



HOW TO RECOVER A LOST OR FORGOTTEN PASSWORD

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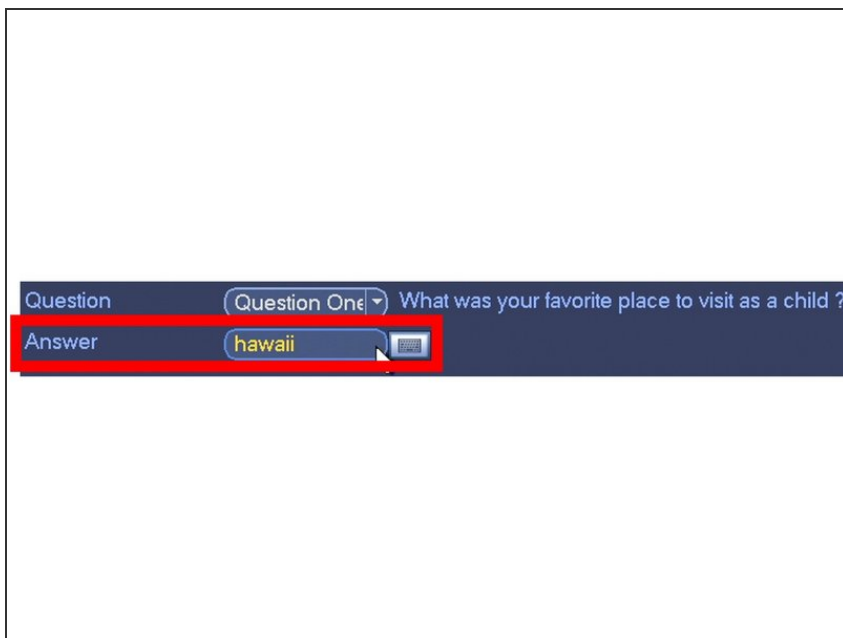
Step 1 — HOW TO RECOVER A LOST OR FORGOTTEN PASSWORD



The screenshot shows a 'SYSTEM LOGIN' dialog box. It has a dark blue background with white text. At the top, it says 'SYSTEM LOGIN'. Below that, there are two input fields: 'User Name' with the value 'admin' and 'Password' which is empty. At the bottom, there are two buttons: 'OK' and 'Cancel'. A red rectangular box highlights the 'Forgot Password' button, which is located below the password field. A mouse cursor is pointing at the 'Forgot Password' button.

- From the System Login, click **Forgot Password**.

Step 2



The screenshot shows a security question screen. It has a dark blue background with white text. At the top, it says 'Question' and 'Question One' with a dropdown arrow. The question is 'What was your favorite place to visit as a child?'. Below that, there is an 'Answer' field with the value 'hawaii'. A red rectangular box highlights the 'Answer' field.

- Enter the **Answer** to your security question.

