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Kia Account - UVO Manuals and Troubleshooting Guides

Reset password for Kia Account in UVO App - manuals

Make sure customers choose the correct **Forgot Password** function.

Step 1: Navigate to KIA ACCOUNT LOGIN from UVO App login page

Step 2: Choose **Forgot Password**

The screenshot shows the UVO App login page. At the top left is the KIA logo. Below it, there's a section for signing in with email, featuring input fields for 'Email address' and 'Password', and a 'CURRENT ACCOUNT LOGIN' button. Below this, there are links for 'Did you forget your email or password?' and 'Have no account yet? Create account'. The 'KIA ACCOUNT LOGIN' button is highlighted with a red box. At the bottom, there's a language selector set to 'English' and a copyright notice: 'COPYRIGHT © KIA MOTORS CORP. ALL RIGHTS RESERVED.'

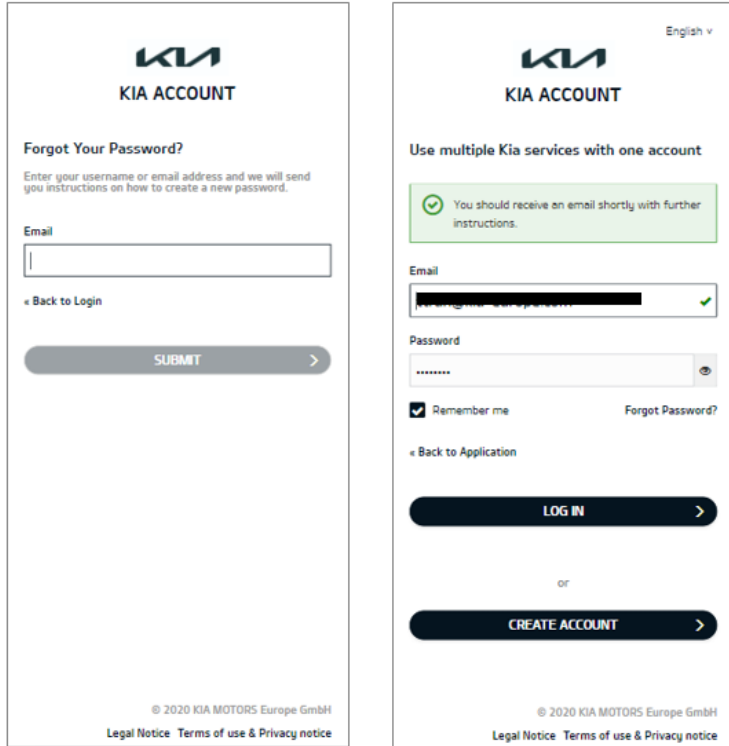


The screenshot shows the UVO App KIA ACCOUNT login page. At the top, it displays the time '16:56', signal strength, Wi-Fi, and battery icons, along with the language 'English'. The KIA logo and 'KIA ACCOUNT' text are centered. Below, it says 'Use multiple Kia services with one account'. There are input fields for 'Email' and 'Password'. A 'Remember me' checkbox is checked. The 'Forgot Password?' link is highlighted with a red box. At the bottom, there are 'LOG IN' and 'CREATE ACCOUNT' buttons, with 'or' text between them. A 'Back to Application' link is also present.



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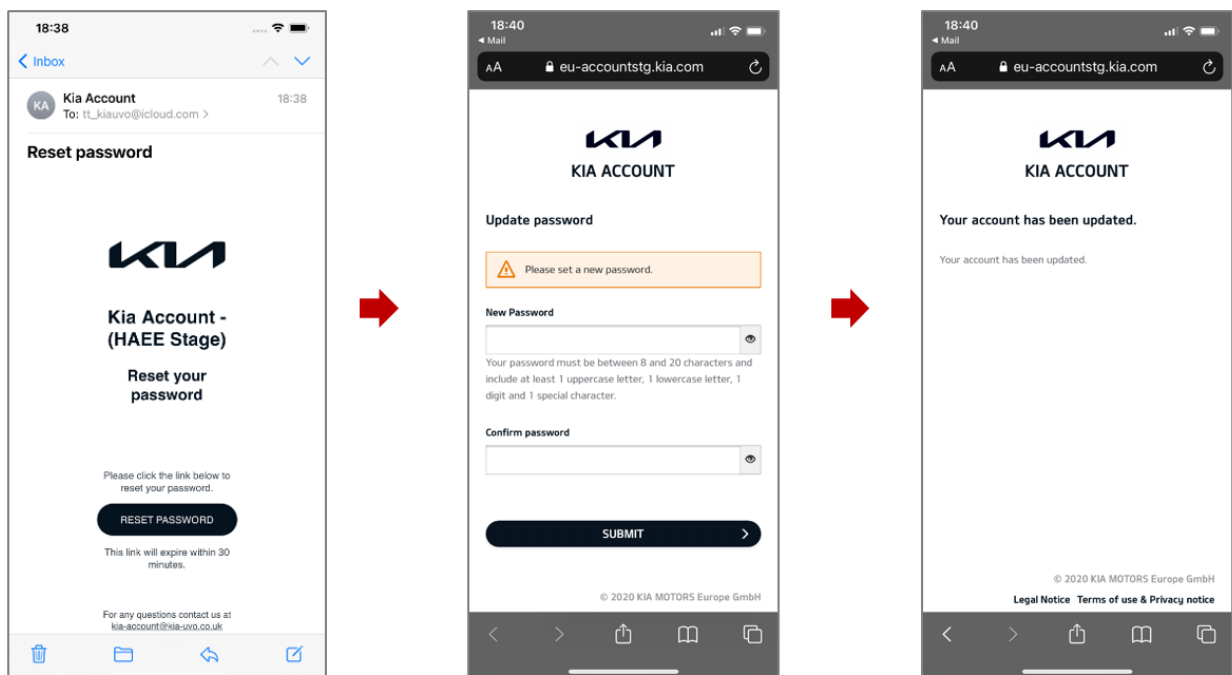
Step 3: Enter your Kia Account email and submit. Email verification will be sent to your email.



