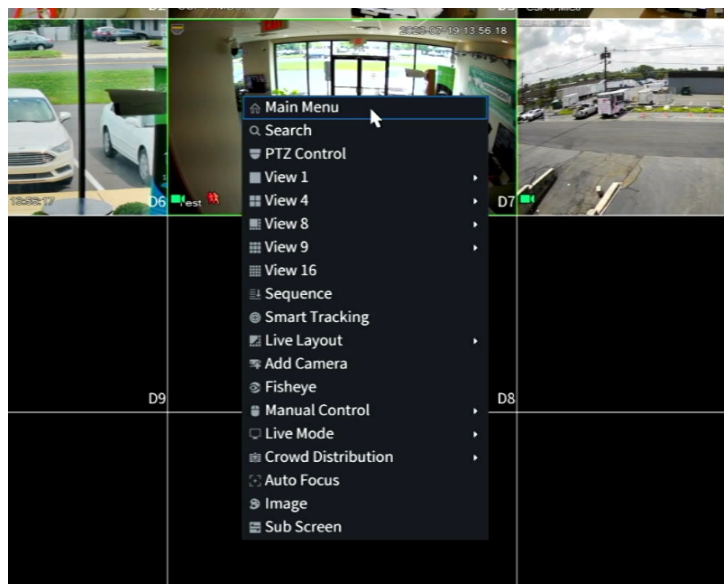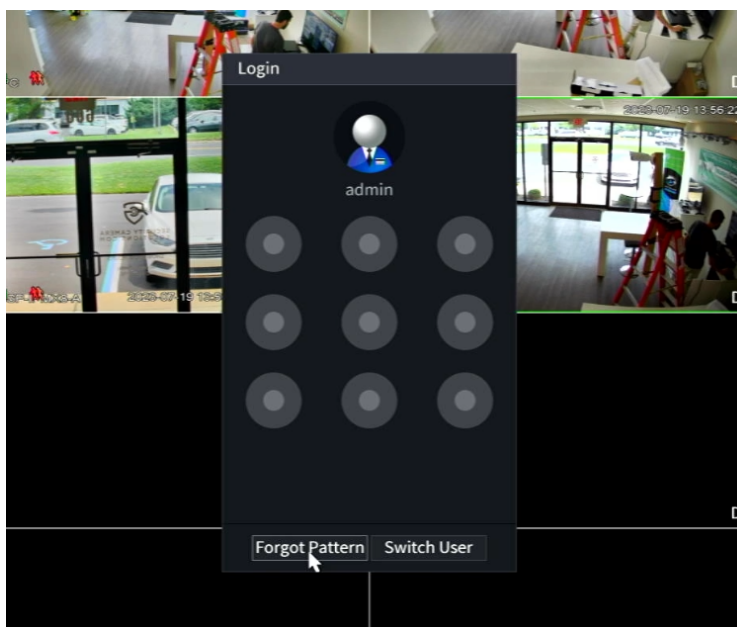# How to Reset Password via SCS Pro

The following guide will apply to the **Blue** and **Black** Line recorders.

