



## **How to Reset the Password of EZStation?**

Title	How to Reset the Password of EZStation?	Version:	V1.1
Product	SMB	Date	9/26/2023

# How to Reset the Password of EZStation?

## Description

**Note:** This method is applicable to most of the scenarios encountered problems, if the method still cannot solve your problem, it is recommended to consult our Tech Support Team.

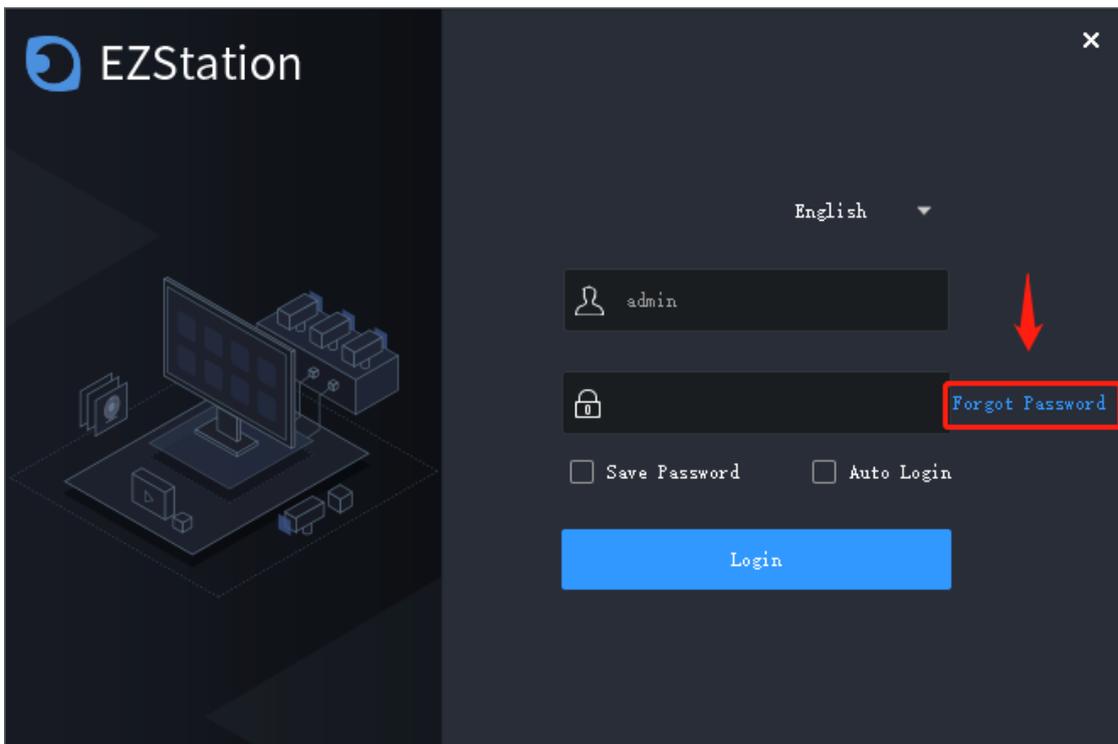
[https://global.uniview.com/Support/Service\\_Hotline/](https://global.uniview.com/Support/Service_Hotline/)

