



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

Title	How to Reset the Password of My EZCloud and EZView Account?	Version:	V1.1
Product	SMB	Date	9/26/2023

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

## 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/](https://global.uniview.com/Support/Service_Hotline/)

## Operating Steps

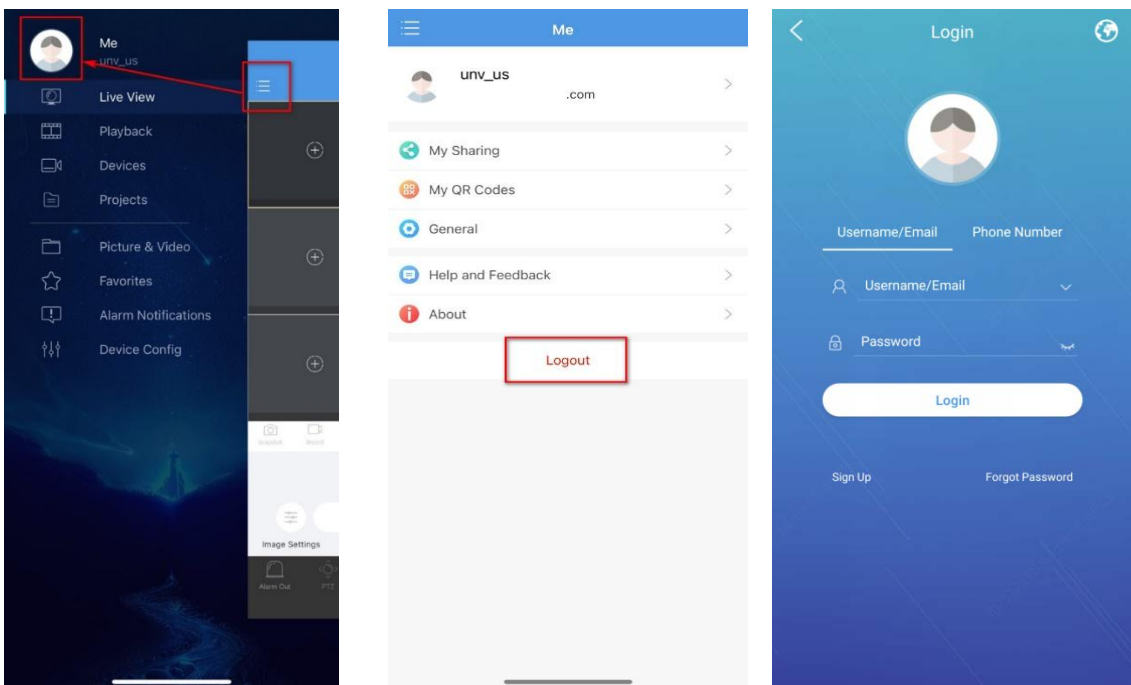
The password of your EZCloud/EZView account can be reset on the app itself or on the EZCloud website.

**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

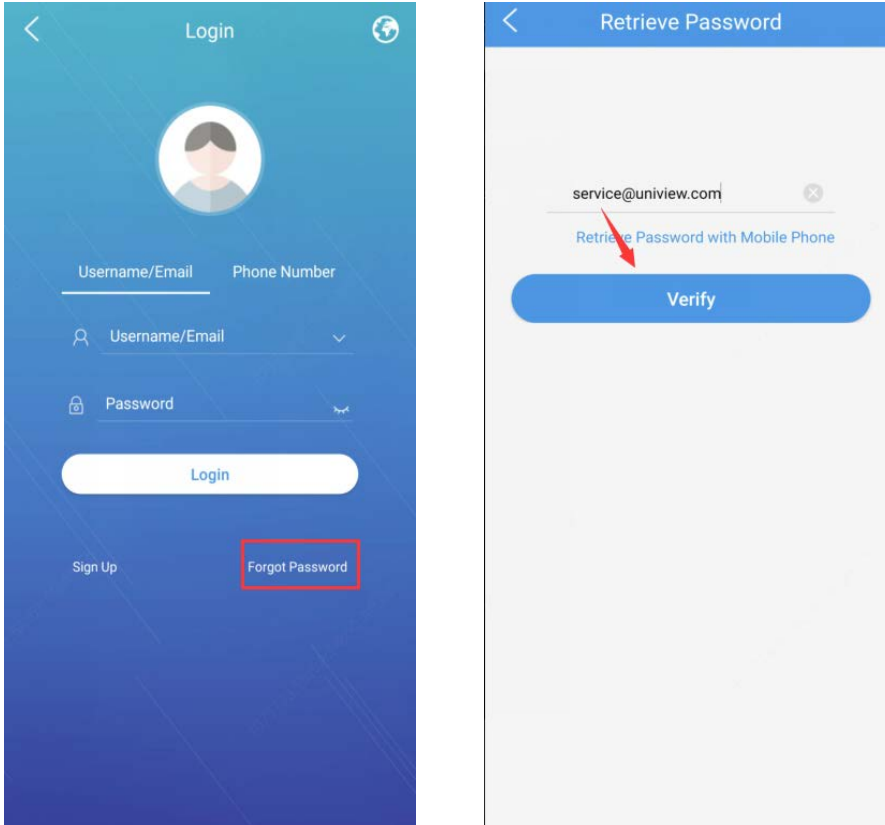
**Step 1** Open EZView and click the top left corner to go to the main menu. Click **Me** on the top to log out so it will bring you to the login page.



