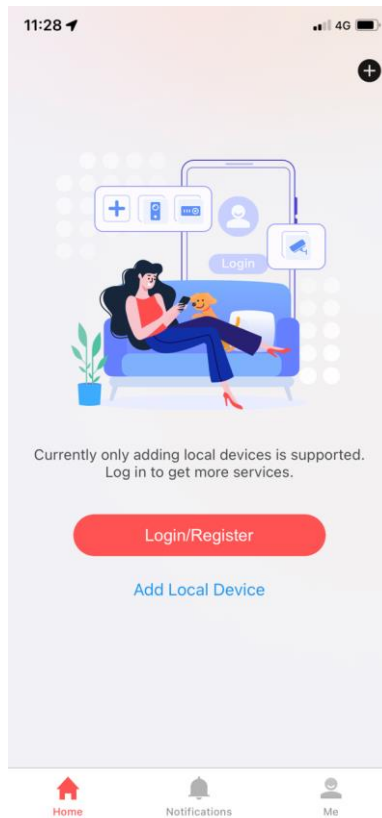




# HIK-CONNECT – HOW TO LOGIN TO YOUR HIK-CONNECT ACCOUNT



## Do you have an account?

<u>Yes</u>	<u>No</u>
<p>I have previously used the app. I have an account. I have been signed in before.</p> <p style="text-align: center;"></p> <p>Press 'Login/Register' then continue to Step 2.</p>	<p>I have NOT used the app before. I DO NOT have an account. I have NOT been signed in before.</p> <p style="text-align: center;"></p> <p>See the manual 'How to Download the App and Register an Account'.</p>

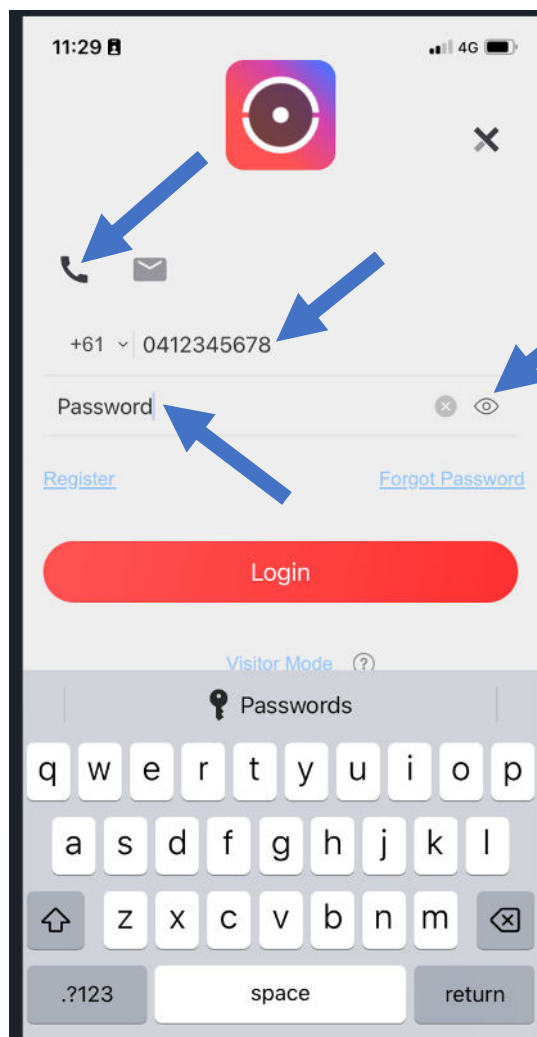
## **PART 1: TRY TO LOGIN USING ANY PHONE NUMBER/PASSWORD COMBINATION YOU MAY HAVE USED**

Try and login using your phone number and any known passwords you may have used.

Try your phone number in both formats '0412 345 678' and '412 345 678'.

Click the 'eye' when entering your password to ensure its entered correctly.

You can try multiple passwords, if the password is wrong (or you don't have an account using your mobile number), you will simply get an error and can try again.