## Operating Steps

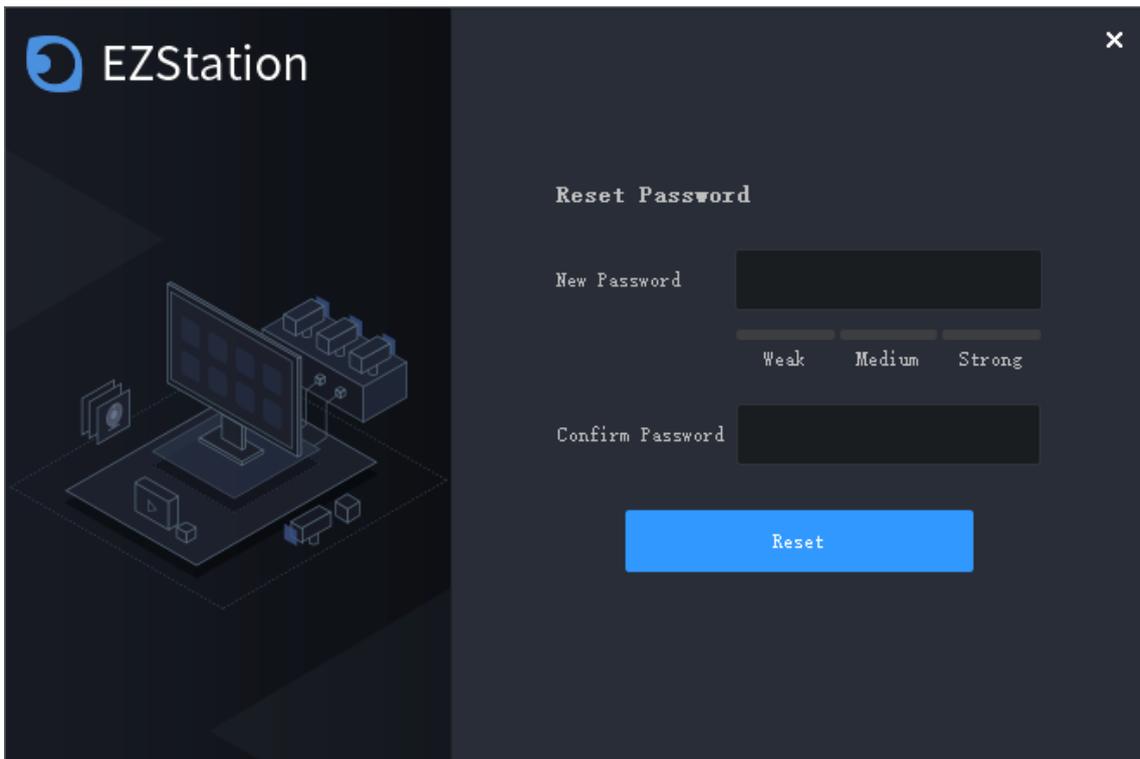
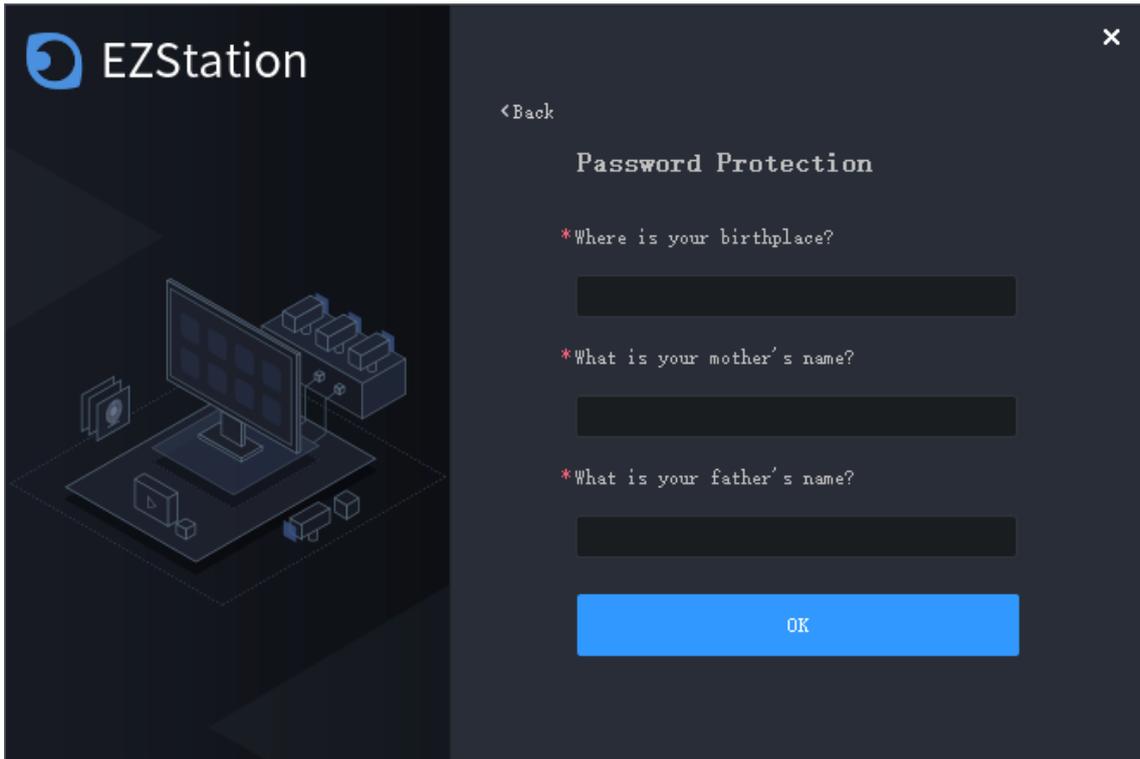
### Guide for EZStation Windows

If you need the old data on EZStation, you can only use the password protection questions set up before to reset it. There is no other way to reset without clear the old data.

Click **Forgot Password** on the login page and answer the password protection questions. It will bring you to the Reset Password page. Set up a new password then.



