

# RESETTING PASSWORD

## RESETTING PASSWORD USING A SUPER CODE

1. Call/Email technical support to get the super password to match the recorder and its firmware for the day.
2. Go to a monitor hooked directly up to the back of the recorder
3. Right click and select the main menu option
4. Select the Admin account to log into and use the super password that technical support provided to log in
5. Once in the main menu navigate to System in the bottom right hand corner under the settings category
6. Then select the Account setting on the right hand side.
7. Click on the modify pencil button for the Admin account
8. In the Admin account setting click on the modify password check box
9. Enter in the technical support provided password for the Old password
10. Enter in a new password and then confirm the password.
11. Last click save. If not prompted with any issues the recorder will back out one menu and the password has been changed.

## RESETTING PASSWORD USING A SN

1. Call/Email technical support to get the super password to match the SN of the recorder. Please have the SN ready to provide the technical support representative with it.
2. Go to a monitor hooked directly up to the back of the recorder
3. Right click and select the main menu option
4. Select the Admin account to log into and use the super password that technical support provided to log in
5. Once in the main menu navigate to System in the bottom right hand corner under the settings category
6. Then select the Account setting on the right hand side.
7. Click on the modify pencil button for the Admin account
8. In the Admin account setting click on the modify password check box
9. Enter in the technical support provided password for the Old password
10. Enter in a new password and then confirm the password.
11. Last click save. If not prompted with any issues the recorder will back out one menu and the password has been changed.

## RESETTING PASSWORD USING OLD CODE GENERATION

1. To generate the password use the formula,  $MM*DD*Last\ two\ digits\ of\ the\ year\ (YY)*8888$ , the password is then the last 6 digits of the solution. (example: If the date of the recorder is May 18, 2017 you would calculate  $05*18*17*8888=13,598,640$  so the password is 598640)
2. Go to a monitor hooked directly up to the back of the recorder

3. Right click and select the main menu option
4. Select the Admin account to log into and use the super password
5. Once in the main menu navigate to advanced and then to users
6. Click on the admin account and then click on modify password at the bottom
7. Use the super code for the old password and then type in a new password and confirm the password.
8. When you save the recorder will back out a menu if everything worked.

## RESETTING PASSWORD USING THE NEWEST FORGOT PASSWORD BUTTON

1. Go to a monitor hooked directly up to the back of the recorder
2. Right click and select the main menu option
3. Select the admin account and then click on the "Forgot Password" button
4. On the next menu type in a valid and accessible email address and click ok
5. After the email has been entered and the QR code displays use a QR code scanner app (we suggest Barcode Scanner) to scan the QR code.
6. Once the code is scanned it will copy a long random code to the phones clip board. Email this code to the on screen email address ([support\\_gpwd@htmicrochip.com](mailto:support_gpwd@htmicrochip.com)).
7. In about 2-5 minutes the noreply email will send you a reset password to type in at the bottom of the QR screen.
8. Once the reset password is typed in click the Reset button, the recorder will then ask you to set a new password.

## RESETTING PASSWORD USING RESET QUESTION

1. Go to a monitor hooked directly up to the back of the recorder
2. Right click and select the main menu option
3. Click on the "question mark speech bubble"
4. The recorder will then prompt the user with the pre-answered questions
5. Fill out the question answers and then click login
6. The recorder will then allow the user to change the password.