



# **Password Resetting Quick Guide**

**(How to use Hikvision Overseas Password Resetting Platform for password resetting)**

**HIKVISION SUPPORT TEAM**

**Version: 1.01**

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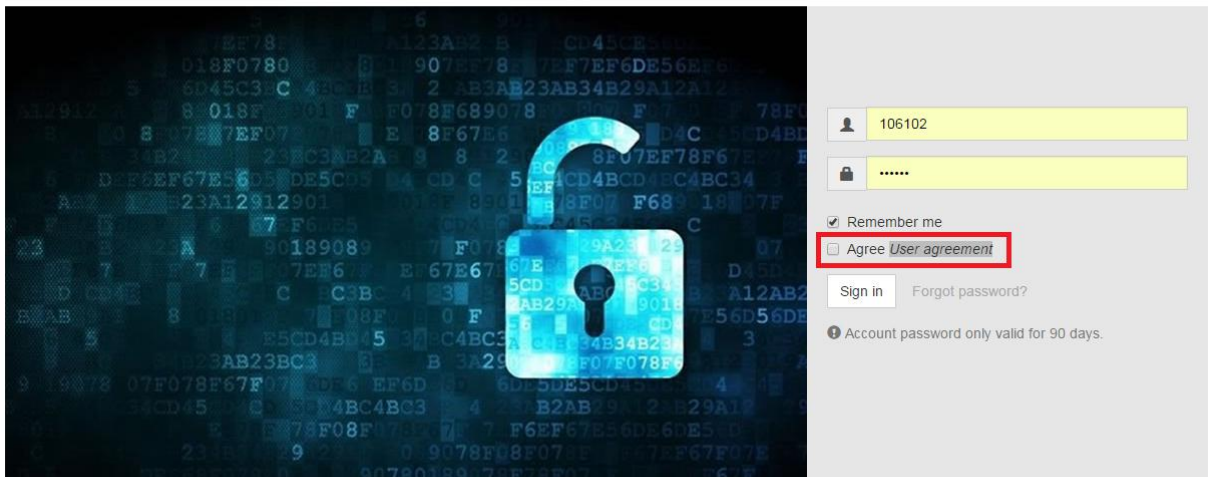
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## Login

Visit <https://pw-en.hikvision.com> and input username/password

**HIKVISION** | Hikvision Overseas Password Resetting Platform



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### Login Interface

#### NOTES:

**Don't forget to check the 'User agreement'. This means that you agree with the 'HIKVISION MATERIALS LICENSE AGREEMENT'.**

Welcome, ABC | [Quit](#)


**HIKVISION** | Hikvision Overseas Password Resetting Platform

Home

Home / My Hikvision

My Hikvision

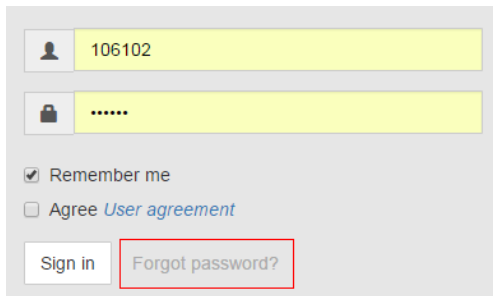
- Password Resetting —
- Password Resetting
- Resetting Record
- Personal Center —
- Account
- Account Password
- Login Record

 Welcome ! ABC

Home Page

**NOTES:****If you forget the account password**

1. Click 'Forgot password' button at login interface.



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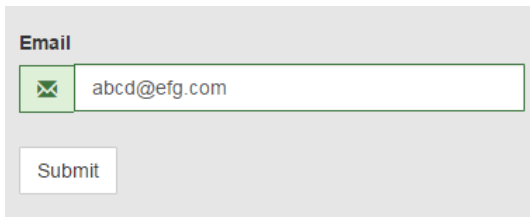
.....

Remember me


Agree [User agreement](#)

Sign in **Forgot password?**

2. Enter the registered email address.

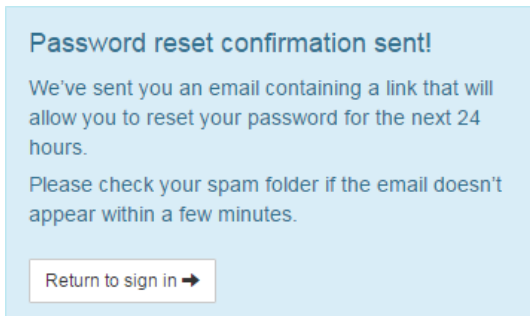


Email

 abcd@efg.com

Submit

3. Click 'Return to sign in' button to get the URL for account password resetting.



**Password reset confirmation sent!**

We've sent you an email containing a link that will allow you to reset your password for the next 24 hours.

Please check your spam folder if the email doesn't appear within a few minutes.

Return to sign in →

We heard that you lost your Hikvision password. Sorry about that!