**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.

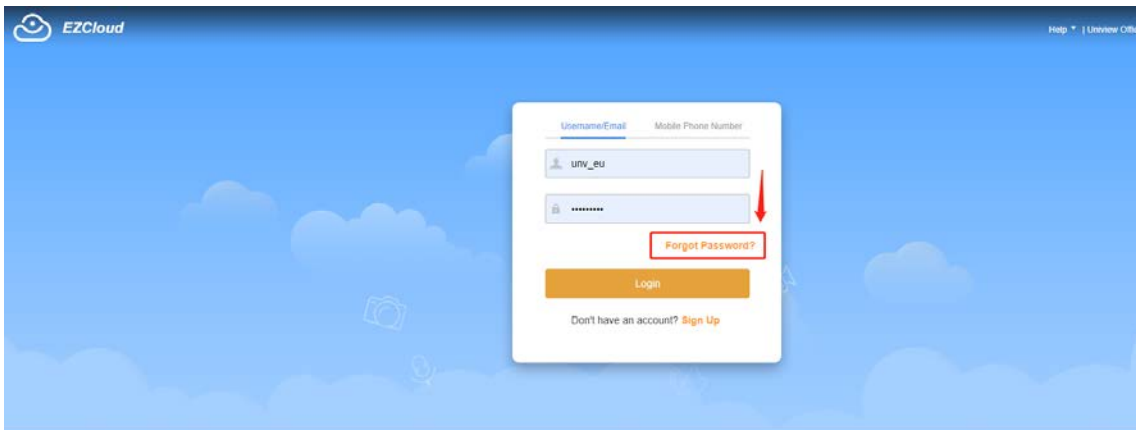
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## Reset on EZCloud website

**Step 1** Go to the login page of EZCloud website. Click **Forgot Password**.

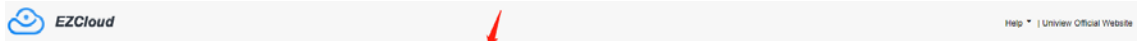
<https://en.ezcloud.uniview.com/login>



**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.

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



Use mobile phone number to retrieve password | Already have an account? Login

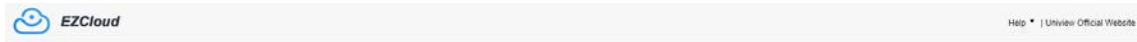
**Use email to retrieve password**

1 Enter Email Address    2 Verify Identity    3 Reset Password    4 Succeed

Please enter the email address you used to sign up:

Email

Acquire



Use mobile phone number to retrieve password | Already have an account? Login

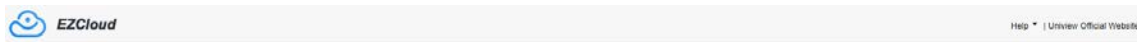
**Use email to retrieve password**

1 Enter Email Address    2 Verify Identity    3 Reset Password    4 Succeed

Please enter the verification code sent to ser\*\*\*\*.com.

Please enter the verification code.

Next



Use mobile phone number to retrieve password | Already have an account? Login

**Use email to retrieve password**

1 Enter Email Address    2 Verify Identity    3 Reset Password    4 Succeed

Please reset your password for account security.

Please enter new password.

Please re-enter your password.

Finish