If using a Blue line NVR, make sure all cameras are connected.
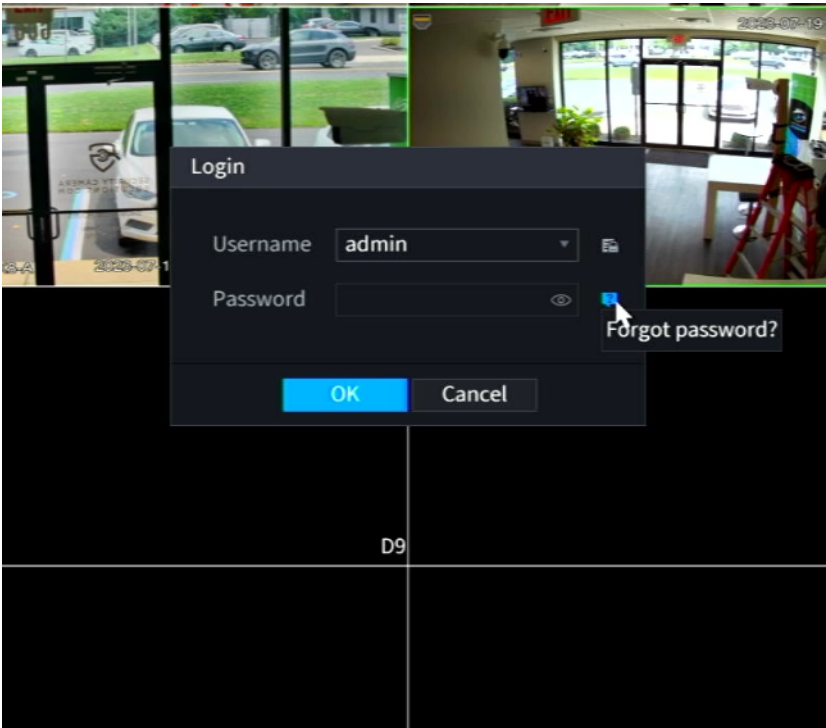
Start by Right Clicking with your mouse anywhere on the screen. Then select **Main Menu**
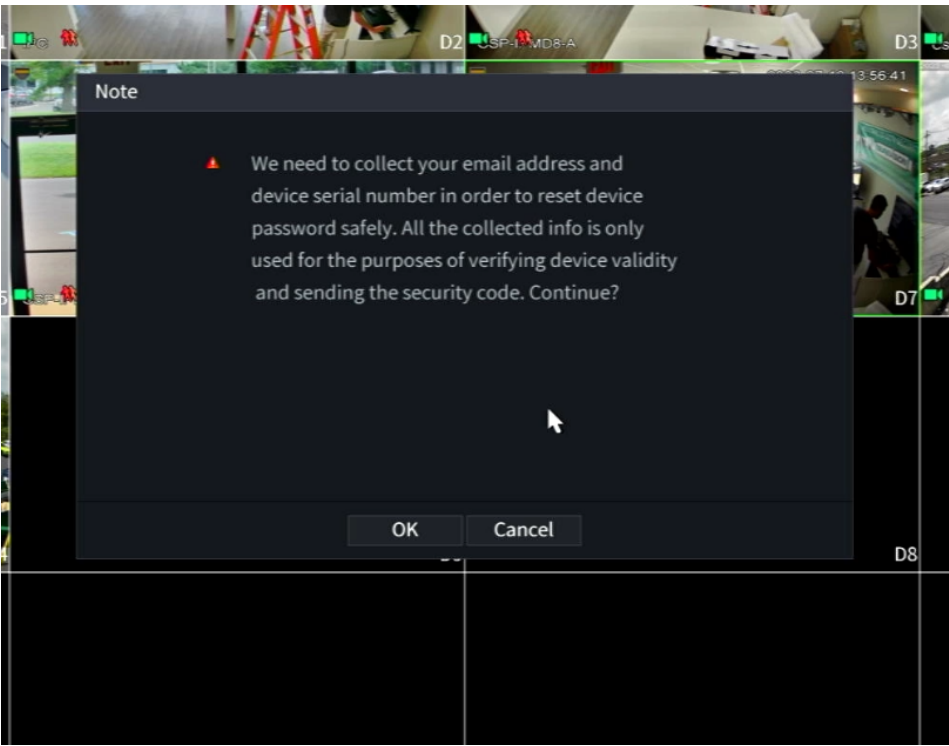

