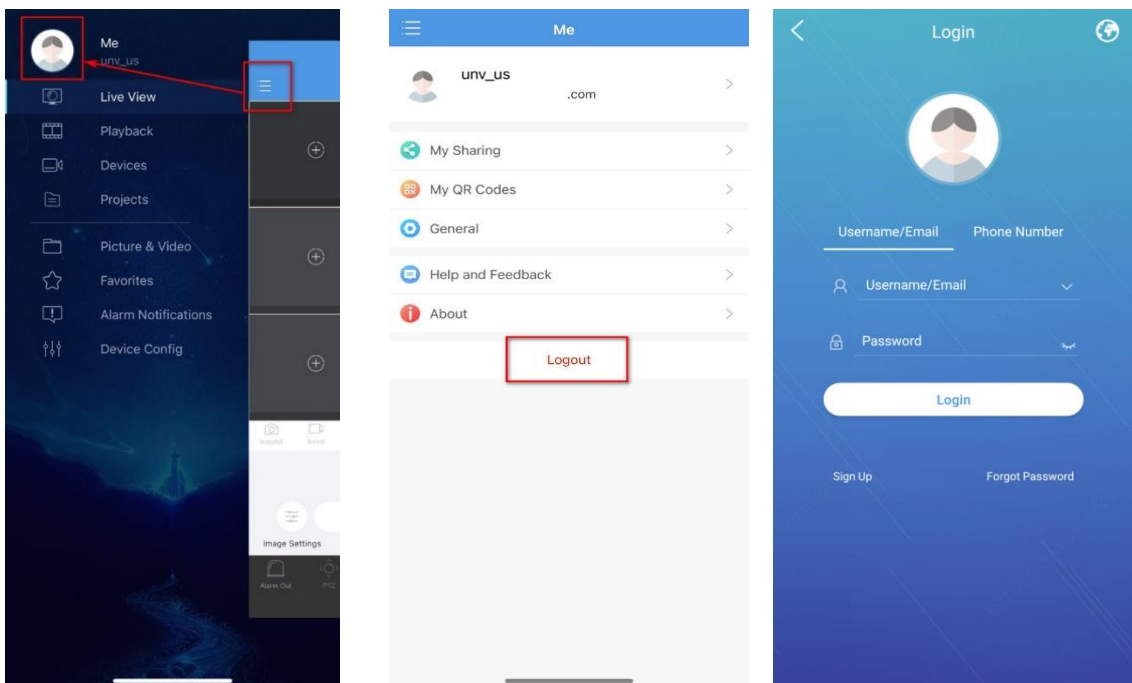
## Operating Steps

The password of your EZCloud/EZView account can be reset on the app itself or on the EZCloud website.

*Note:*
*1. The verification code may go to the spam folder in your email. Do not forget to check there as well.*
*2. The EZView account is indeed the EZCloud account.*
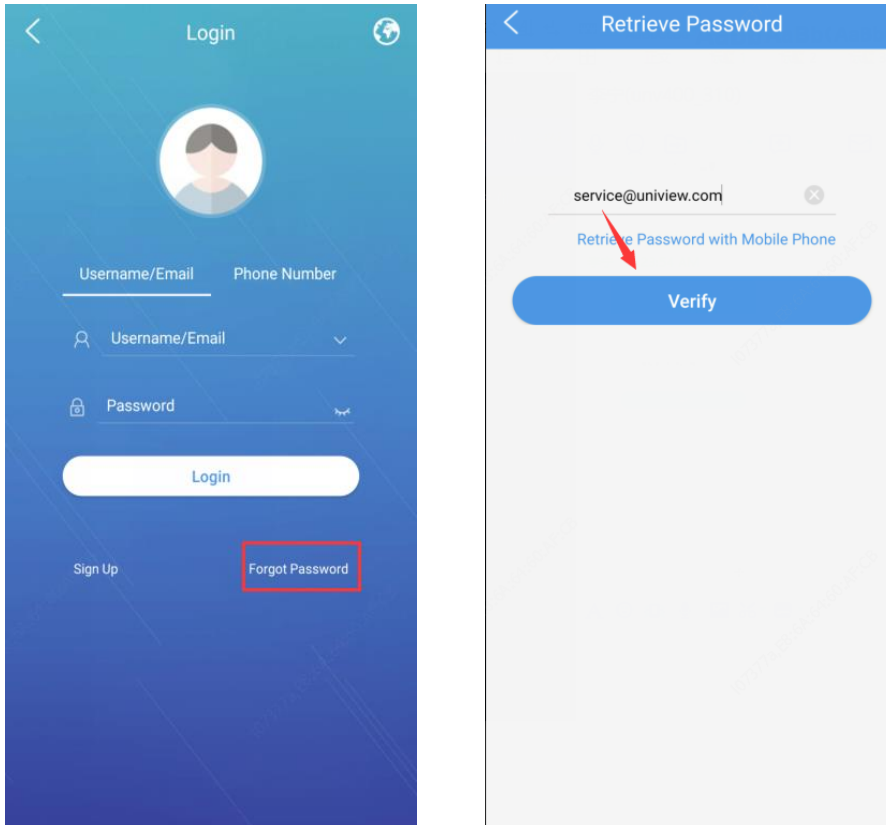
**Reset on EZView**

**Step 1** Open EZView and click the top left corner to go to the main menu. Click **Me** on the top to log out so it will bring you to the login page.



**Step 2** Click **Forgot Password** and enter the Email address or phone number you used to sign up for the EZView account.
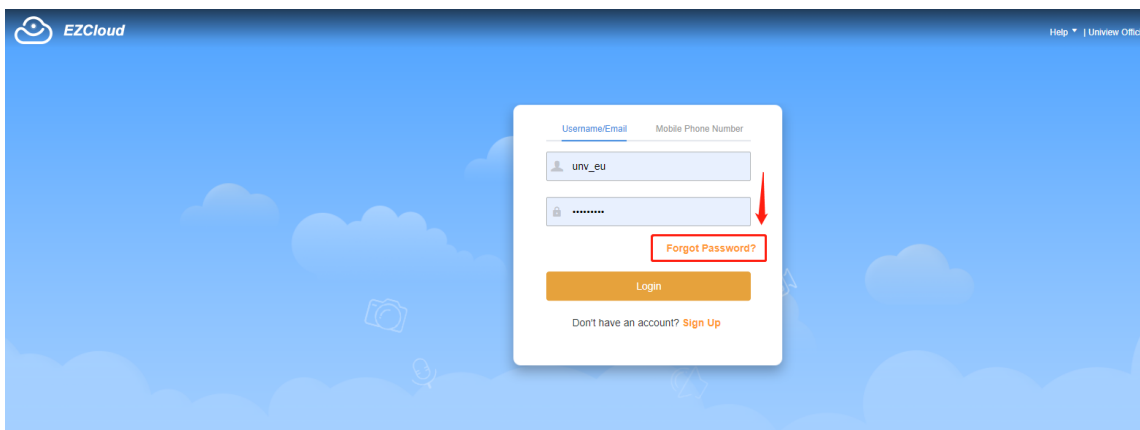
Click **Verify** and find the verification code in the email or phone number you used just now. You can use that code to reset the password of your EZView.

## Reset on EZCloud website

**Step 1** Go to the login page of EZCloud website https://global.ezcloud.uniview.com/login . Click **Forgot Password**.



**Step 2** Enter the Email address you used to sign up the EZView/EZCloud account before and click Acquire. A verification code will be sent to your email. You can input the verification code and click on **Next** to reset the EZView password.

If you sign up using a phone number before, please click the **Use mobile phone number to retrieve password**.