# How to retrieve the password or forgot your password

This is user manual can be referred both for NVR Kits and Single NVR

Default User Name and Password:

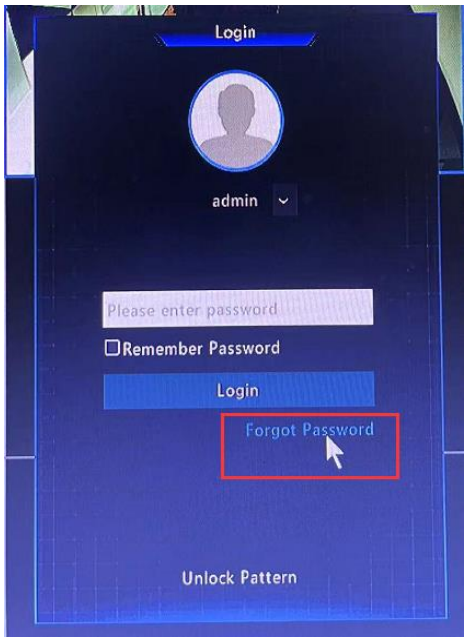
1. 8ch and 16ch system: default user name: admin, default password: 123456
2. 32ch system: default user name: admin, default password: 1234@abcd

Forgot password or reset password

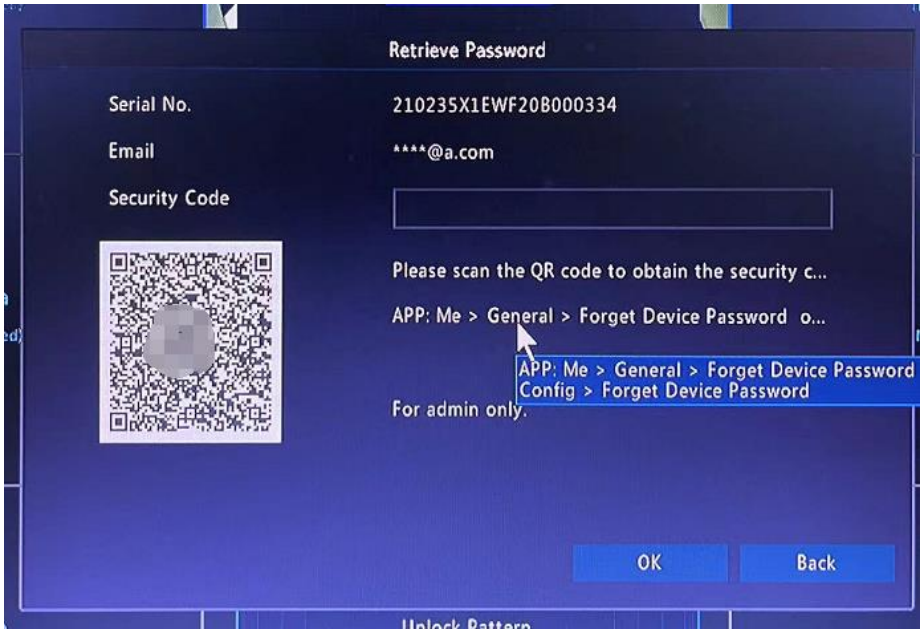
1-1: Click “Forgot Password” in the login page. (PIC 1);

1-2: It comes a page and request to input your email address (PIC 2).

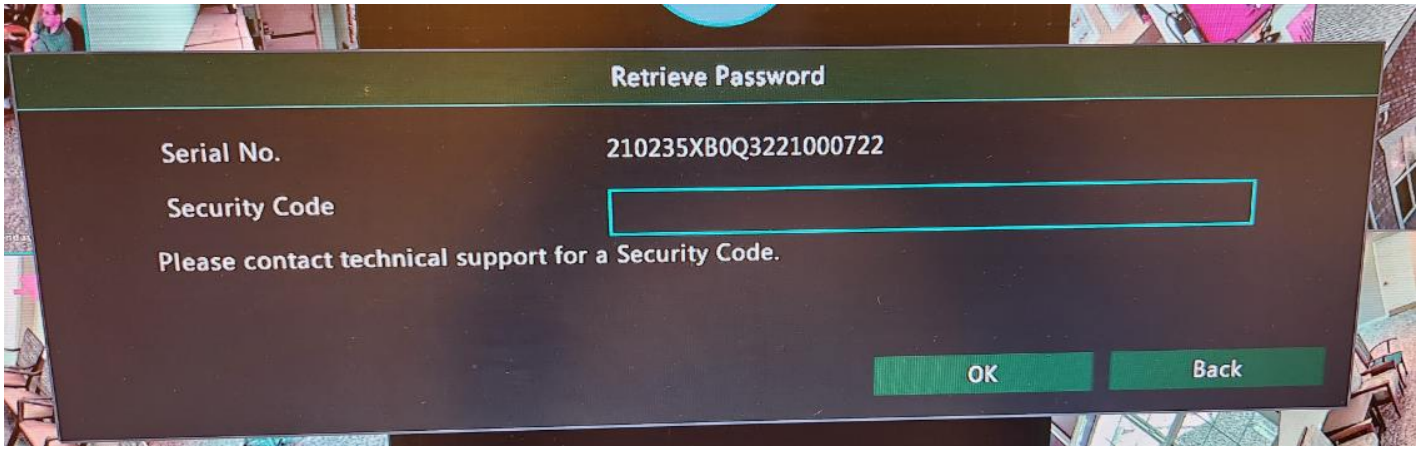
**Note:** For some versions without QR code or email, it’s just a Serial No. like PIC 3, please take a picture of your serial no. like PIC 3 and send to our technical support, we will send you security code accordingly.