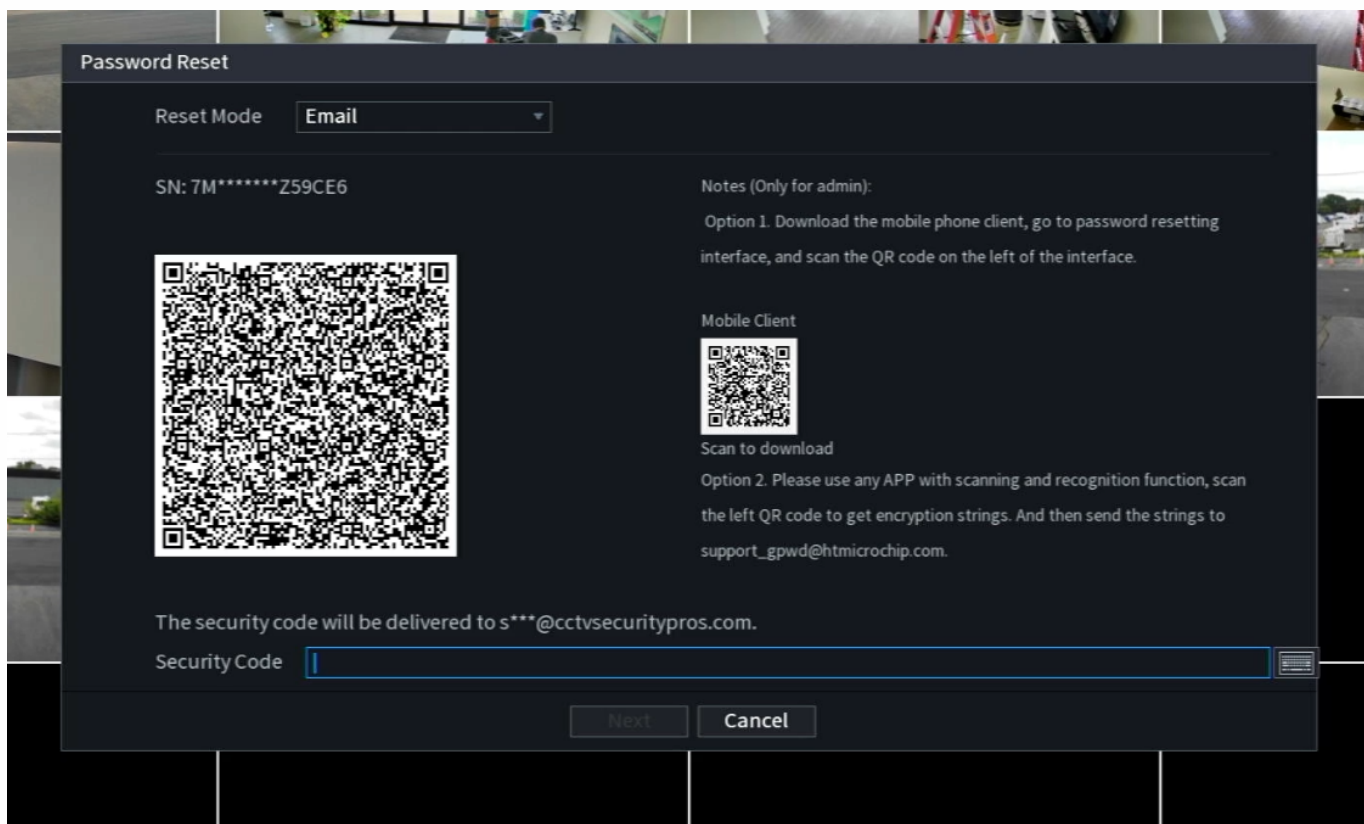If you previously setup a Pattern Login. You will select **Forgot Pattern**

On the Login Screen select the **Forgot Password** option on the right..

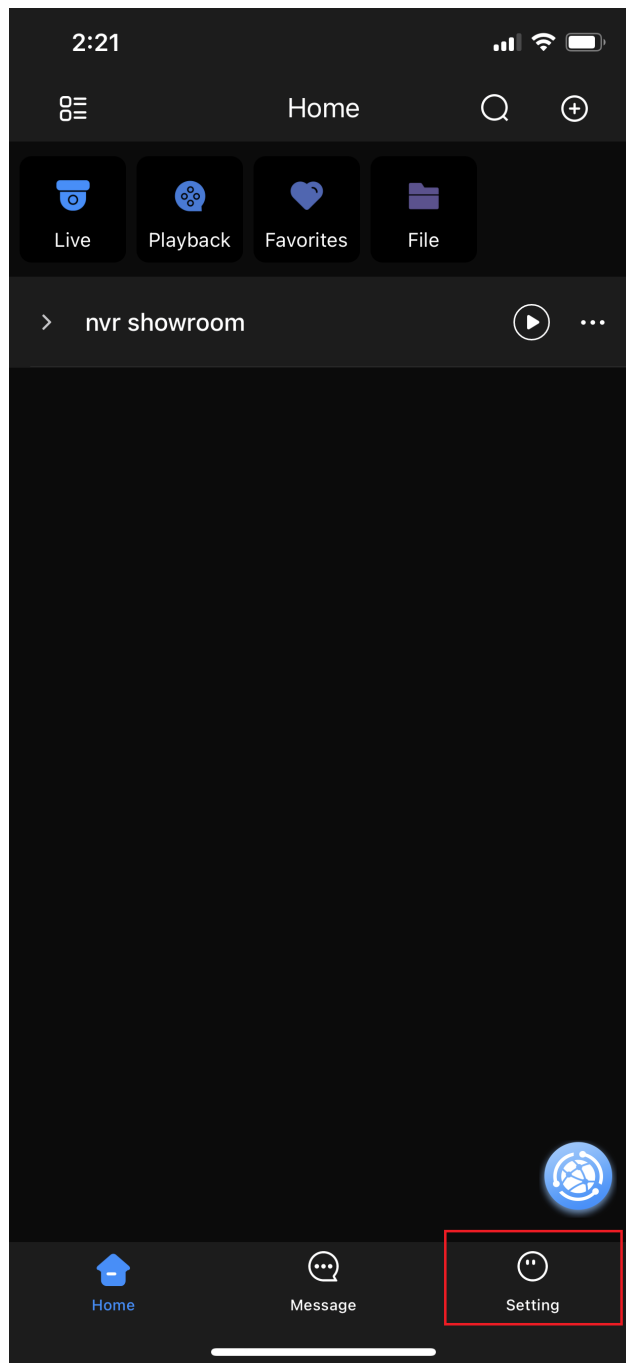On the Next Page. Please read and select **OK** at the bottom