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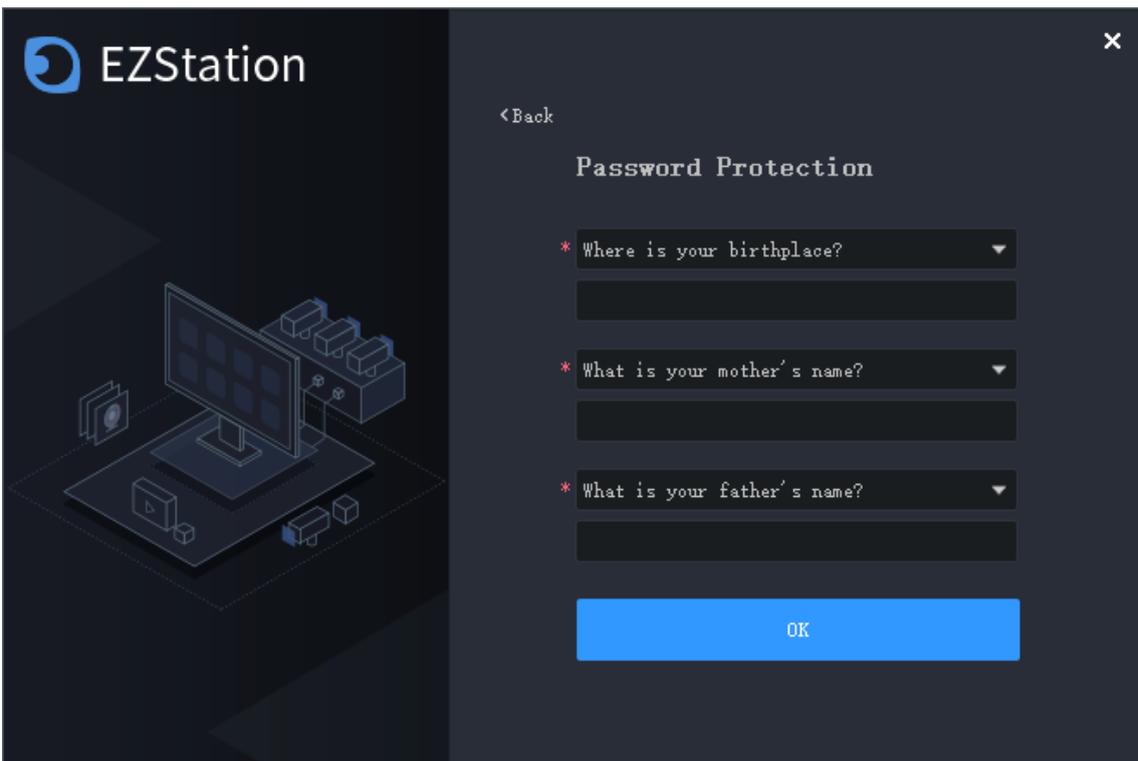
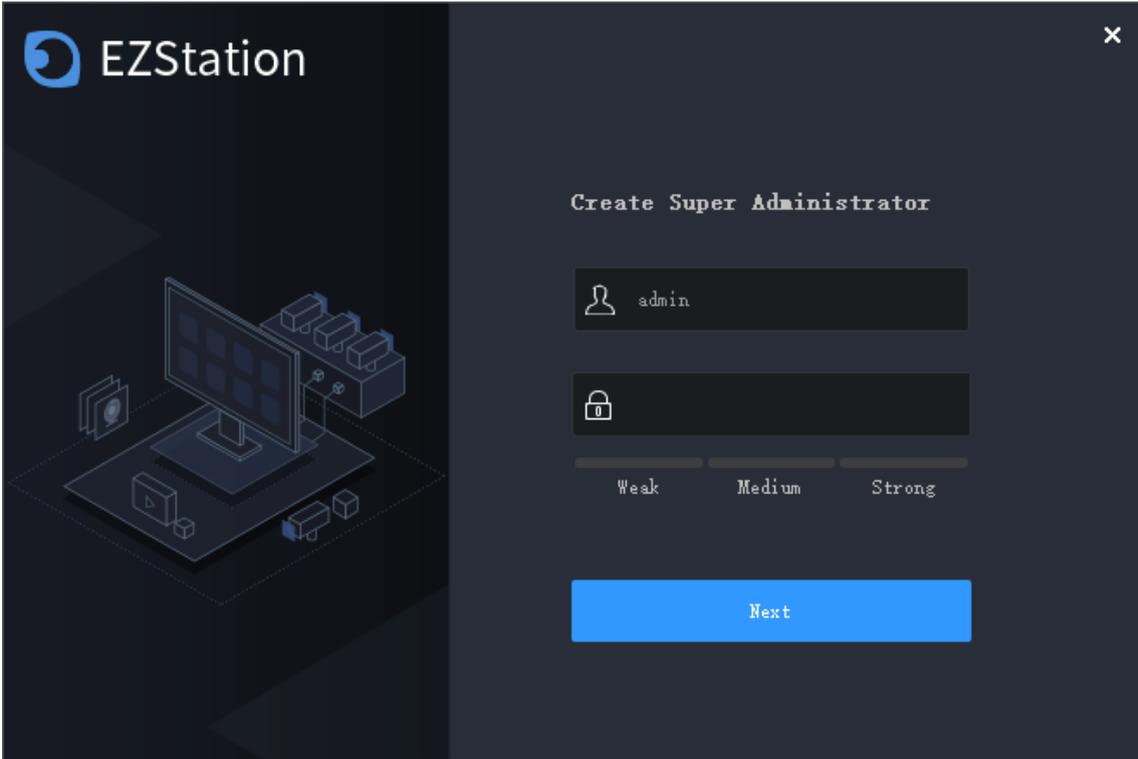
If you do not need the old data on EZStation, it will be much easier.