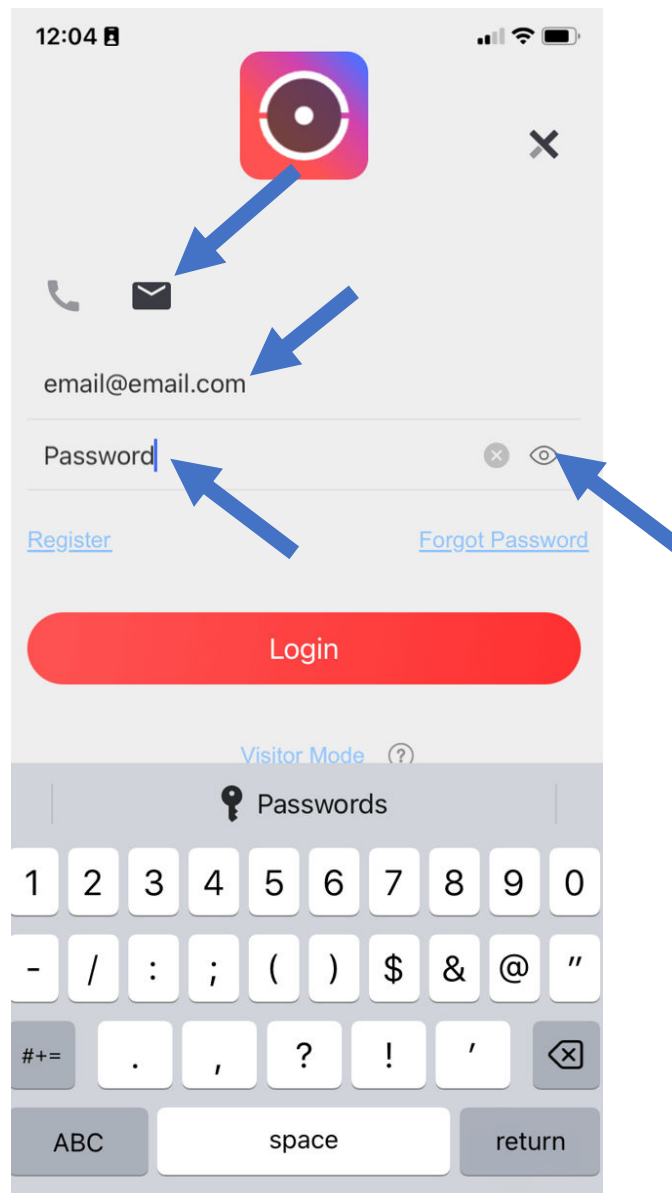


## PART 2: TRY TO LOGIN USING ANY EMAIL/PASSWORD COMBINATION YOU MAY HAVE USED

Try and login using your email address and any known passwords you may have used.

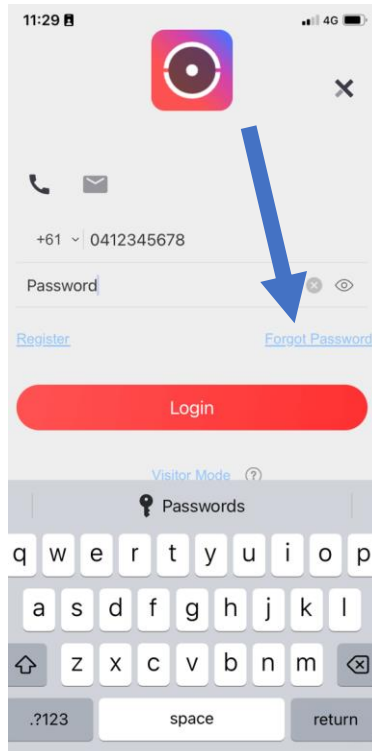
Click the 'eye' when entering your password to ensure its entered correctly.

You can try multiple passwords, if the password is wrong (or you don't have an account using your email address), you will simply get an error and can try again.

