

## How to reset the password of a Capture Advance NVR/DVR

There are three options when resetting the password of a Capture Advance NVR or DVR.

- Email Verification
- Security Questions
- QR Code Verification

### Email Verification

If you have added an email address during the device activation or manually input an email account under **System > Security Center > Secure Email**, then you can use this option to reset the password of the device. Follow the steps below in resetting the NVR/DVR password using Email Verification.

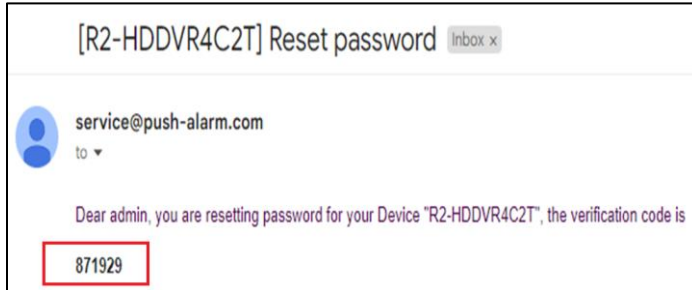
1. Go to the login page of the device, then click **Forgot password**. Select **Email Verification** under **Recovery Method**.

The first screenshot shows the 'Login' page with fields for Language (English), Username (admin), and Password, along with a 'Login' button and a 'Forgot password' link highlighted by a red box. The second screenshot shows the 'Email for recovery user password' dialog box with 'Email Verification' selected in the 'Recovery Method' dropdown menu, also highlighted by a red box.

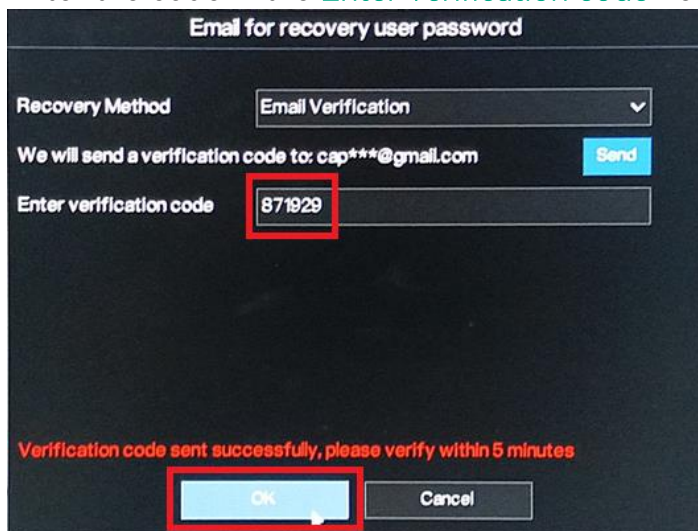
2. Click **Send** to send the verification code to the email address set in the Secure Email settings.

The screenshot shows the 'Email for recovery user password' dialog box with 'Email Verification' selected in the 'Recovery Method' dropdown menu. Below this, it says 'We will send a verification code to: cap\*\*\*@gmail.com' and a 'Send' button is highlighted by a red box. At the bottom, there is an 'Enter verification code' field with the placeholder text 'Please enter verification code' and 'OK' and 'Cancel' buttons.

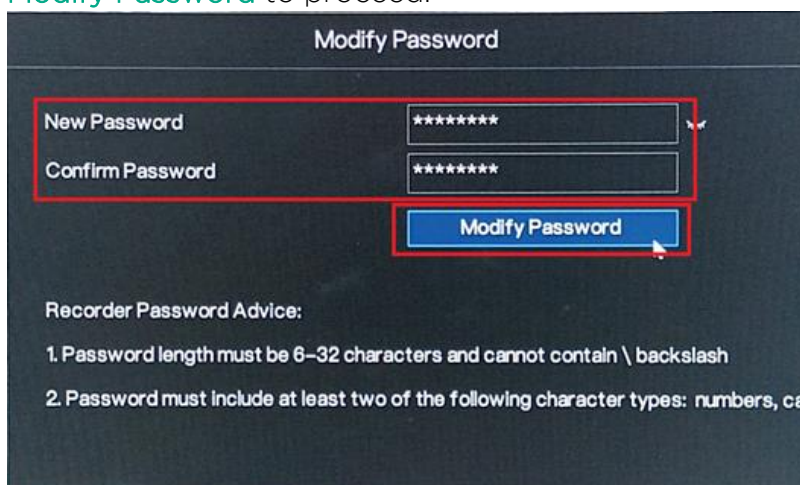
3. You will receive an email from [service@push-alarm.com](mailto:service@push-alarm.com) with the 6-digit verification code.



4. Enter the code in the [Enter verification code](#) field, and click [OK](#).



5. You will be routed to the **Modify Password** page. Set a new password for the device. Click [Modify Password](#) to proceed.



**Please note:**

- Password length must be 6-32 characters and must not contain \ backslash.
- Password must be a combination of at least two of the following character types: upper case letter, lowercase letter, numbers and symbols.

## Security Questions

If you have set up the security questions during the device activation or manually set it up in [System](#) > [Security Center](#) > [Secure Question](#), then you can use this option to reset the password of the device. Follow the steps below in resetting the NVR/DVR password by answering the Security Questions.

1. Go to the login page of the device, then click [Forgot password](#). Select [Question Verification](#) under [Recovery Method](#).