**Step 1** Uninstall EZStation and delete the installation folder.

**Note:** the default installation path is under: C:\Users\Public\EZStation 3

**Step 2** Install the latest version of EZStation again and it will ask you to create a Super Administrator to log in then. And you can set up the password protection questions to retrieve password then.

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**Note:** If you are using a version of EZStation that does not ask you to create super administrator, then please try the default username and password after you reinstall the software and.

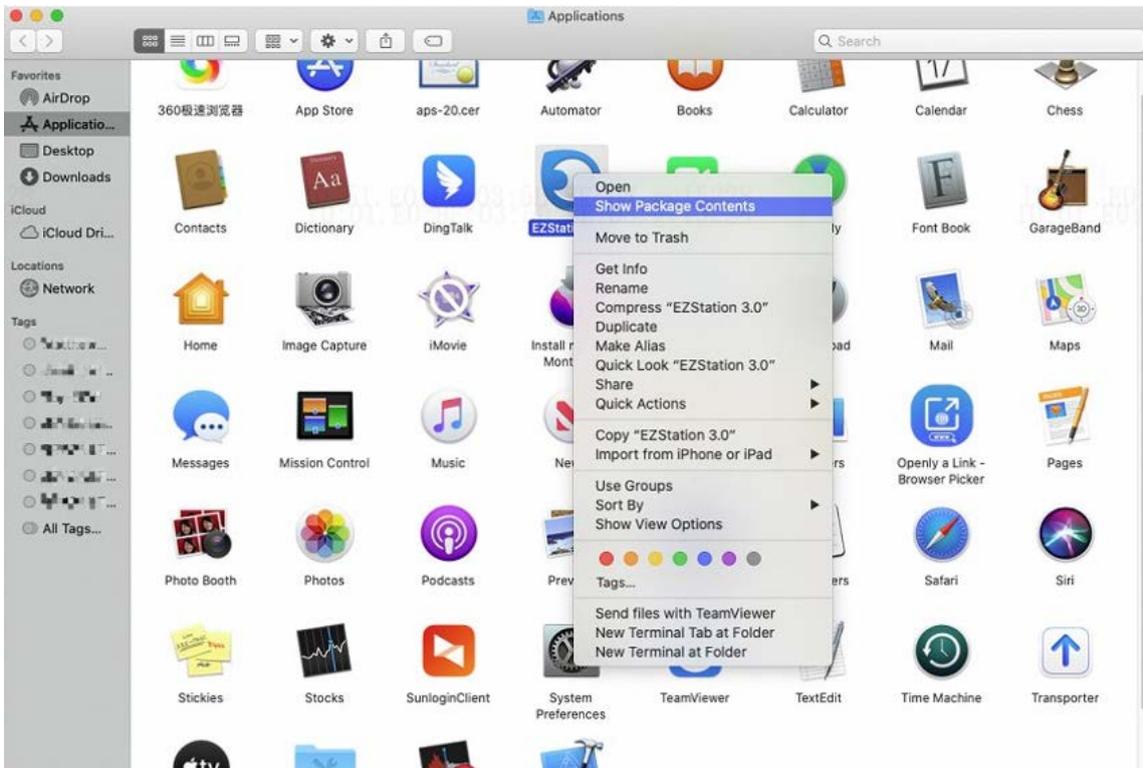
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## Guide for EZStation MAC

**Step 1** Right click the EZStation icon and go to **Show in Finder**.



**Step 2** Right click on EZStation and go to **Show Package Contents**.



**Note:** Below steps may cause you to lose all configurations you have done before on EZStation and even the local recordings/snapshots downloaded from EZStation.

**Step 3** If you forgot the login password of the software, you may remove the whole MacOS folder and reinstall the latest EZStation version from our official website <https://global.uniview.com>. It will ask you to create a Super Administrator to log in then. And you can set up the password protection questions to retrieve password then.