IVSEC Password Reset Request

If you have forgotten your IVSEC X NVR password send an email to 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)
- Connect an LCD & mouse to recorder. Provide a photo of the System Information (click on the ⓘ icon, bottom right corner of LCD). Ensure the date/time is visible in the photo.
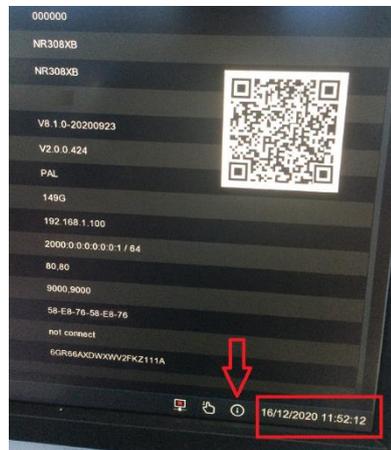
Where was the equipment purchased from?

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.
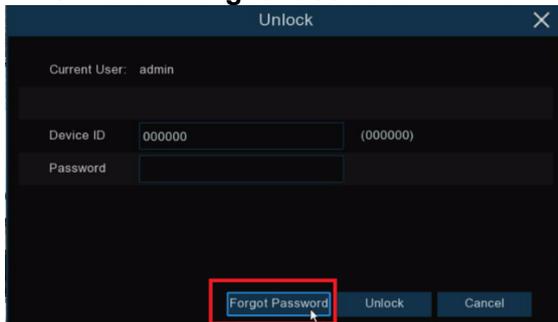
IVSEC Password Reset Procedure

How to reset the password on my NVR (Firmware version 8.2.3 or higher)?

Once you have received the reset code from IVSEC Support follow the steps below to reset the password (Applies to recorder models NR308XC, NR004XA, NR008XA and devices running firmware version 8.2.3 or higher)
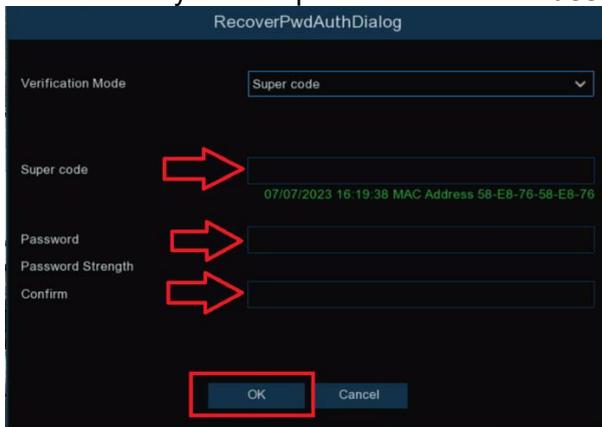
1. Click the **Start** menu located on the bottom left-hand corner of the screen
2. Click **Setup**
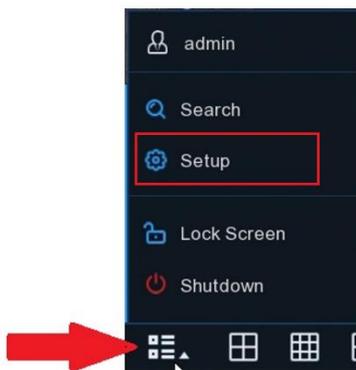
3. Click "**Forgot Password**"

4. Enter the reset code provided by IVSEC Support into the "**Super code**" section. Then, enter your new password into the "**Password**" and "**Confirm**" sections. Click **OK**


If there are no errors when pressing OK then the password reset process has been completed successfully

How to reset the password on my NVR (Firmware version 8.1.0 or lower)?

Once you have received the reset code from IVSEC Support follow the steps below to reset the password (Applies to recorder models NR308XA, NR308XB, NR316XA, NR316XB, NR532XA, NR564XA and NR564EXB)

