

Resetting an eGauge password through eGuard

You will need to have an installer account set up in eGuard or register your device before resetting your password. See [this article](#) for more information on registration and password reset.

If you receive an error in the meter saying "Sorry, you are not authorized...", you may need to enable remote administration, as shown at the bottom of this article.

Provided an eGauge is online and connected to the proxy server, remote password resets can be performed through eGuard (available at <https://egaugenet.net>). Note that an account at egaugenet.net is required, and the eGuard user must have **manager** or **administrator** access to the device in their eGuard group. Also note that eGuard is only intended for use by customers managing large numbers of eGauge devices. End users should refer to [this article](#), which contains instructions on how to contact eGauge support directly.

In order to change a password through eGuard:

Login at <https://egaugenet.net> using the green "Log In" button at the top of the page

Once logged in, the button at the top of the page will change to a dropdown menu containing your username. From this dropdown menu, select "My Portfolio". A list of devices will appear. Locate the device on which you wish to change the password. For larger lists of devices, it may be necessary to use the eGuard filter functionality to find a specific meter, located in the upper right-hand corner of the page.

eGuard

Portfolio

Permissions

Groups

Alerts

Sites

Register a new device

Groups

Avg Watts

Total kWh

Filter Table

Showing 1 to 57 of 57 records

100

records per page

The data in this table is updated hourly

Hover over elements for more info

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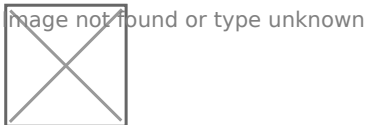
eGuard Device Table

Once you have located your device, click the blue notepad icon under the "Name" column, to the left of the device name. Do not click the device name itself. This will open the **Device Page** for that eGauge.

Name	
	eGaugeHQ
	egaugehq2

eGauge Device Page Icons

Near the top left of the **Device Page**, there should be a dark blue "Reset Password" button. If you do not see this button, your username *does not* have the appropriate permission level to change device passwords.



Reset Password Button

On clicking the "Reset Password" button, a dialog box will appear. From the dropdown menu, select the username you wish to perform a password reset on.

Click "Submit". The dialog box will disappear, and a new line will appear at the top of the **Device Page** containing a temporary password. This password **should be changed** as soon as possible.

Sample password reset message

Sample Successful Password Reset Message

Enable Remote Administration

You may need to enable remote administration by clicking the "Enable Remote Administration" button under the Reset Password section. This enables remote administration to the first user configured in Settings -> Access Control.

You are an admin for this device

- Name: eGauge9995
- Label: eGauge9995
- Firmware: 4.0.7
- Online: 
- Temp: 46.5°
- DB Config: min

 Data for Device

 Reset Password

Remote Administration Control

Assuming the device is up and connected to the Internet, you can view the current password and access control settings of the device by clicking on the 'Access Control' button below. You can enable or disable remote administration on the device by clicking the respective button.

 [AccessControl](#)

Enable Remote Administration

Disable Remote Administration

Please visit kb.egauge.net for the most up-to-date documentation.