The first screenshot shows the 'Login' page with fields for language (English), username (admin), and password. The 'Forgot password' link is highlighted with a red box. The second screenshot shows the 'Email for recovery user password' dialog. Under 'Recovery Method', 'Question Verification' is selected and highlighted with a red box. Other options include 'Email Verification' and 'QR-Code Verification'. The 'Enter verification code' field is also visible.

2. You will be prompted to answer the **three (3) security questions**. Answer the security questions correctly and click [OK](#).

The screenshot shows the 'Question (Recovery the password)' dialog. The 'Recovery Method' is set to 'Question Verification'. Three questions are listed: 'The brand and model of your favorite car' (answer: car), 'Your favorite team' (answer: team), and 'Your favorite city' (answer: city). The 'OK' button is highlighted with a red box.

- You will be routed to the **Modify Password** page. Set a new password for the device. Click **Modify Password** to proceed.

**Please note:**

- Password length must be 6-32 characters and must not contain \ backslash.
- Password must be a combination of at least two of the following character types: upper case letter, lowercase letter, numbers and symbols.

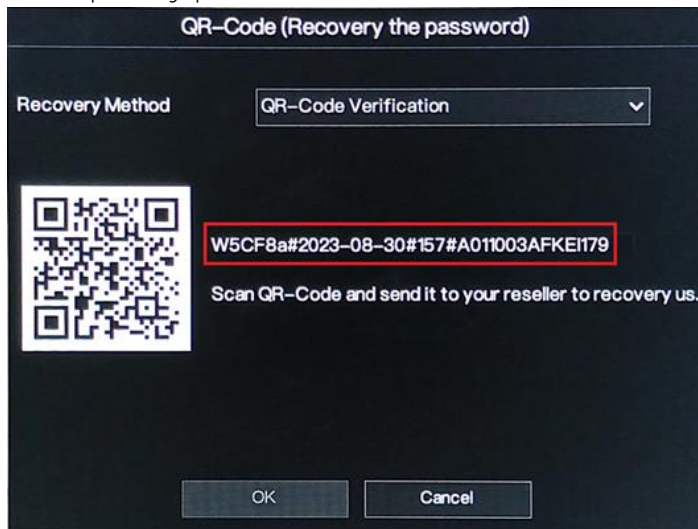
## QR Code Verification

If you did not set up an email or security question for the device, you may select the QR Code Verification to reset the password. Follow the steps below in resetting the NVR/DVR password using QR Code Verification.

- Go to the login page of the device, then click **Forgot password**. Select **QR-Code Verification** under **Recovery Method**.



2. Reach out to the Technical Support and provide the QR Code information. You will be given a temporary password.

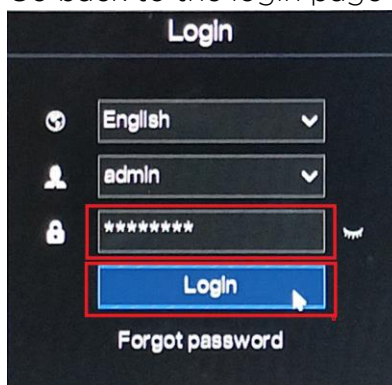


#### Capture Advance Technical Support

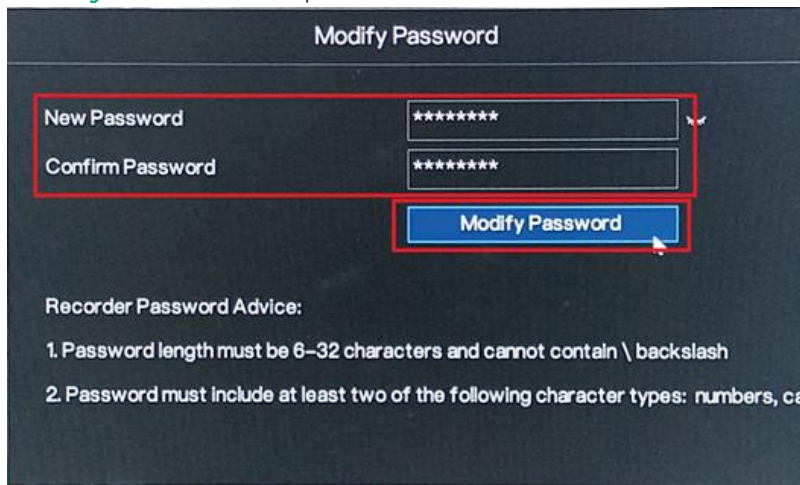
- Phone: 833-553-7060
- Email: [info@captureadvtech.com](mailto:info@captureadvtech.com)

**Reminder:** The temporary password is only valid until 11:59 PM on the same date that the QR code was generated.

3. Go back to the login page and input the temporary password. Click **Login** to proceed.



4. You will be routed to the **Modify Password** page. Set a new password for the device. Click [Modify Password](#) to proceed.



The screenshot shows a web interface titled "Modify Password". It features two input fields: "New Password" and "Confirm Password", both containing masked text (asterisks). A red rectangular box highlights these two fields and a blue "Modify Password" button located below them. Below the button, there is a section titled "Recorder Password Advice:" followed by two numbered instructions: "1. Password length must be 6-32 characters and cannot contain \ backslash" and "2. Password must include at least two of the following character types: numbers, ca."

**Please note:**

- Password length must be 6-32 characters and must not contain \ backslash.
- Password must be a combination of at least two of the following character types: upper case letter, lowercase letter, numbers and symbols.