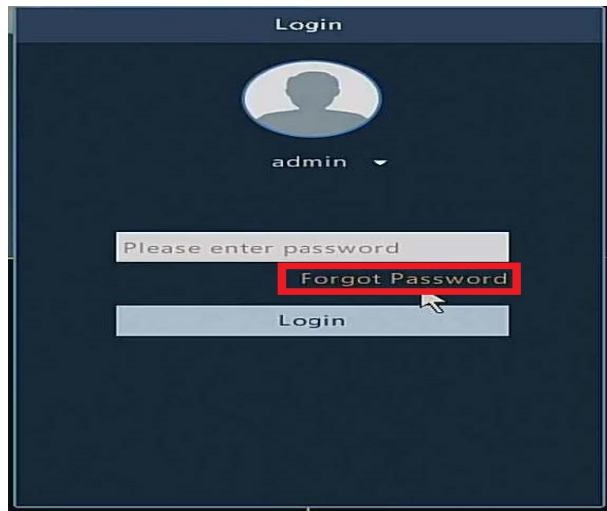


Forgot Password

If you have the SureVision Smartphone app you can use the Forgot Device Password inside of the Local Config option. Follow these steps to help reset your password. If you cannot use this method, follow the steps below.

Start by clicking Forgot Password.



You will need to email our technical support for the temporary password. This password is only good for 24 hours. Please email us at support@cctvsecuritypros.com

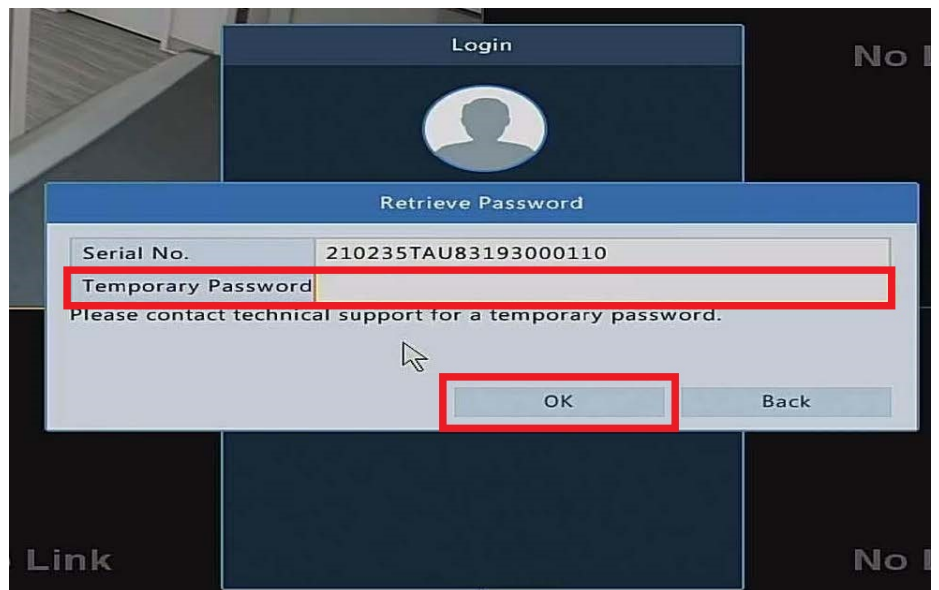
Our technical support staff will need the Serial Number and the Date your NVR is set to.

Example

SN: 2145658AB84Z541

Date: 04/18/2019

Please note that any password requests without this information cannot be completed. Requests may take a few days to generate correctly.



After entering the Temporary Password you will be taken to the next menu that allows you to create a new password.

Please enter your new password and confirm the new password.

Be sure to write this password down and store in a safe place!

