

How to retrieve the password or forgot your password of GWSECU

This document is guiding GWSECU User to retrieve the password if you forgot the password to login your system. Please contact our technical assistance via email support@gwsecu-cctv.com if any questions.

Default User Name and Password:

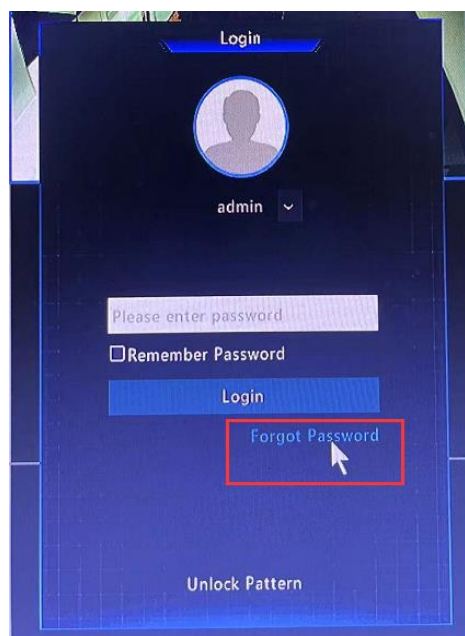
1. 8ch and 16ch system: default user name: admin, default password: 123456
2. 32ch system: default user name: admin, default password: 1234@abcd

Forgot password or reset password

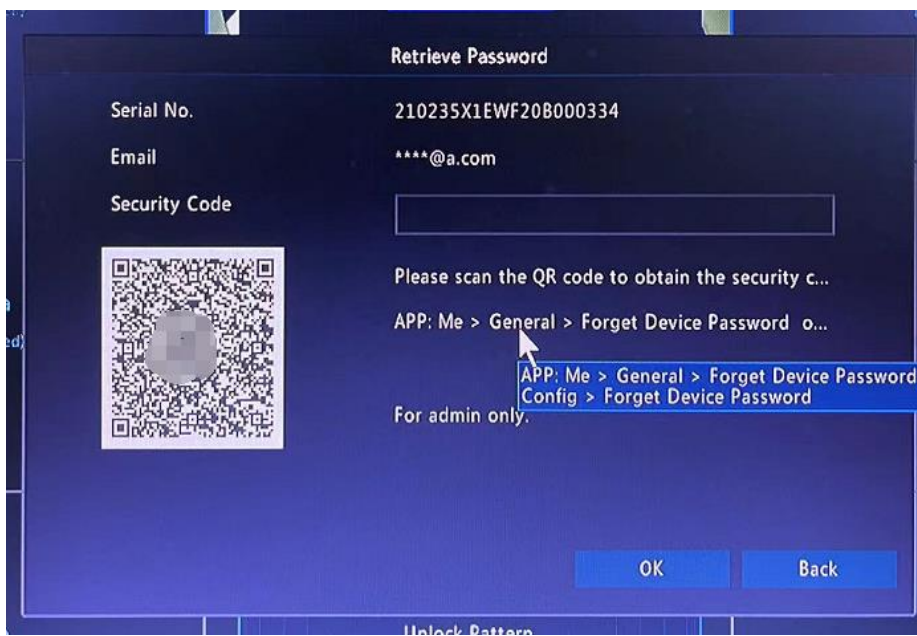
1-1: Click “Forgot Password” in the login page. (PIC 1);

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

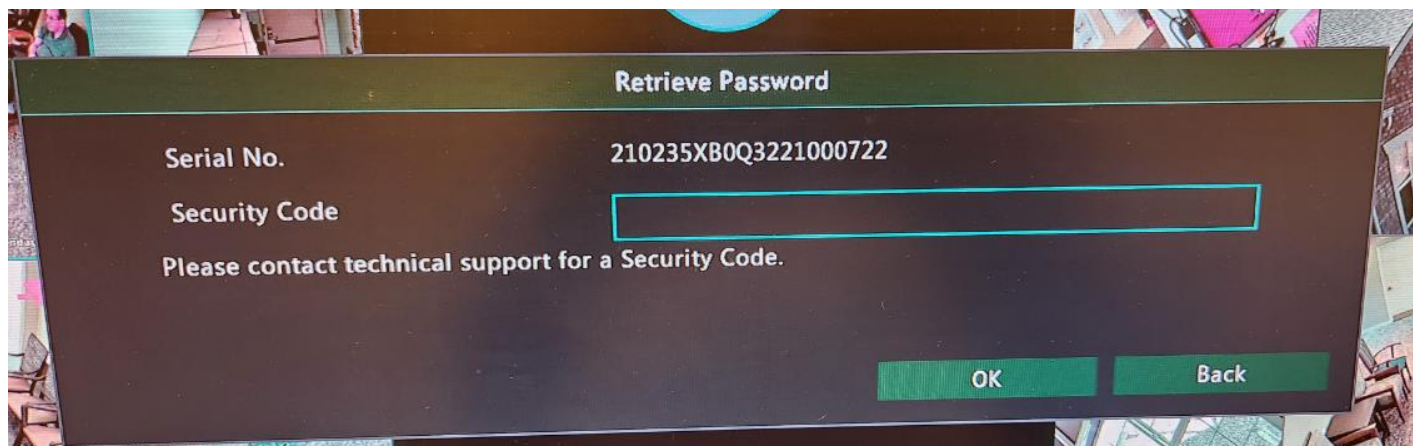
Note: For some versions without QR code or email, it's just a Serial No. like PIC 3, please take a picture of your serial no. like PIC 3 and send to email support@gwsecu-cctv.com, we will send you security code accordingly.