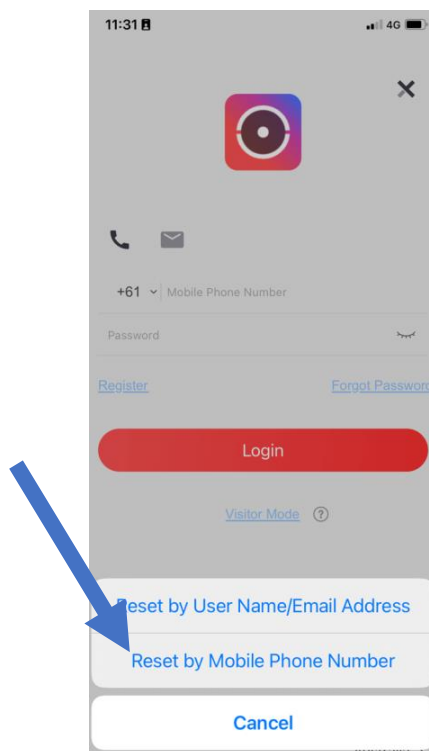


### PART 3: RESET YOUR PASSWORD USING MOBILE PHONE NUMBER

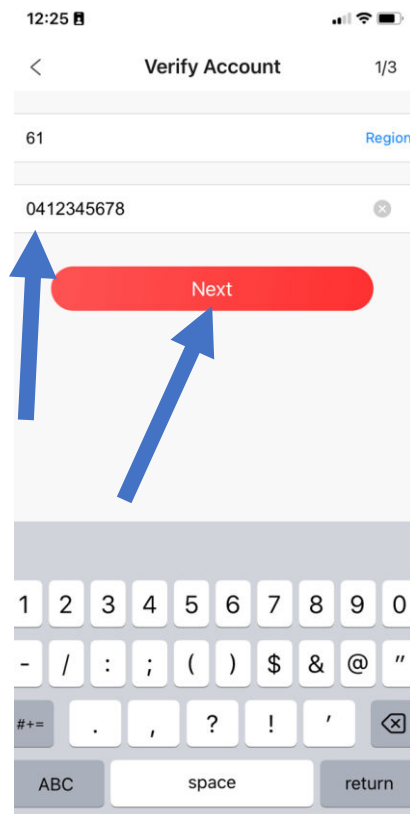
Press 'Forgot Password'.



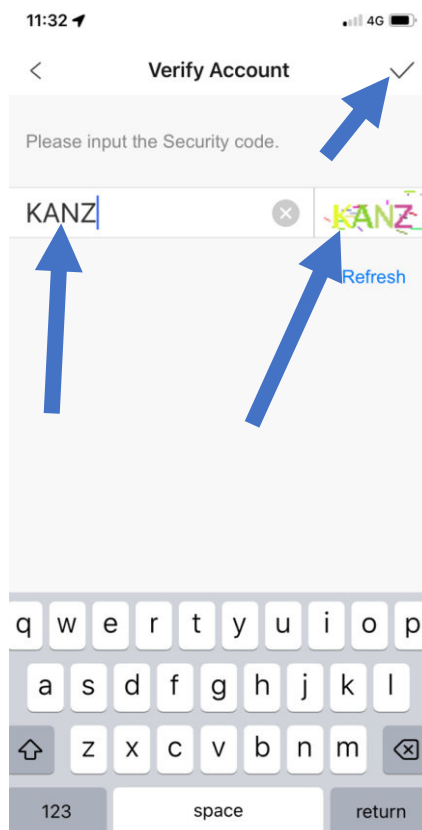
Press 'Reset by Mobile Phone Number'.