PIC 1



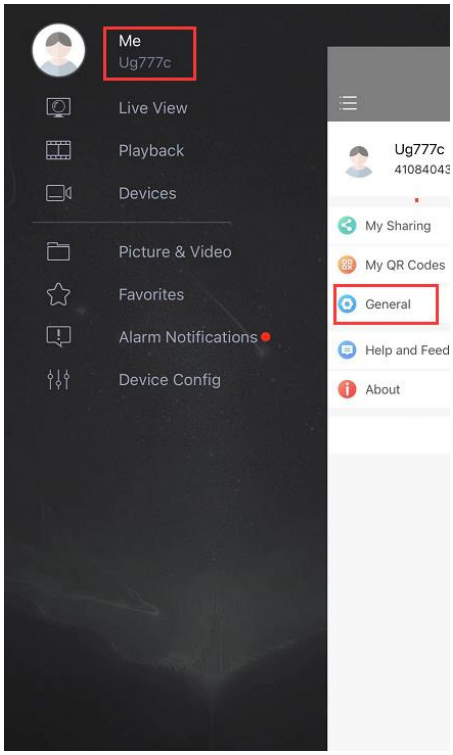

PIC 2

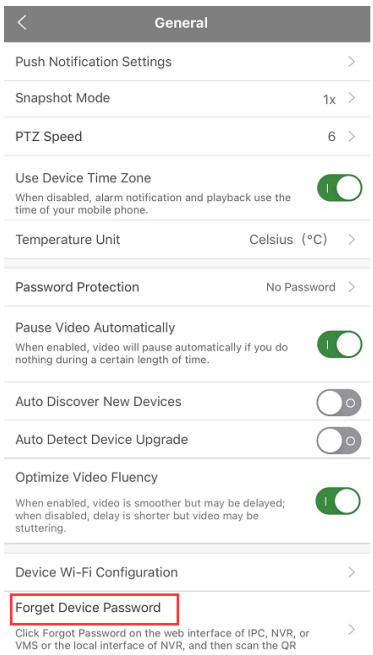


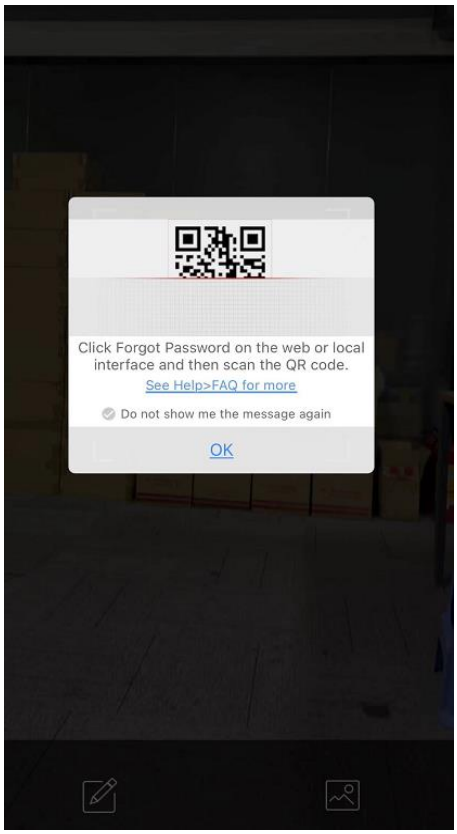

PIC 3

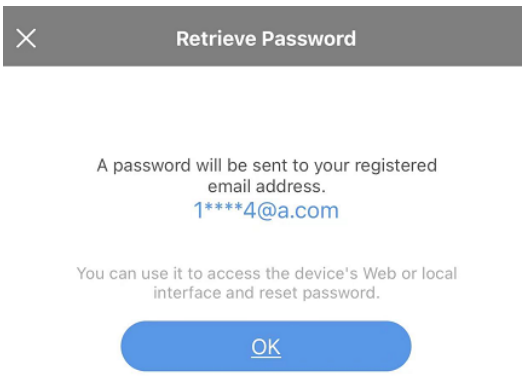
1-3: User our “Guard Viewer” App. Steps as following pictures.

