

How to Retrieve and Change the Password of Hik-Connect Account on APP

Please open the Hik-Connect APP on your phone.

Go to MORE tab and click Login.

Please login with registered Email Address/ User Name or the phone number, then click the Forgot Password icon.

Tap Reset by User Name/Email Address or Reset by Mobile Phone Number According to the information input.

Click the NEXT button.

The verification code will be sent to the registered E-mail address or the mobile phone number within one minute. Be sure to check both regular and spam inboxes.

Input the received code then click OK.

Please input the new password and confirm it again.

The system will judge password strength automatically, and we highly recommend you to use a strong password to ensure your data security.

The password has been changed successfully.