



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

Title	How to Reset the Password of My UNV-Link Account?	Version:	V1.0
Product	SMB	Date	7/15/2024

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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. https://global.uniview.com/Support/Service_Hotline/

Operating Steps

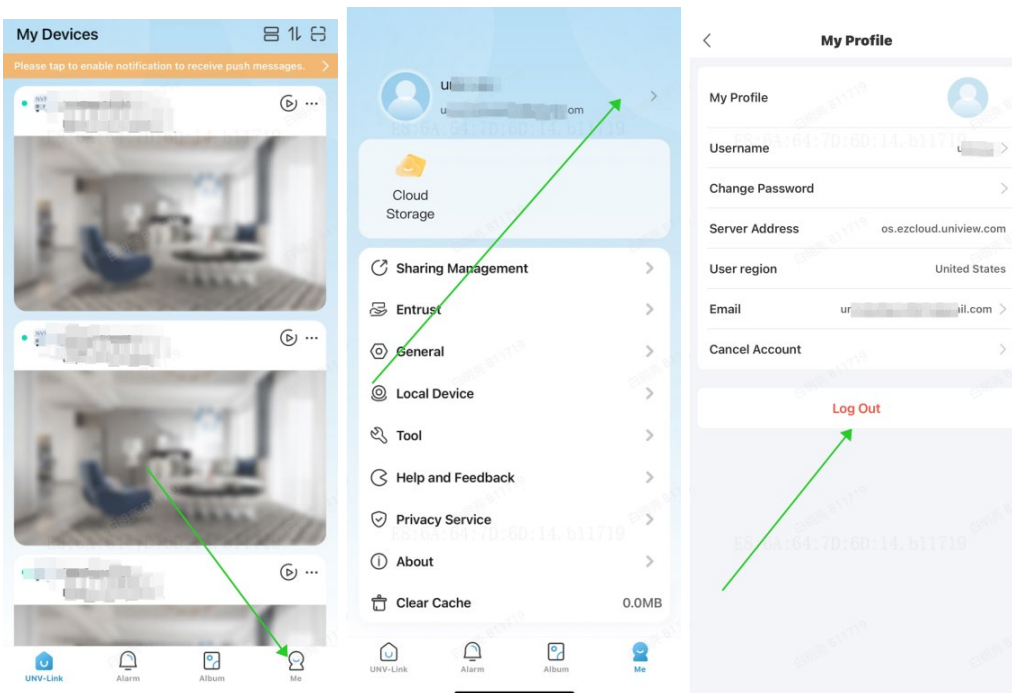
The password of your UNV-Link account can be reset on the app itself or on the EZCloud website.

Note:

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

Reset password on UNV-Link

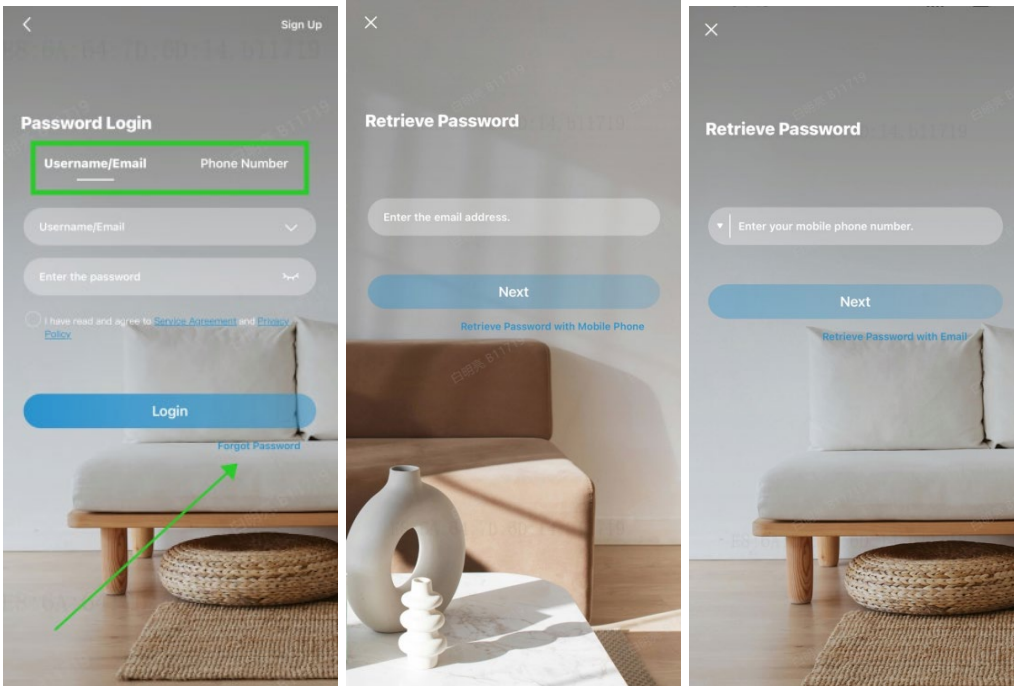
Step 1 Open UNV-Link, click **Me** at the bottom, then click the username and then **log out**. This will bring you to the login page.