Click “Me”>” General”>” Forget Device Password”, then scan the QR code, and security code will be sent to your email that input in step 1-2.



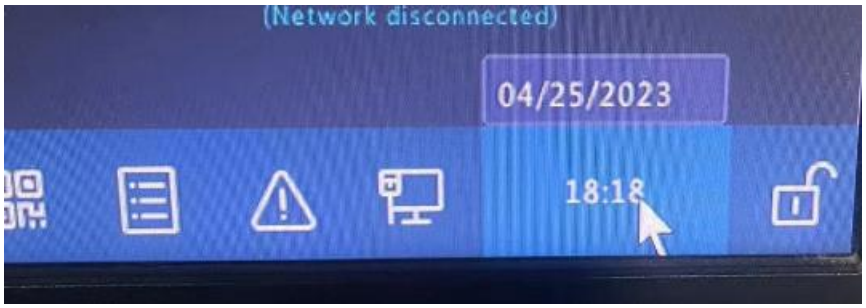



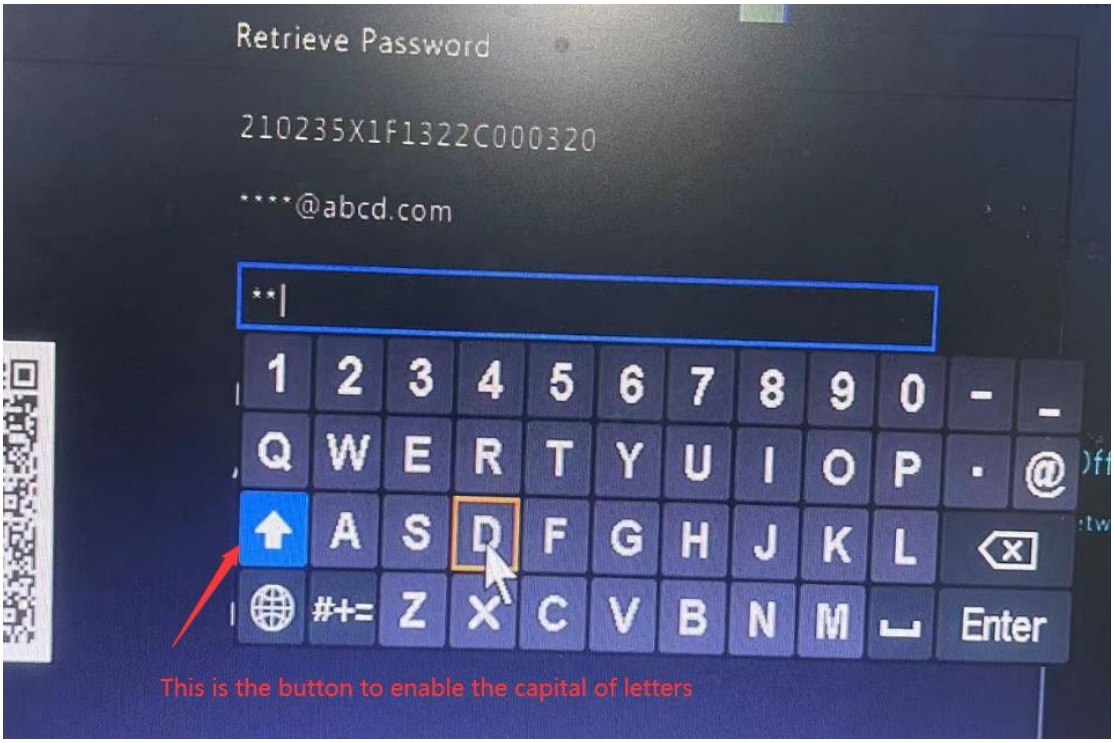



After we get the security code, we need to input into your NVR for verification and then reset the new password. When we input the security code, please mind the capital or lowercase of the letters.