PIC 1



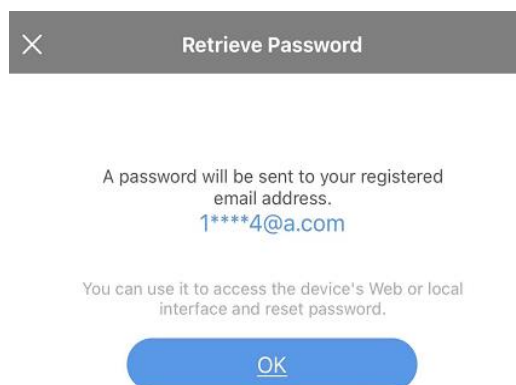
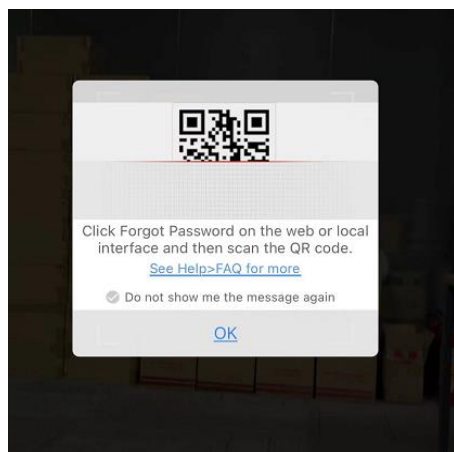
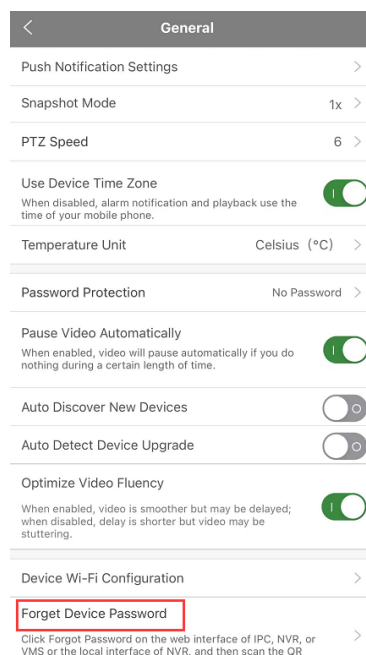
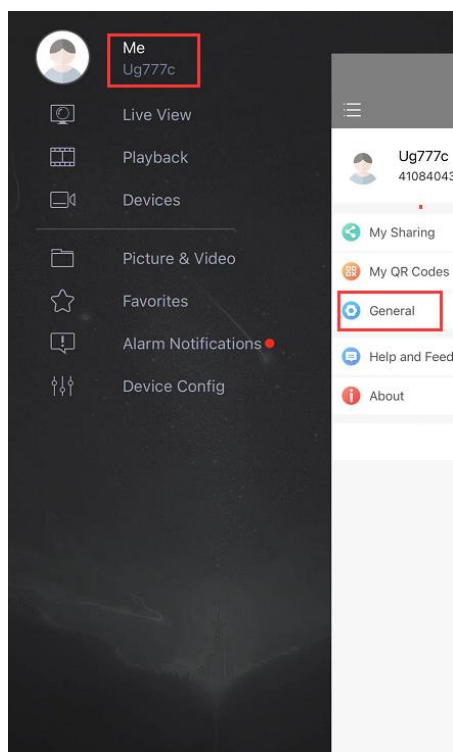
PIC 2