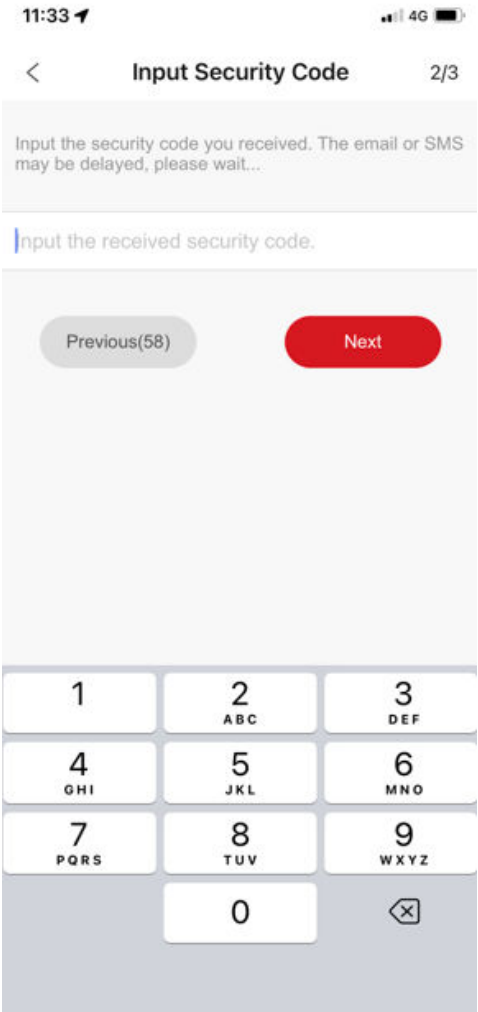
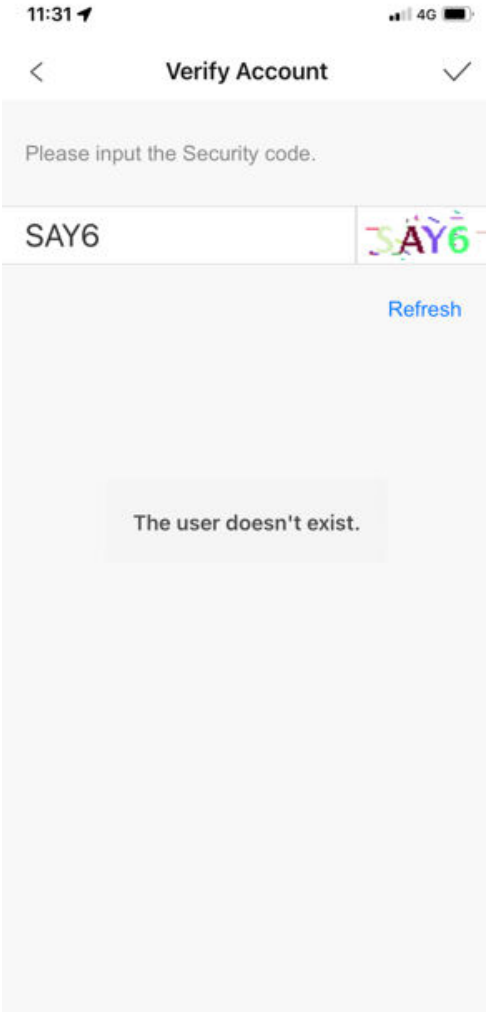
Enter your mobile phone number and press 'Next'.



Enter the CAPTCHA Code and press 'Tick'.

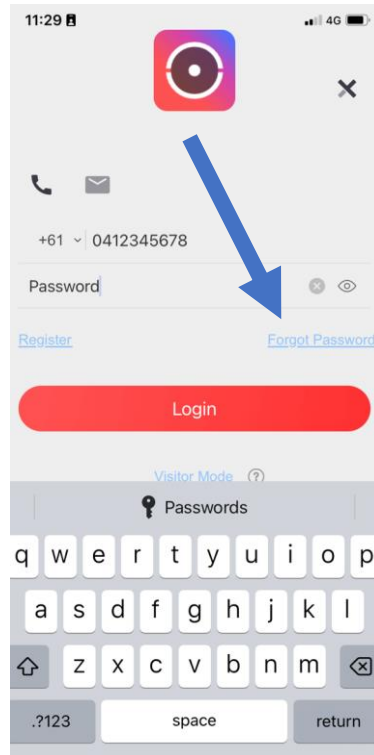


You will receive one of the following screens:

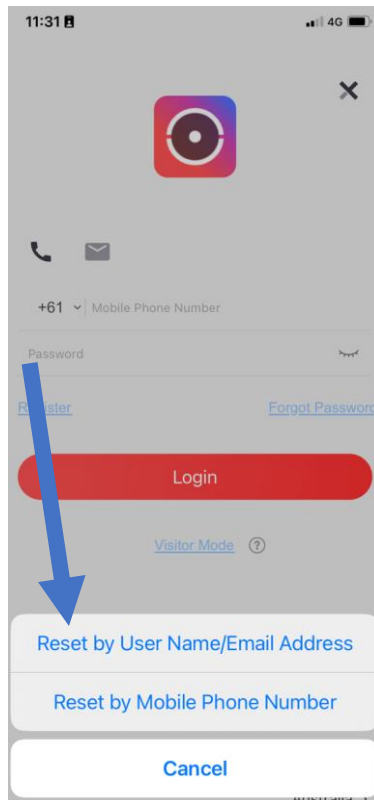
<p style="text-align: center;"><b><u>Input security code.</u></b></p> <p>If you have an existing account registered using the mobile phone number entered, you will be asked to 'Input Security Code'.</p> <p style="text-align: center;">Continue to Step 6.</p>	<p style="text-align: center;"><b><u>The user doesn't exist.</u></b></p> <p>If you are not registered using the mobile phone number entered, you will get an error.</p> <p>Repeat the process using any other possible mobile phone numbers, then proceed to Step 5.</p>
	