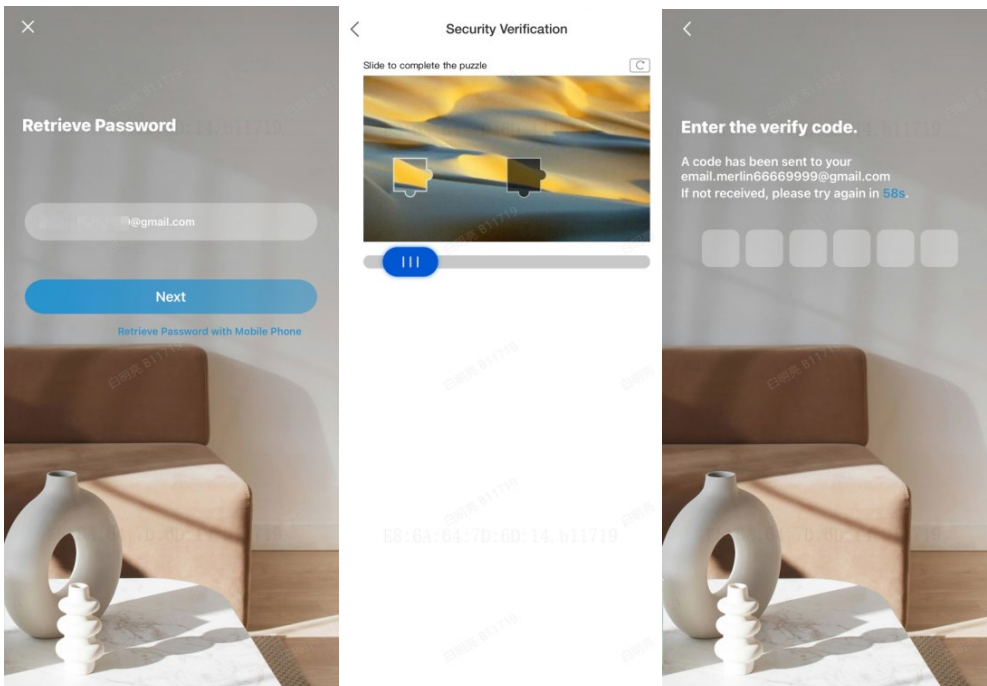
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Step 2

