

What can I do if I've lost my device password?

Passwords may be reset **through eGuard**. The eGuard user must have manager or administrative access to the meter in their portfolio.

First, make sure you are accessing the eGauge correctly. By default, the factory credentials on the eGauge can only be used from a computer connected to the same network as the eGauge *and* after clicking on the **LAN Access** button in the top right corner of the main graph page. As a general rule, if you can see a proxy server address in your browser's address bar (http://**devname**.egaug.es or http://**devname**.d.egaug.net or https://**devname**.egaug.io) the factory credentials may not work depending on the permission level set on the owner account.

For meters purchased on or after Jan 2021, the factory credentials are printed on the side of the meter.

For meters purchased prior to Jan 2021, the factory credentials are **owner / default**.

eGauge support cannot provide the password currently set on a meter *or* the default password on meters shipped on or after Jan 2021.

If these credentials do not work (for example, if they were changed in the past and you no longer remember your password), you can request a password reset from eGauge support. Simply email support@egaug.net with your **device name** and **MAC address**. Both pieces of information are required. Also note that your eGauge must be online and connected to the proxy server in order to perform a remote password reset. eGauge support does not have the ability to view or recover previously set passwords.

You may be able to register your device in eGuard and perform a password reset through there. See **this article** for more information.

Note that the credentials used to access egaug.net are *not* the same as the credentials used to access a specific meter. The password reset functionality on egaug.net will only reset the password for egaug.net, and will not change the password used to access a specific meter.