## PART 4: RESET YOUR PASSWORD USING EMAIL ADDRESS

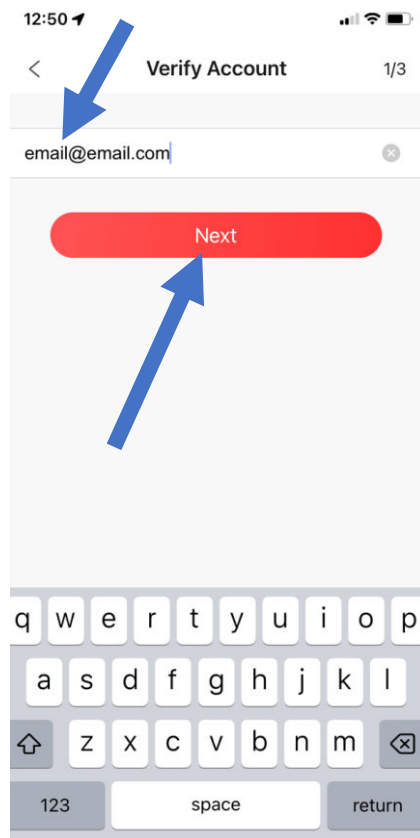
Press 'Forgot Password'.



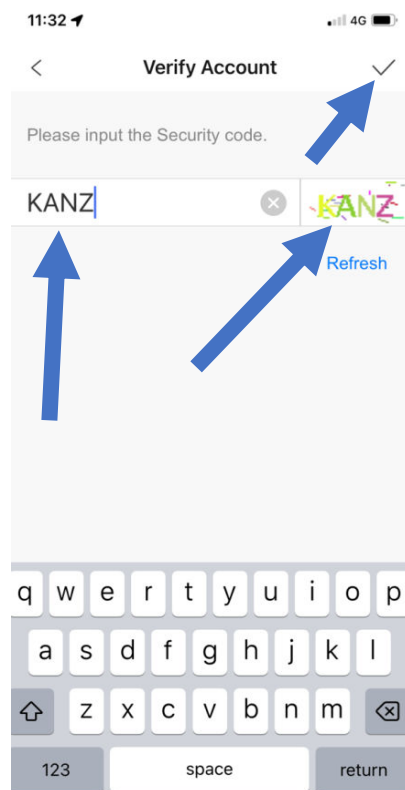
Press 'Reset by User Name/Email Address'.



Enter your email address and press 'Next'.



Enter the CAPTCHA Code and press 'Tick'.





You will receive one of the following screens:

**Input security code.**

If you have an existing account registered using the email address entered, you will be asked to 'Input Security Code'.

Continue to Step 6.

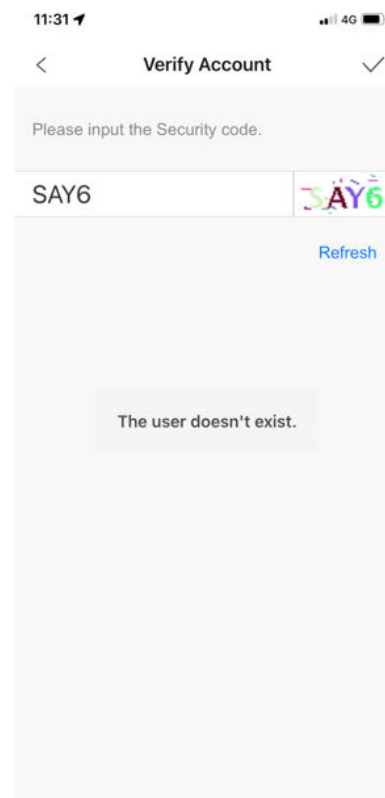
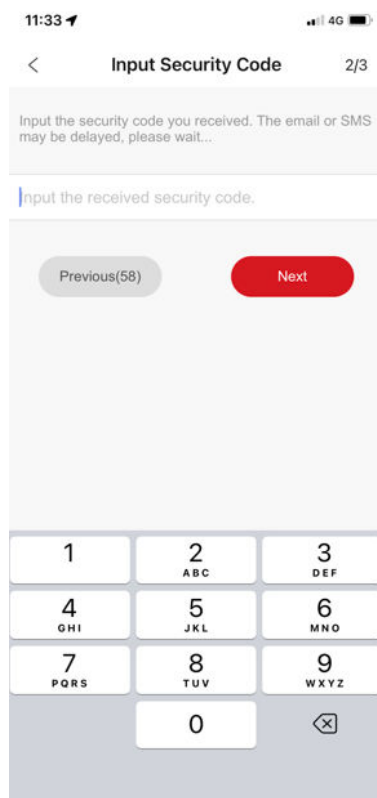
**The user doesn't exist.**

If you are not registered using the email address entered, you will get an error.

