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**[FAQ]**  
**What if I forgot my control center ID and Password?**  
**Is it possible to reset the password without**  
**formatting the pc?**

**Release Date: 7/09/2015**

**Applied to:**

Control Center v3.2

**Question:**

What if I forgot my control center ID and Password?

**Answer:**

We are afraid that formatting the pc probably the only to solve this problem. Please always write down the password and store it in a safe place.

For any question on the information provided, please feel free to submit your question to our support window at [support@geovision.com.tw](mailto:support@geovision.com.tw)