

How to Reset the Password of My UNV-Link Account?



Description

Note: This method is applicable in most scenarios. If this method does not solve your problem, it is recommended to consult our Tech Support Team. <u>https://global.uniview.com/Support/Service Hotline/</u>

Operating Steps

The password of your UNV-Link account can be reset on the app itself or on the EZCloud website.

Note:

 Sometimes the verification code may go to the spam folder in your email. Do not forget to check spam folder as well.
 The UNV-Link account is same as the EZCloud account.

Reset password on UNV-Link

Step 1 Open UNV-Link, click **Me** at the bottom, then click the username and then **log out.** This will bring you to the login page.





Step

Click **Forgot Password** and enter the Email address or phone number you used for signing up the UNV-Link account.



Click **Next**, complete the puzzle and a verification code will be sent to your Email or phone number. You can use that code to reset the password of your UNV-Link.





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Reset

password on EZCloud website

Step 1 Access the EZCloud website. Click the **Forgot Password** option on the login page.



Note: For different region, we have different EZcloud server/cloud website. There are mainly 3 cloud websites according to the region of the EZCloud account:

For America region: <u>https://os.ezcloud.uniview.com/login</u>

For European region: <u>https://eu.ezcloud.uniview.com/login</u>

For Asia and Pacific region: <u>https://ap.ezcloud.uniview.com/login</u>

Step 2 Enter the Email address you used for signing up the UNV-Link account and click **Acquire**. A verification code will be sent to your email. You can type in the verification code and click on **Next** to reset the EZCloud password.

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Note: If you signed up the account by using a phone number, please click the **Use mobile phone number to retrieve password**.