

## IVSEC Password Reset Request

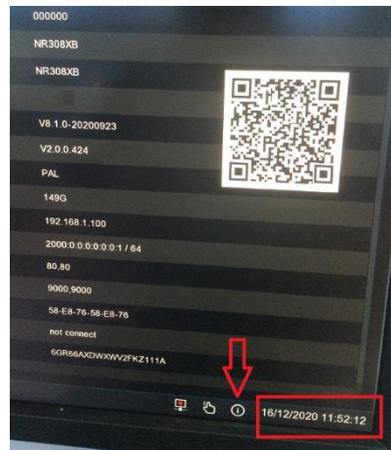
If you have forgotten your IVSEC X NVR password send an email to [service@ivsecurity.com.au](mailto:service@ivsecurity.com.au) with the following details

### Email Subject:

“IVSEC Password Reset Request”

### Photo Evidence:

- Provide a photo of the top of the NVR (silver sticker showing serial numbers)
- Provide a photo of the System Information (click on information icon ). Ensure the date/time is visible on photo



### Where was the equipment purchased from?

Please provide the sellers or the original Installers Business Name and contact phone number).

### Provide your contact details

If you are emailing from a business email address ensure that your signature with company logo, full name and contact numbers are listed at the bottom of the email

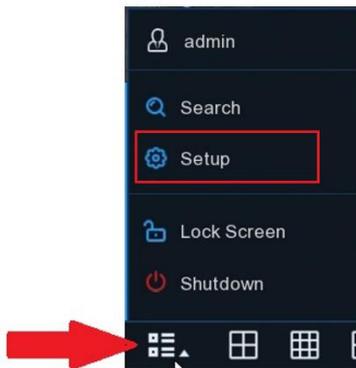
**NOTE:** For security requirements all requested information needs to be provided for validation purposes. A reset code will then be emailed to you (code valid for 2 hours only after the email has been sent). Refer to the **IVSEC Password Reset Procedure** for further details.

## IVSEC Password Reset Procedure

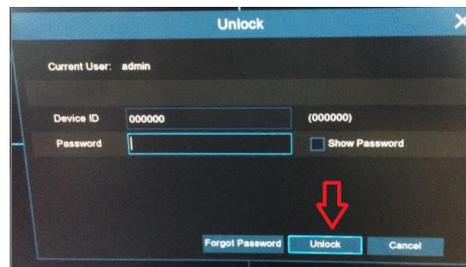
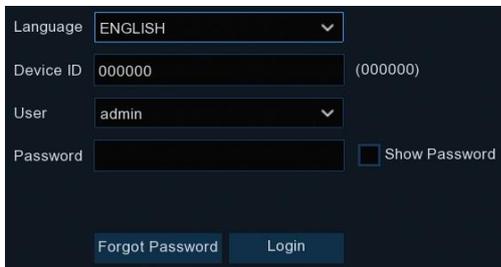
### How to reset the password on my NVR?

Once you have received the reset code from IVSEC Support follow the steps below to reset the password

1. Click the **Start** menu located on the bottom left hand corner of the screen
2. Click **Setup**



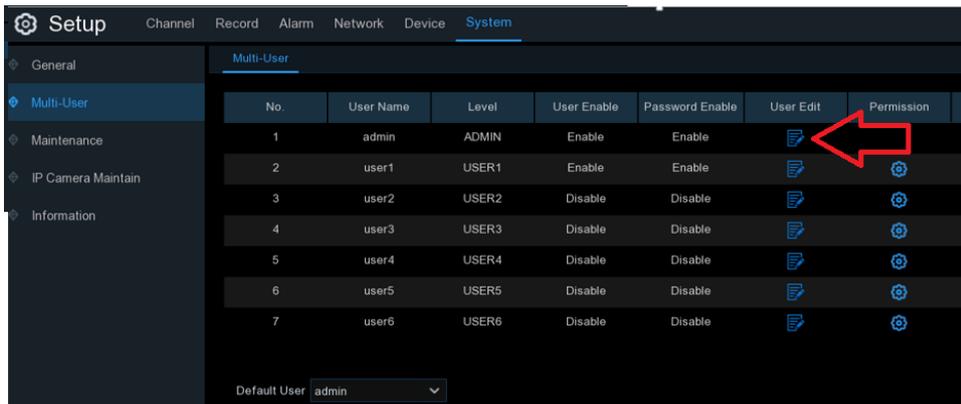
3. Enter the code provided by IVSEC Support into the Password field.
4. Click **Login** or **Unlock**