Repeat the process using any other possible email address's.

If you have tried every mobile phone number and email address possible and none exist, you don't have an account registered.

Go back to Step 1.

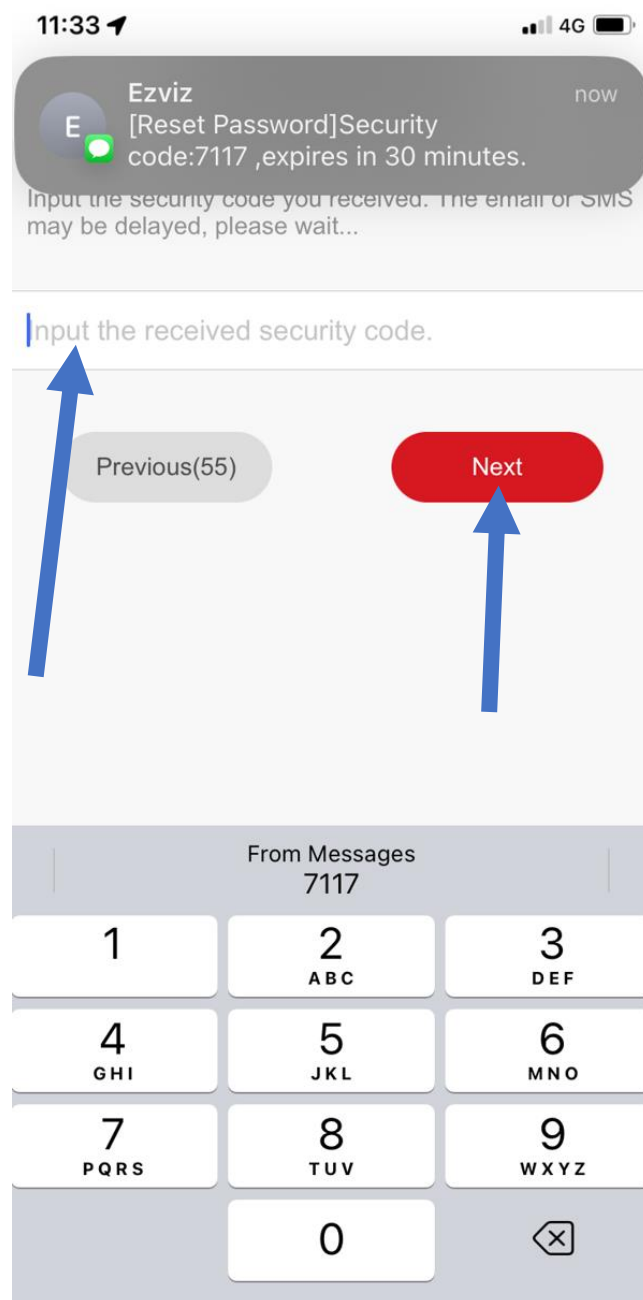


## PART 5: INPUT SECURITY CODE

Input the 4-digit security code sent to you, then press 'Next'.

If you are resetting via mobile phone number, it will be sent via text message.

If you are resetting via email address, it will be sent via email (remember to check your junk/spam folder).



## PART 6: ENTER NEW PASSWORD

Enter your chosen new password, then press 'Finish'.

You have now successfully determined your username (mobile phone number or email address) and reset your password.

You can now login successfully.

11:33 4G

< **Change Password** Finish

Input the new password

1. Use a minimum of 8 characters, including at least three of the following categories: digits, lowercase letters, uppercase letters, and special characters.
2. The password cannot contain the user name, the reverse of the user name, 123, or admin (case insensitive).
3. The password cannot contain 4 consecutive digits in ascending or descending order (such as 1234 and 4321).
4. The password cannot contain 4 consecutive repeated characters (such as 1111 and aaaa)