



How to Submit a Password Reset Request on Uniview's Official Website?



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Product	General	Date	25/04/2025

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Introduction and Disclaimer

Before submitting a password reset request, please ensure that you are either the owner of the device or have been authorized by the device owner to perform this operation. If you are not the owner or have not obtained authorization, please refrain from submitting the request. Uniview only provides password reset services and assumes no responsibility for any risks, losses, or consequences arising from the use of this service. This document provides guidance on how to submit a password reset request through Uniview's official website. It is intended solely for password resets related to Uniview's cameras, recorders, and certain access control devices. For password reset services for other products, please contact Uniview's Tech Support team. You can reach them through the following link:

https://global.uniview.com/Support/Service_Hotline/

After submitting the request form, our support team will typically respond via email within two working hours on business days. Requests submitted outside of business hours will be handled on the next working day. All replies will be sent from globalsupport@uniview.com. To ensure you receive our response without delay, we recommend adding this email address to your trusted contacts list to prevent the message from being blocked or sent to the spam folder.

No service available in Cuba, Iran, North Korea, Syria, Russia, and Sudan.

Preparation

Password resetting can be performed only when you are physically with the device or have access to a computer on the same network with the device.

Operating Steps

Reset A Single Device

If you need to reset a single device, fill out the form directly.

Notes: *fields marked with an asterisk * are required.*

Email*: Enter the email address where you would like to receive the temporary password(s) or security code(s).

Country*: Select the country where the device is being used.

Place of Purchase*: Enter the name of the installer, distributor, or security company from which you purchased the device.

Business Type*: Select your business type.

Product Serial Number*: Enter the 20-digit SN found on the white label of the product.

Model Number*: Enter the model number found on the product's white label.

Current System Date of the Device*: Enter the system date/time from the NVR's GUI, camera's forgot password page, or the Onvif Device Management tool.



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Note: Due to various reasons, the device date may differ from the actual date. Ensure you confirm the device's current date before filling this field. Incorrect entries will render the system-generated password unusable.

Product Category: Select the product type for which you need to reset the password.

Need a Temporary Password or Security Code on the Forgot Password Page? *: Select the option requested by the device on its Forgot Password page.

Note: Incorrect entries will make the system-generated password unusable.

(If you are requesting a security code, please upload a clear and complete screenshot of the QR code.)

You can also submit requests for multiple devices on this page by clicking the + icon next to the Product Serial Number field to add additional entries.

Reset Passwords for Multiple Devices in Bulk

To reset passwords for multiple devices at once, click **Bulk Password Reset** and follow the instructions below.

Uniview Product Password Reset

[Download Template](#)

Upload Template

No file chosen

Tips on how to batch upload device information:

Step 1. Click Download Template first and then save it on your desktop.

Step 2. Fill in the template with your devices' info(the FileUpload should be the file path of this template) and save it.

Step 3. Click Upload Template and you will see the device info you upload then.

Step 4. Choose the pictures of your devices' forget password pages for each device separately.

Step 5. Click Submit and wait for the email.

Note:

1. Please check and make sure the email you fill in is correct and complete.

2. If you didn't receive any email from us, please check in the spam or junkbox as well (Our email is globalsupport@uniview.com).

QR Code Upload Guidelines

To ensure your QR code is processed correctly, please follow these guidelines when uploading your image.

1. A clean screenshot or close-up photo of the QR code displayed on a screen.

2. Clear, sharp, high-contrast images with proper size and no distortions.

Check Approval Status

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After completing and submitting the form, we will process your request as soon as possible. However, delays may occur due to time zone differences. You may also check the status by clicking **Check Approval Status** at the top of the page and entering the email and device information provided in your submission.

SN

Email

[→ Check Approval Status](#)