

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

Please input [www.hik-connect.com](http://www.hik-connect.com) into the browser.

Then click the Forgot the Password icon.

Input the registered email address or phone number of Hik-Connect Account and the verification code.

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 code received 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.