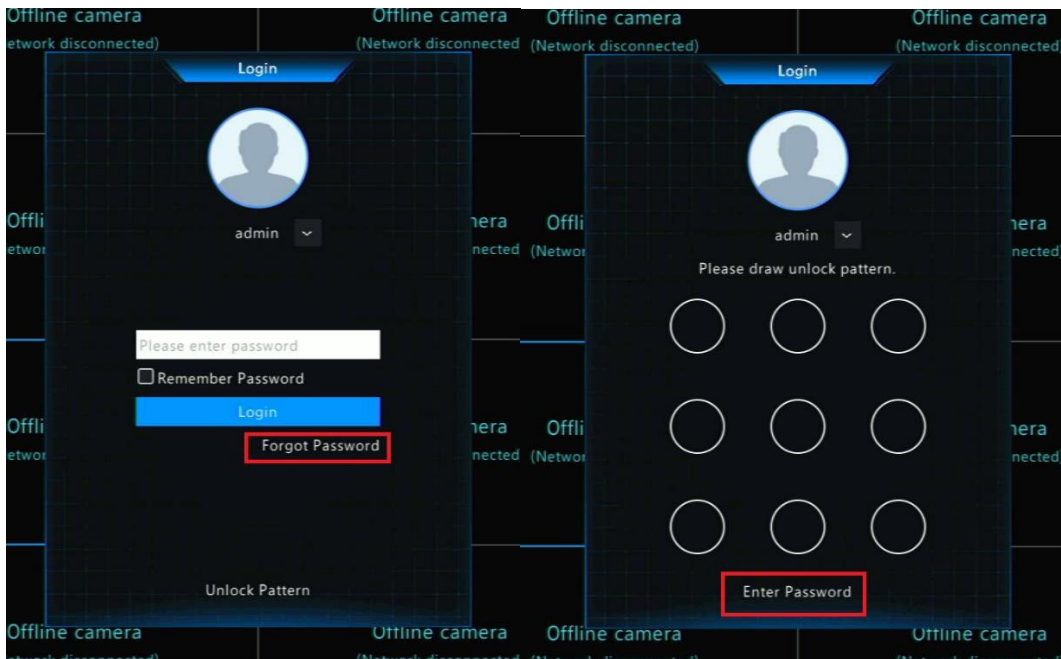


Resetting Your Password Surevision

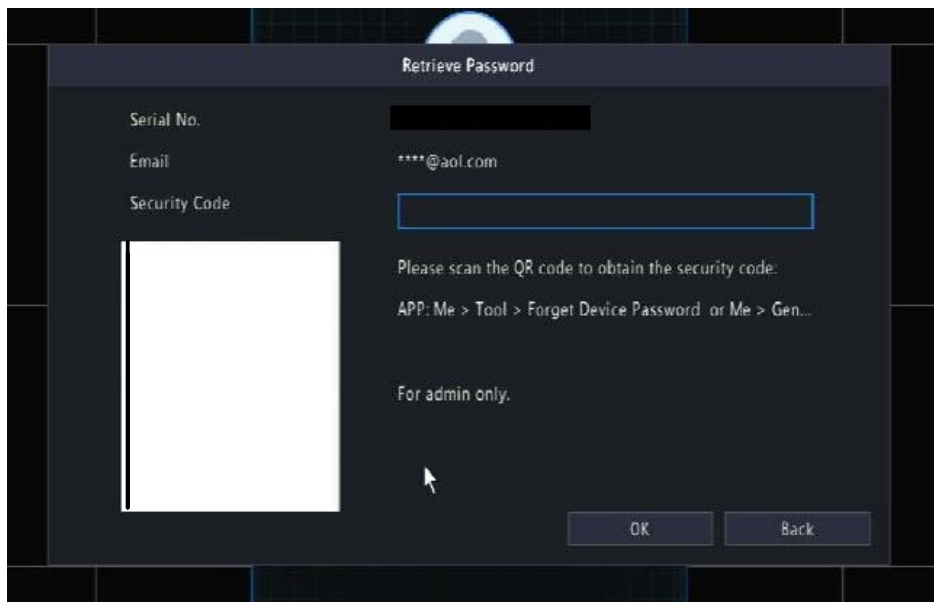
IMPORTANT: If you change your System's Password while any cameras are disconnected or offline, and your System's old Password was synced with the camera's password initially, once you change your System password all your cameras will go offline with a Username or Password incorrect error.