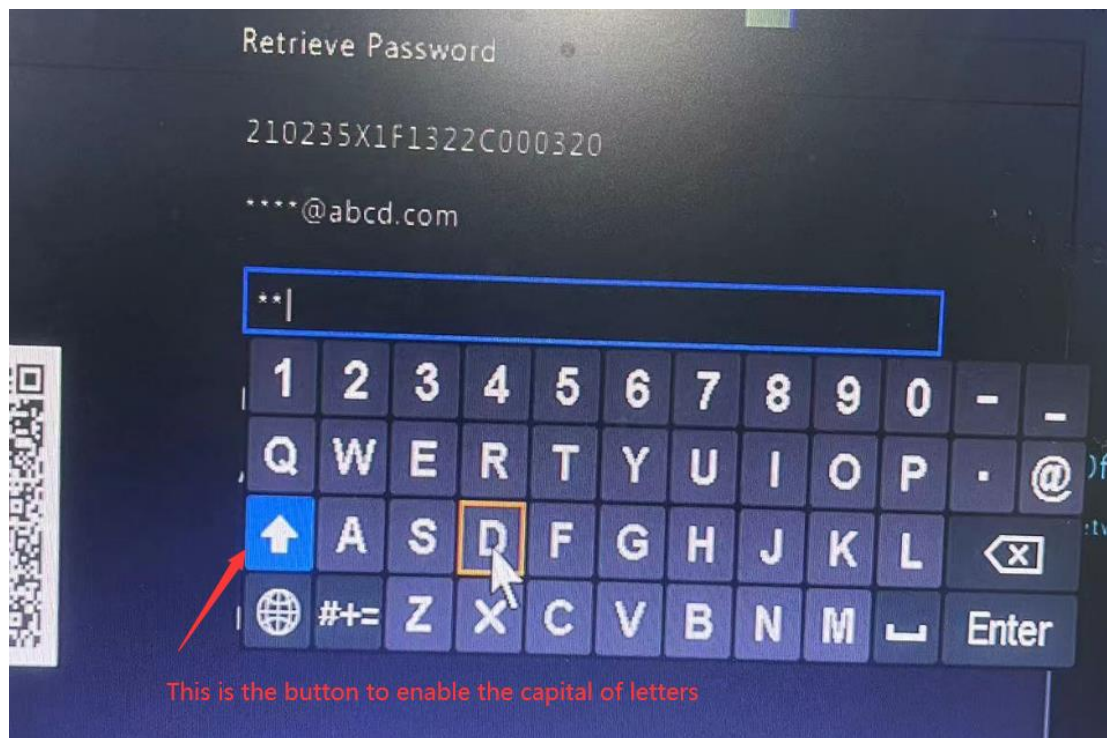
PIC 3

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.**



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

Change Password

Username admin

Password Weak

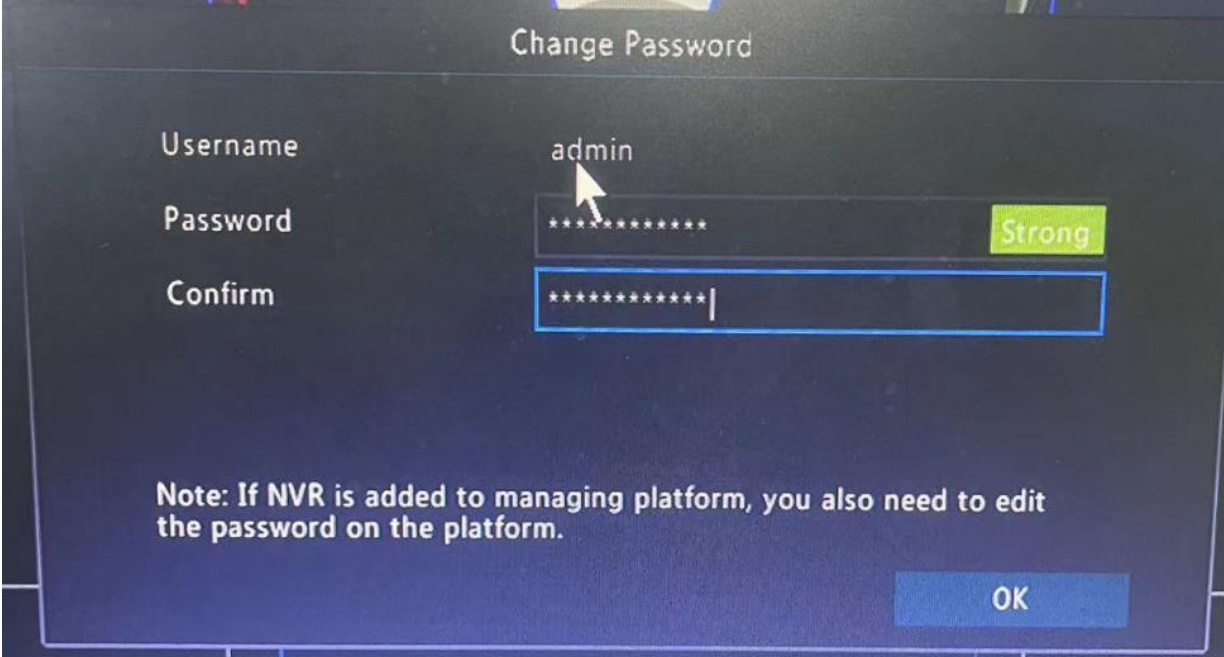
Confirm

9-32 characters, Must include letters, digits and special characters.

Note: If NVR is added to managing platform, you also need to edit the password on the platform.

OK

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



A screenshot of a "Change Password" dialog box. The dialog has a dark blue background with white text. At the top, the title "Change Password" is centered. Below the title, there are three input fields: "Username" with the value "admin", "Password" with masked characters "*****", and "Confirm" with masked characters "*****". A yellow box labeled "Strong" is positioned to the right of the Password field. A mouse cursor is pointing at the Password field. At the bottom right, there is a blue button labeled "OK". Below the input fields, there is a note: "Note: If NVR is added to managing platform, you also need to edit the password on the platform."

Change Password

Username admin

Password ***** Strong

Confirm *****

Note: If NVR is added to managing platform, you also need to edit the password on the platform.

OK

Then you can login the system with the new password.