This is the Password Reset screen. This screen shows a **QR code on the Left** that you will scan with your Smartphone or Tablet using the **SCS Pro App**.

Password Reset

Reset Mode   Email

SN: 7M*******Z59CE6

Notes (Only for admin):

Option 1. Download the mobile phone client, go to password resetting interface, and scan the QR code on the left of the interface.

Mobile Client

Scan to download

Option 2. Please use any APP with scanning and recognition function, scan the left QR code to get encryption strings. And then send the strings to support_gpwd@htmicrochip.com.

The security code will be delivered to s***@cctvsecuritypros.com.
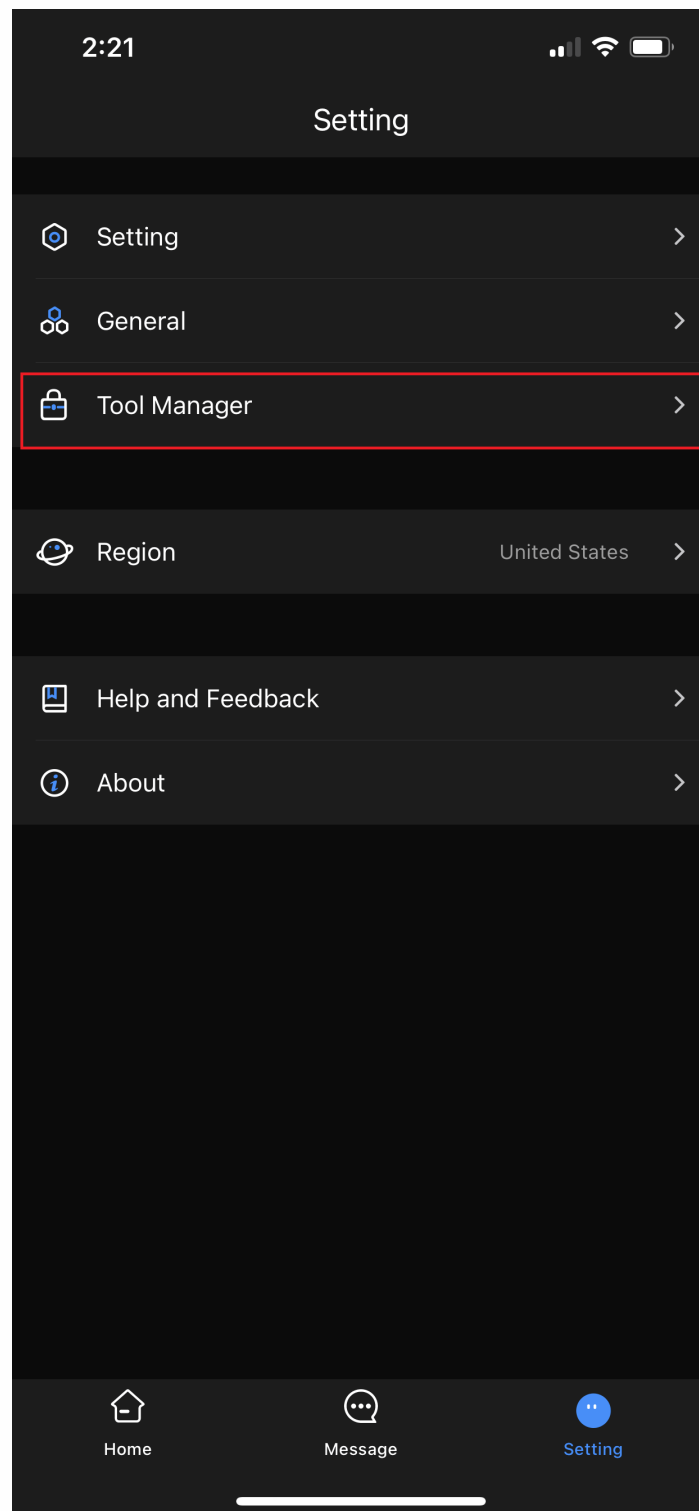
Security Code