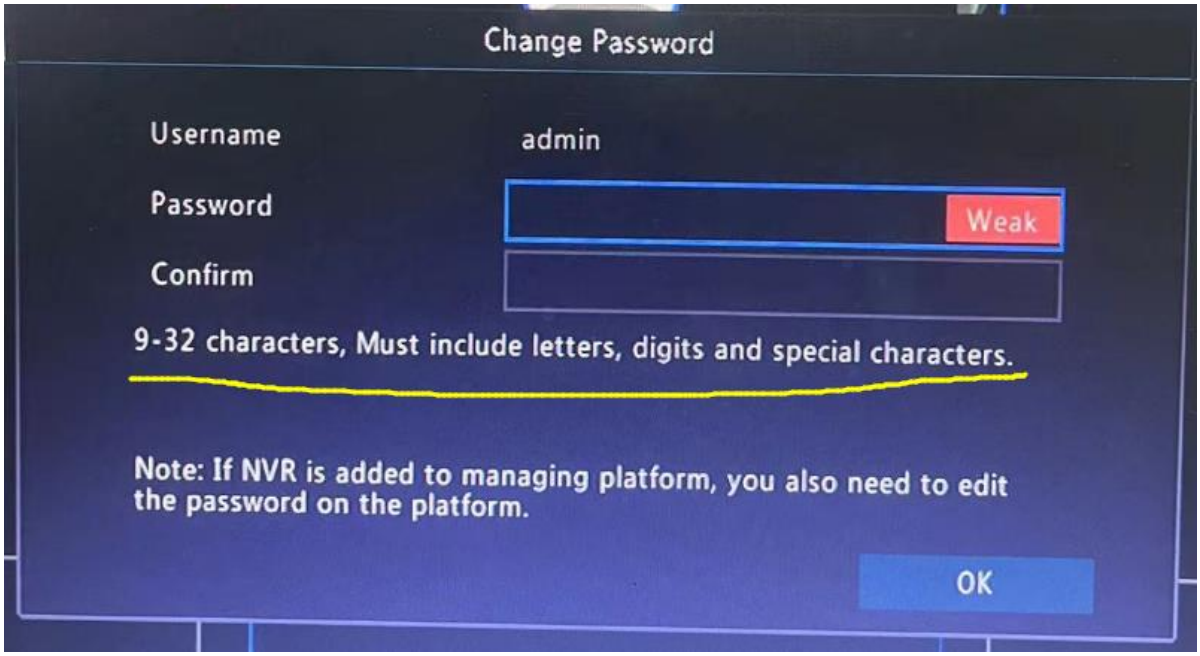
For the security that provided by date. You need to check your NVR's date firstly like picture below.



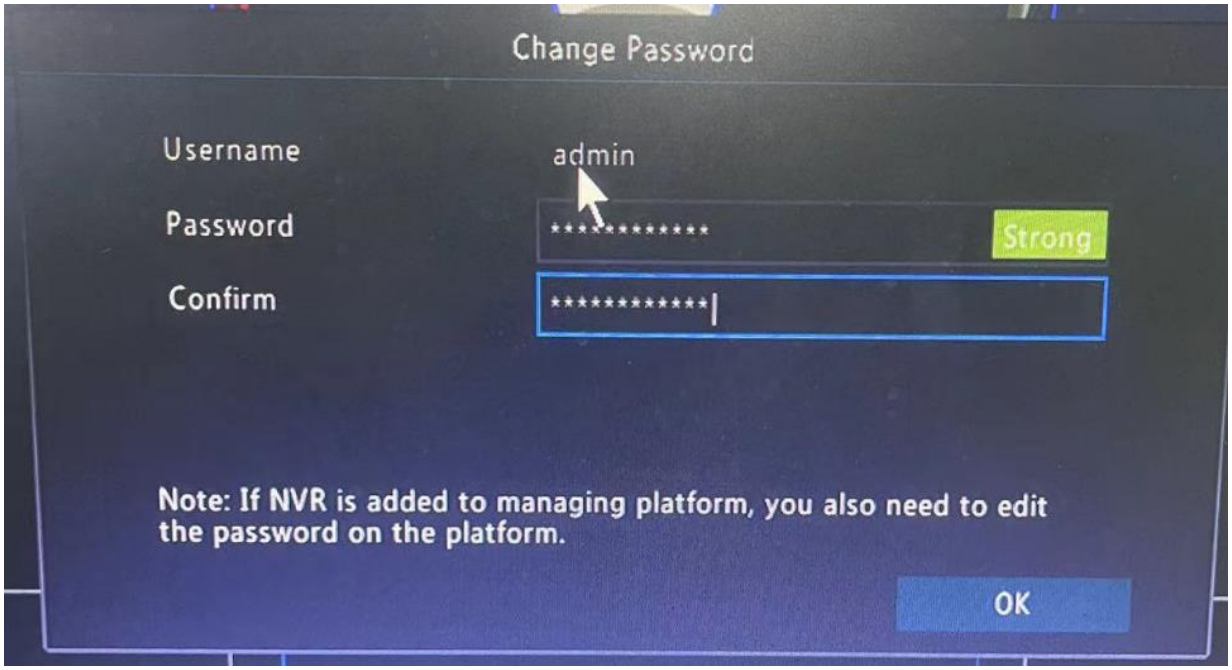

Input the security code as below:



When we login with the security code, it will let you reset a new password.
Note: The new password must include letters, digits and special letters




And then let's set a new password as requested, when it's indicates "Strong" means new password available.




Then you can login the system with the new password.