5. Click **Multi-User**

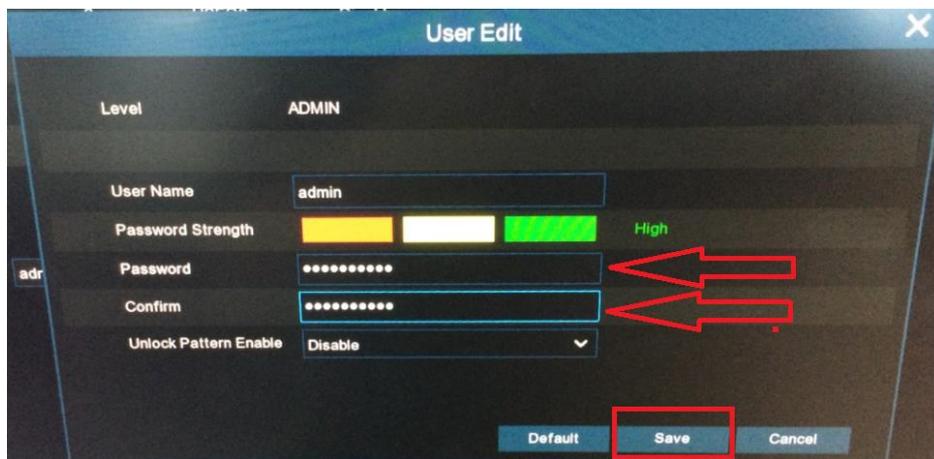


6. Click **User Edit** on the user account you want to reset (usually the admin account)



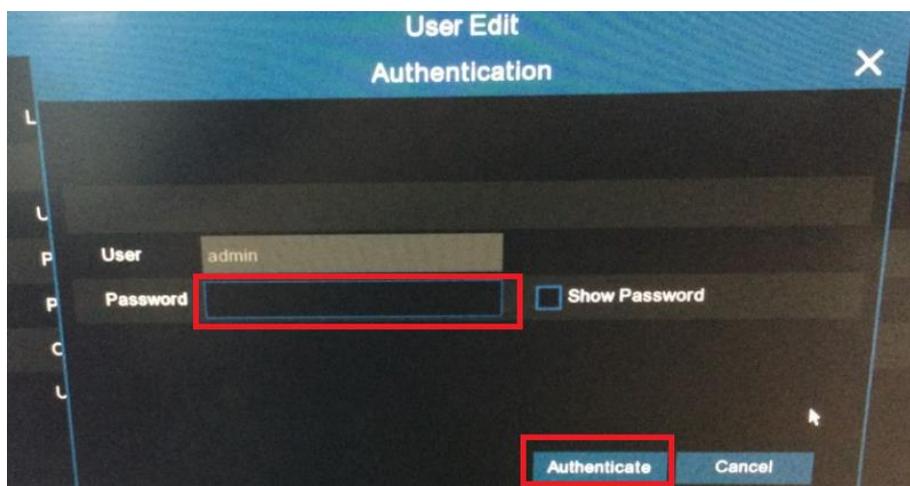
7. Delete the hidden password (shown as dots) appearing in the “**Password**” and “**Confirm**” section

8. Enter a new password into the **Password** and **confirm** section, click **Save**



9. **Authentication:** Enter the reset code provided by IVSEC Support into the password section.

10. Click **Authenticate**



The password reset process has been completed successfully. You can now use the new password you entered in step 8