But don't worry! You can use the following link within the next day to reset your password:

[http://pw-en.hikvision.com/password\\_reset?id=5&code=f21b45007de31b391e4910db7f9aaf19](http://pw-en.hikvision.com/password_reset?id=5&code=f21b45007de31b391e4910db7f9aaf19)

If you don't use this link within 24 hours, it will expire. To get a new password reset link, visit [http://pw-en.hikvision.com/password\\_forgot](http://pw-en.hikvision.com/password_forgot)

## Password Resetting

### Password Resetting (New Procedure)

For new password strategy devices, use 'New Procedure' for password resetting:

[Home](#) / [Password Resetting](#)

Password resetting (new procedure) interface

### Password Resetting (Old Procedure)

For old password strategy devices, use 'Old Procedure' for password restoring:

Home / Password Resetting

### My Hikvision

- Password Resetting
- Password Resetting**
- Resetting Record
- Personal Center
- Account
- Account Password
- Login Record

## Password Resetting

New Procedure Old Procedure

✔ Success!

\* **Serial Number** DS-2CD4524FWD-I2M20150511CCWR! **Input complete serial number**

\* **Date** 2015-09-16 **Input the date of password restoring**

**Security Code**

Security Code : RRz9zRz99e Valid for : 16/09/2015  
 Security Code : R9Sqrz99qy Valid for : 17/09/2015  
 Security Code : eSq9ySSzS Valid for : 18/09/2015  
 Security Code : RqdyerqSSq Valid for : 19/09/2015  
 Security Code : RQyy9qeRyz Valid for : 20/09/2015

\* **Email** fujjaqi@hikvision.com  
 For receiving verification code

\* **Mobile Number** 86 1234567890  
 Country code. Mobile number.(For receiving verification code)

\* **Verification Code**  **Send**  
 Please input the verification code.  
 (valid for 10min)

**Submit**

**Input the verification code and click 'Submit' button to download the encrypt file for password resetting on SADP**

Password restoring (old procedure) interface

## Resetting Record

You can check the password word resetting record information at 'Resetting Record':

Home / Resetting Record

### My Hikvision

- Password Resetting
- Password Resetting
- Resetting Record**
- Personal Center
- Account
- Account Password
- Login Record

## Resetting Record

IP	Mobile	Email	Serial Number	Date and Time
115.236.50.5	18969197253	fujjaqi@hikvision.com	20131119BBWR4416	2015-09-16 12:17:44
115.236.50.18	15858105404	fujjaqi@hikvision.com	BBWR4416	2015-09-16 12:13:20
115.236.50.5	18969197253	liaojianfeng@hikvision.com	DS-2DF7284-AEL20131119BBWR4416	2015-09-16 12:12:05
115.236.50.5	18969197253	liaojianfeng@hikvision.com	DS-2DF7284-AEL20131119BBWR4416	2015-09-16 12:12:04
115.236.50.18	18969197253	liaojianfeng@hikvision.com	BBWR4416	2015-09-16 12:11:35
115.236.50.18	15858105404	fujjaqi@hikvision.com	DS-2DF7284-AEL20131119BBWR4416	2015-09-16 12:11:26
115.236.50.18	15858105404	fujjaqi@hikvision.com		2015-09-16 12:04:45
87.213.34.206	629701311	lounis.atarab@hikvision.com		2015-09-14 17:30:55
87.213.34.206	629701311	lounis.atarab@hikvision.com		2015-09-14 17:30:21
87.213.34.206	18969197253	liaojianfeng@hikvision.com	0820150604AARR522063688WVCVU	2015-09-14 17:27:19

Showing 1 to 10 of 28 rows 10 records per page

Resetting record interface



## Personal Center

### Account

Show the account information

#### Account

---

<b>SAP Code</b>	106102
<b>Username</b>	106102
<b>Company</b>	ABC
<b>Contacts</b>	张三
<b>Contact Number</b>	88075998
<b>Cell Phone</b>	18969197253
<b>E-mail</b>	liaojianfeng@hikvision.com
<b>Company Address</b>	淡淡道订单淡淡道订单淡淡道淡淡道

### Account Password

Change the account password

[Home](#) / [Account Password](#)

My Hikvision

—— Password Resetting ——

Password Resetting

Resetting Record

—— Personal Center ——

Account

**Account Password**

Login Record

#### Account Password

<b>Old Password</b>	<input type="password" value="....."/>
<b>New Password</b>	<input type="password" value="....."/>
<b>Confirm</b>	<input type="password" value="....."/>
	<input type="button" value="✓ Update"/>

### Login Record

You can check the login record information at 'Login Record':



**My Hikvision**

—— Password Resetting ——

Password Resetting

Resetting Record

—— Personal Center ——

Account

Account Password

**Login Record**

## Login Record

IP	Date and Time
115.236.50.18	2015-09-16 12:26:29
115.236.50.18	2015-09-16 10:41:51
115.236.50.18	2015-09-16 10:39:07