1. Click the **Start** menu located on the bottom left hand corner of the screen
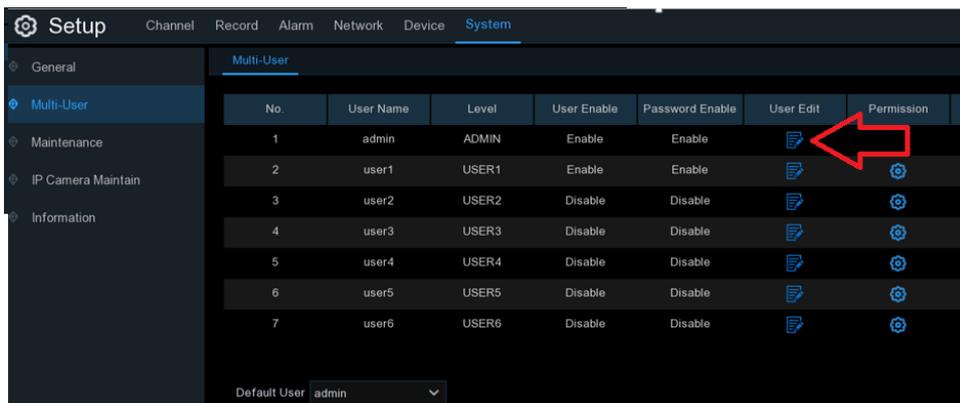2. Click **Setup**
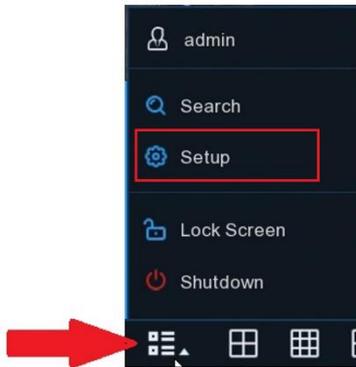
3. Enter the code provided by IVSEC Support into the Password field.
4. Click **Login** or **Unlock**
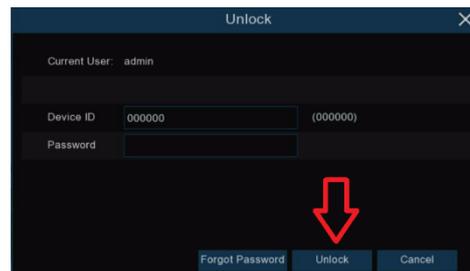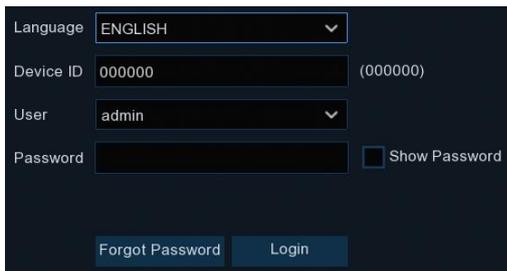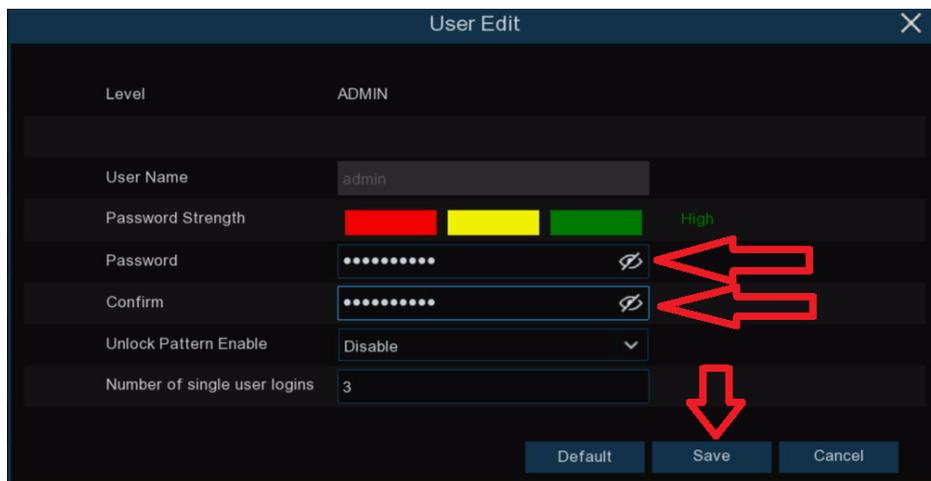

5. Click **Multi-User**

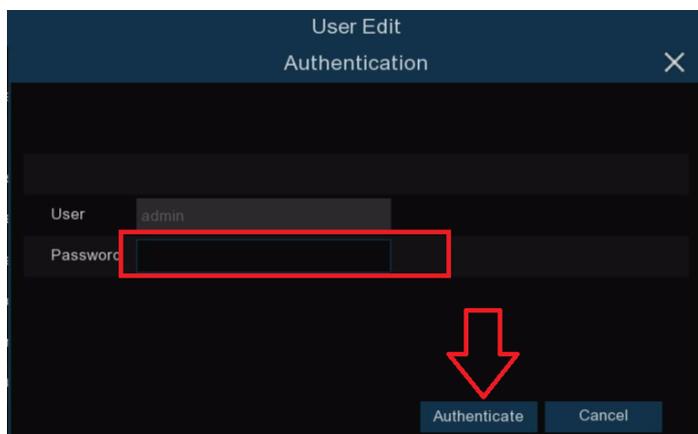6. Click **User Edit** on the user account you want to reset (usually the admin account)

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

8. Enter a new password into the P**assword** 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