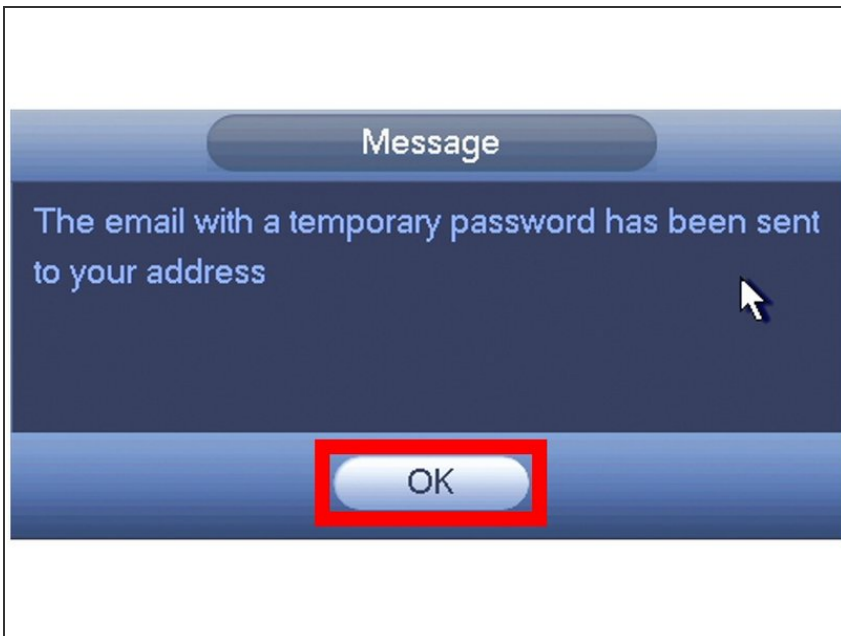
⚠ This field is case sensitive

Step 3



- Click **OK**

Step 4



- ① **A message will appear telling you to check your email.**

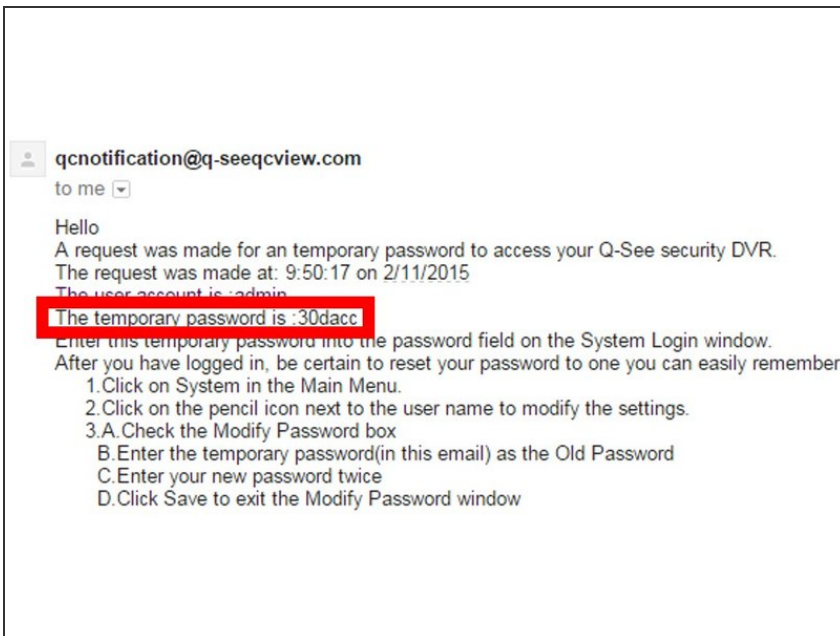
- Click **OK**

Step 5



- Check your email for a message from **qcnotification** and open.
- ⓘ If you do not find the message, check your Spam folder.

Step 6



- Write down the **Temporary Password**.

Step 7

SYSTEM LOGIN

User Name

Password

- Enter the temporary **Password** in the system login.