Next   Cancel

Once correctly scanned with SCS Pro. The email at the bottom of your screen will receive a Security code to reset your password. **Please ignore the Mobile Client QR code on the Right.**

The steps on the next page will be using the SCS pro application on your Smartphone or Tablet
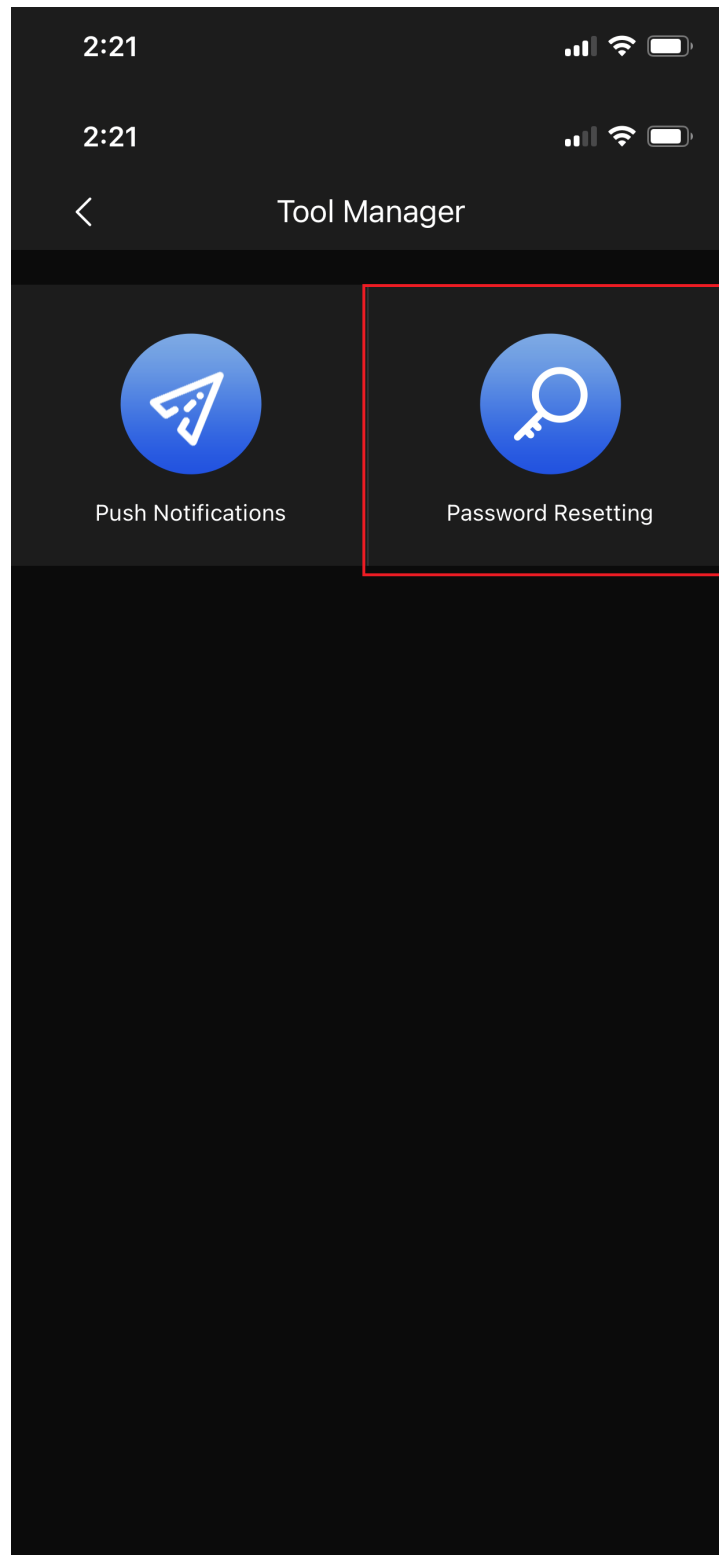
Once you have SCS Pro installed and opened. Click **Setting** at the bottom right.
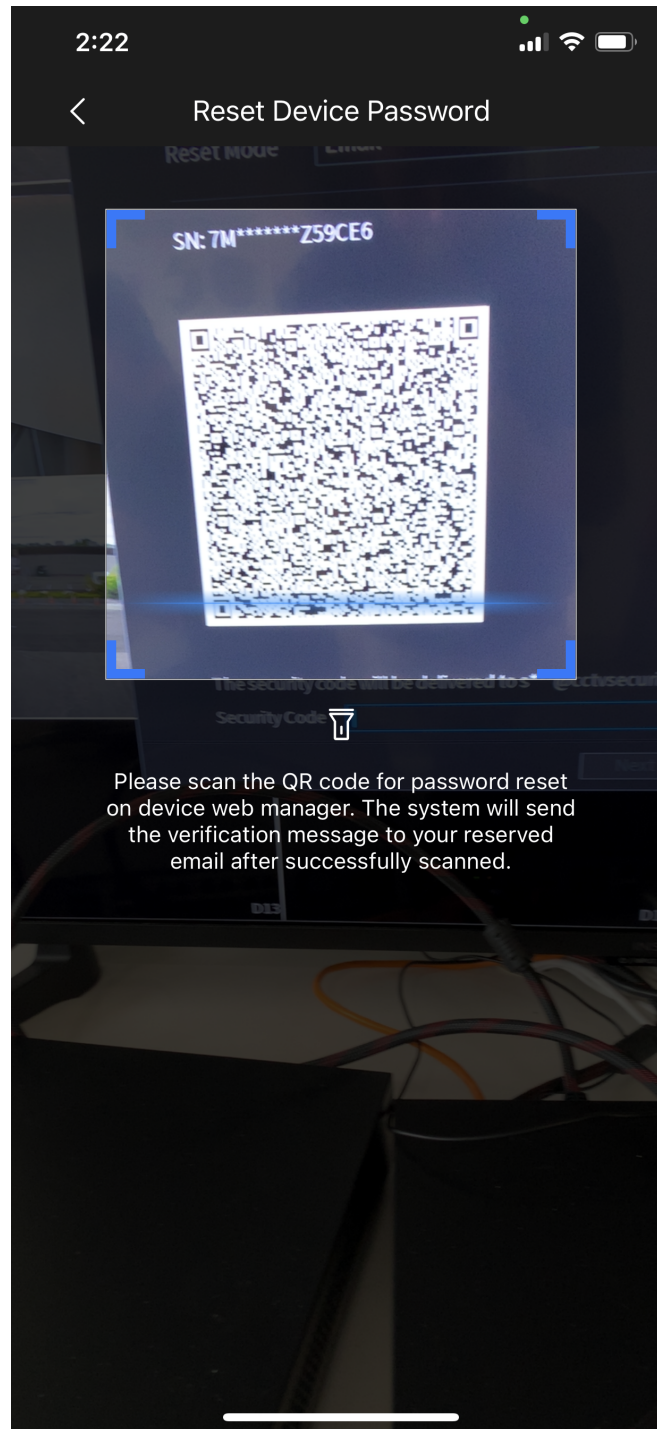
Tap on **Tool Manager** at the middle of the page.

Setting

Setting >

General >

Tool Manager >

Region United States >

Help and Feedback >

About >

Home   Message   Setting

On this page, Select **Password Resetting**. This will bring up your Camera to scan the QR code. Please allow any permissions for the app.

2:21

2:21

< Tool Manager

Push Notifications   Password Resetting

You can then Scan the QR code on the Left of your Password Reset screen.

If scanned correctly, a Security Code will be sent to the email at the bottom of your Password Reset screen. Type the security code in at the bottom and create a new password. If asked to Sync Password with Remote Devices select **Yes**.

Any issues please contact us at **Support@cctvsecuritypros.com**