If you do not remember your original password the only way to fix this will be to factory reset each camera individually. This only applies if you choose the option to apply the system password to the cameras upon initial setup.

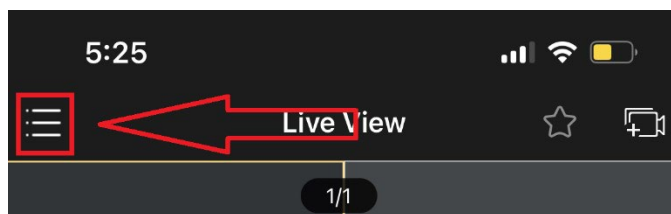
Firstly, **Right Click** on the **Live View** of your **Cameras** and click **Menu**. This will prompt a **Login**. The **Login** screen will look like one of the **images below**. If you use a regular **Password**, click **Forgot Password** as shown in the **left image**. Otherwise, if you use a **Pattern**, you'll have to click **Enter Password** as shown in the **right image**. Once you do that, you'll see the screen change to resemble the **left image**, click **Forgot Password** as well.



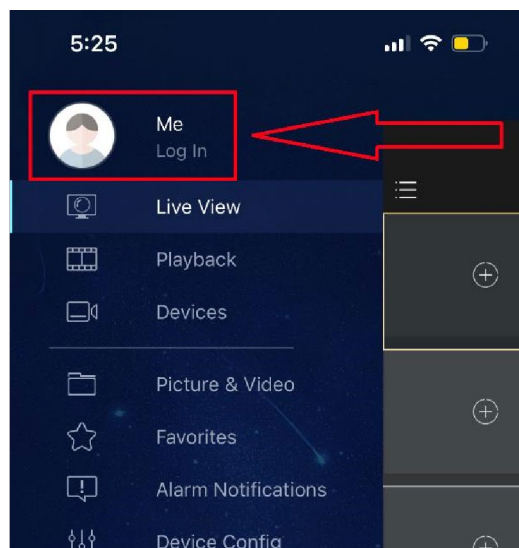
After clicking **Forgot Password**. A screen like this will appear. At this point leave the **System** on this screen as we will need to **Scan the QR code**. Now head over to your **Phone**. You will need to download the **Surevision** App from the **App Store** if you have an **iPhone**. If you have an **Android**, you'll have to download it from the **Google Play Store**.



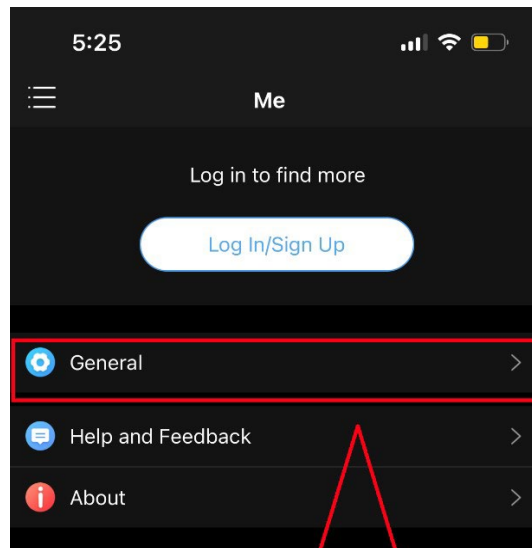
After downloading the **Surevision** app **Login**, Click **Try Now**, or if you're already **Logged in** then continue ahead. Once on the **Surevision** app click the **Hamburger menu** in the top left corner of the screen.



Click on **Me / Login**.



After clicking **Me** click **General**.



After clicking **General** click **Forgot Device Password**.

After clicking **Forgot Device Password** a prompt will appear, Press OK.

A **Scanner** will show up on the screen. Use this Scanner to **scan the QR code that you brought up on the System earlier**. Once you **scan the QR code** on the system a **Security Code will be sent to the Email used when you initially setup on the System**. Which you can find on the same **QR page** on the **System**.

Check your **Inbox, Spam, and Trash** folders as sometimes the Email with the **Security Code** will be sent there. Once you have the **Security Code** simply enter it on the **System**. Once you do the **System** will have you create a new **Password**. This new Password **MUST** be nine characters. Including a **Capital letter, Numbers, and a Special Character** such as **“!, #, or \$”** for example.

Once you **create and confirm** the new **Password**. You have successfully reset your **Password**. Login with the **new Password** and if you're able to get into the **System** you are good to go!