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



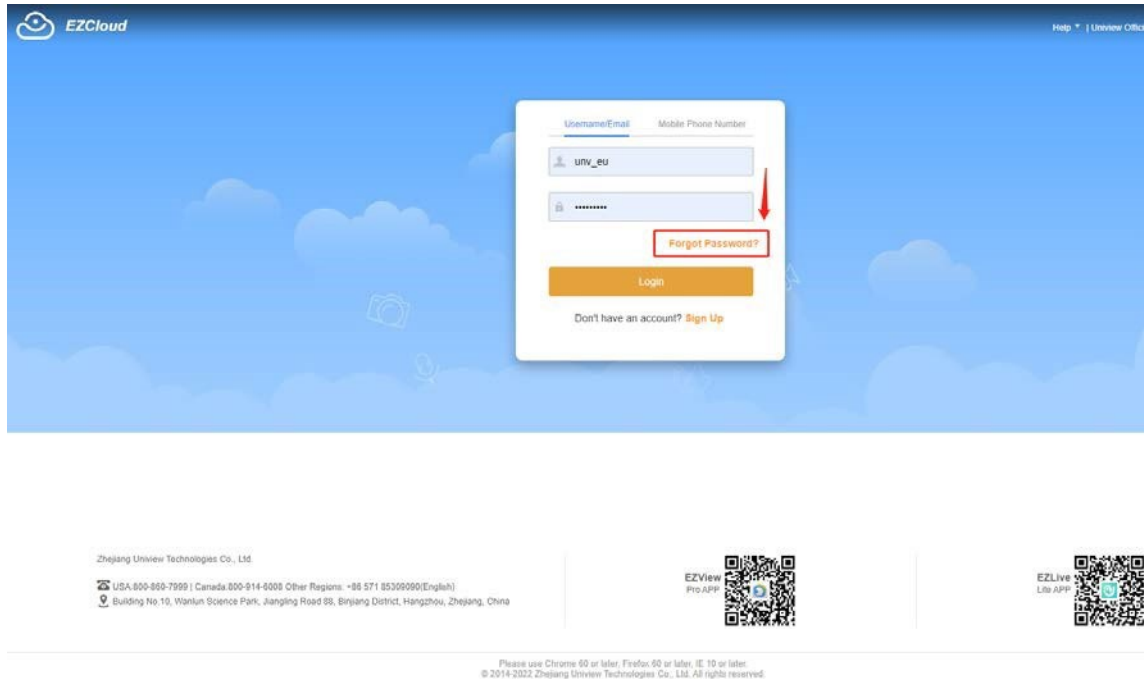
Click **Next**, complete the puzzle and a verification code will be sent to your Email or phone number. You can use that code to reset the password of your UNV-Link.



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Reset password on EZCloud website

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



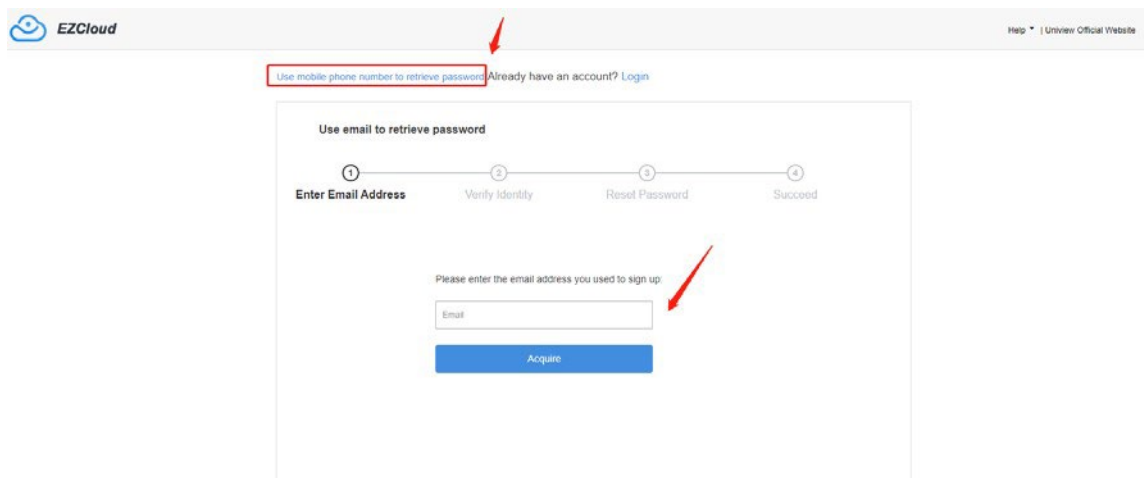
Note: For different region, we have different EZcloud server/cloud website. There are mainly 3 cloud websites according to the region of the EZCloud account:

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

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

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

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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[Use mobile phone number to retrieve password](#) | [Already have an account? Login](#)

Use email to retrieve password

1 Enter Email Address 2 Verify Identity 3 Reset Password 4 Succeed

Please enter the verification code sent to ser****.com.

[Use mobile phone number to retrieve password](#) | [Already have an account? Login](#)

Use email to retrieve password

1 Enter Email Address 2 Verify Identity 3 Reset Password 4 Succeed

Please reset your password for account security.

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