Step 8

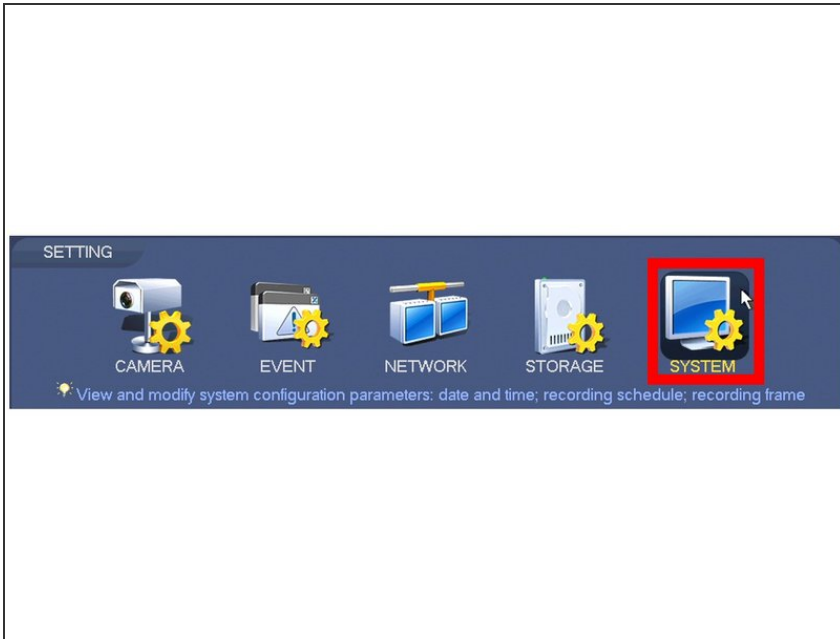
SYSTEM LOGIN

User Name

Password

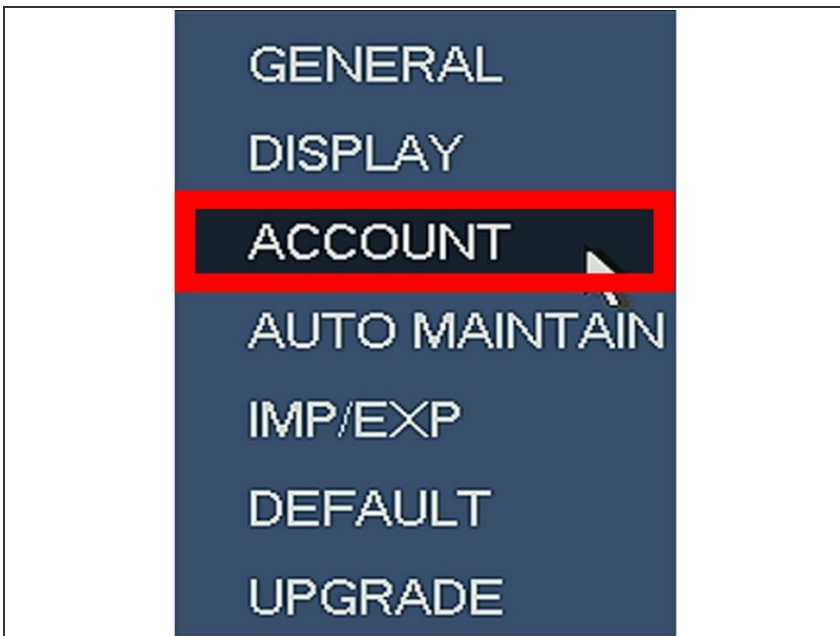
- Click **OK**

Step 9





- Click **System**

Step 10



- From the left side, click **Account**

Step 11

| User | | Group | | | |
|------|-----------|------------|---|--------|------------------|
| | User Name | Group Name | Modify | Delete | Memo |
| 1 | admin | admin |  | × | admin 's account |
| 2 | user | user |  | × | user's account |

- Click the **Pencil** icon under "Modify" for the admin account.

Step 12

Modify User

User Name

Modify Password

Old Password

New Password

Confirm Password

Reuseable

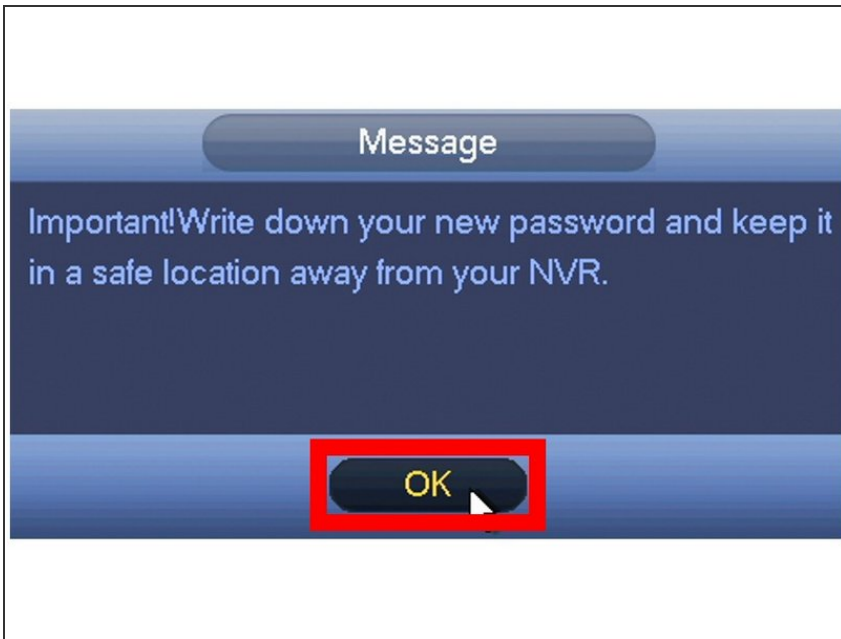
User Name

Group

Memo

- Check the box for **Modify Password**

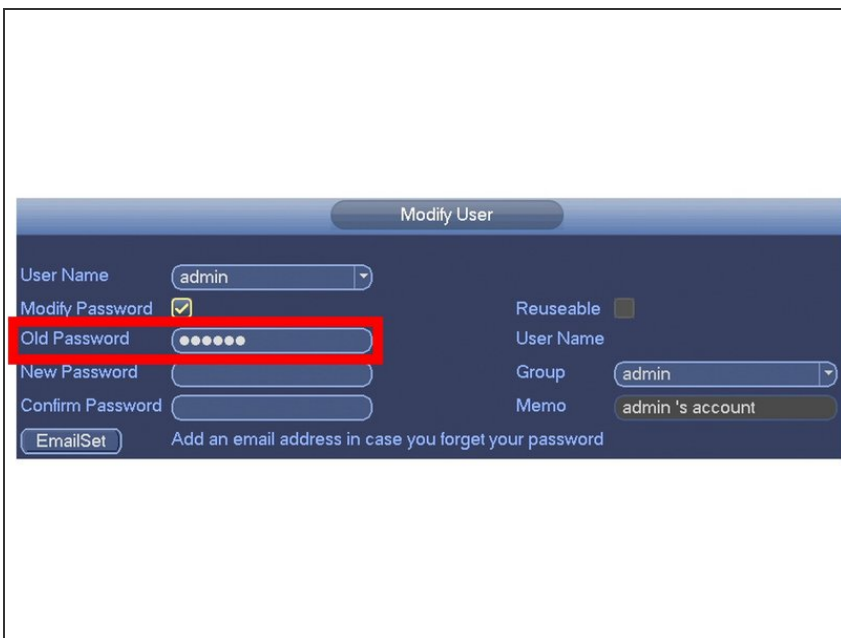
Step 13



i A message will appear to remind you to keep your password in a safe location.

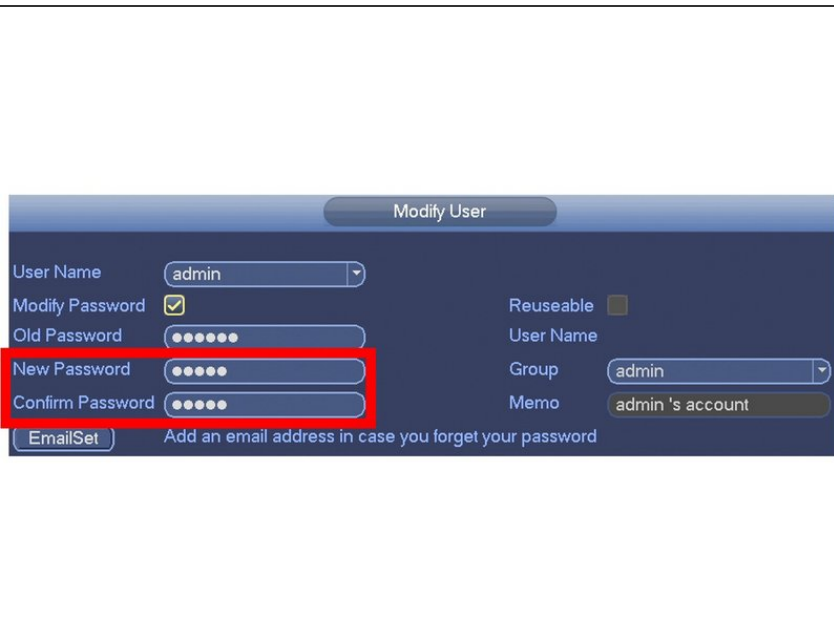
- Click **OK**

Step 14



- Enter the temporary password in the **Old Password** field.

Step 15



The screenshot shows a 'Modify User' dialog box with the following fields and options:

- User Name: admin
- Modify Password:
- Old Password: [masked]
- New Password: [masked] (highlighted with a red box)
- Confirm Password: [masked] (highlighted with a red box)
- Reuseable:
- User Name: admin
- Group: admin
- Memo: admin's account
- EmailSet: Add an email address in case you forget your password

- Enter your **New Password** and re-enter in the **Confirm Password** field.
- ⚠ Passwords cannot exceed 6 characters for some systems.

Step 16



The screenshot shows two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red box.

- Click **Save**
- ⓘ You password has now been changed.