Step 4: Click Reset Password Link in the email verification.

This will direct you to the Reset Password link (in your phone browser like Safari, Chrome...)

Step 5: Enter the new Password and Submit





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Step 6: Go back to UVO App. Navigate to KIA ACCOUNT LOGIN from UVO App login page and login with the new password.

The screenshot shows the UVO App login page. At the top is the Kia logo. Below it, there is a section for signing in with email, featuring input fields for 'Email address' and 'Password', and a 'CURRENT ACCOUNT LOGIN' button. Below this, there are links for 'Did you forget your email or password?' and 'Have no account yet? Create account ►'. At the bottom of this section, the 'KIA ACCOUNT LOGIN' button is highlighted with a red rectangular box. At the very bottom of the page, there is a language selector set to 'English' and a copyright notice: 'COPYRIGHT © KIA MOTORS CORP. ALL RIGHTS RESERVED.'



The screenshot shows the 'KIA ACCOUNT LOGIN' screen. At the top, the time is 16:56 and the language is set to 'English'. The Kia logo and 'KIA ACCOUNT' text are centered. Below this, it says 'Use multiple Kia services with one account'. The main login form is highlighted with a red rectangular box and includes an 'Email' input field, a 'Password' input field with a toggle for visibility, a checked 'Remember me' checkbox, and a 'Forgot Password?' link. Below the form is a 'Back to Application' link and a 'LOG IN' button with a right-pointing arrow. At the bottom, there is an 'or' separator and a 'CREATE ACCOUNT' button with a right-pointing arrow.



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Reset Password for UVO Account (ONLY applied for UVO existing customers)

If customers have UVO Account created before 14.01.2021 and have not upgraded to Kia Account, follow the current UVO reset password.

This process will be eliminated after the account transition phase to Kia Account completed.

- Step 1: Navigate to the UVO Login page and Click "Did you forget your email or password"
- Step 2: Choose to reset password by "Email " or "Mobile phone number"
- a. Reset UVO Password by Email
 - Step 3a: Email verification.
 - Step 4a: Navigate back to your UVO App. CONFIRM email verification
 - Step 5a: Set a new password directly in the UVO App
- b. Reset UVO Password by Mobile phone number
 - Step 3b: Verification by mobile number and birthday (registered during registration).
 - Step 4b: Verification code sent to your phone. Enter the code to the UVO App
 - Step 5b: Set a new password directly in the UVO App

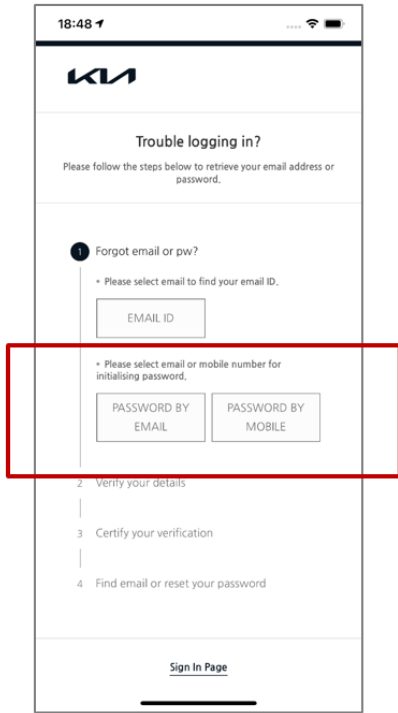
Step 1: Navigate to the UVO Login page and Click "*Did you forget your email or password*"

The screenshot shows the UVO login interface. At the top is the Kia logo. Below it, there's a section for signing in with email, featuring input fields for 'Email address' and 'Password', followed by a 'CURRENT ACCOUNT LOGIN' button. A red box highlights the link 'Did you forget your email or password?'. Below this link is the text 'Have no account yet? Create account ►'. Further down is a 'KIA ACCOUNT LOGIN' button. At the bottom, there's a language dropdown menu set to 'English' and a copyright notice: 'COPYRIGHT © KIA MOTORS CORP. ALL RIGHTS RESERVED.'



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Step 2: Choose to reset password by "Email " or "Mobile phone number"

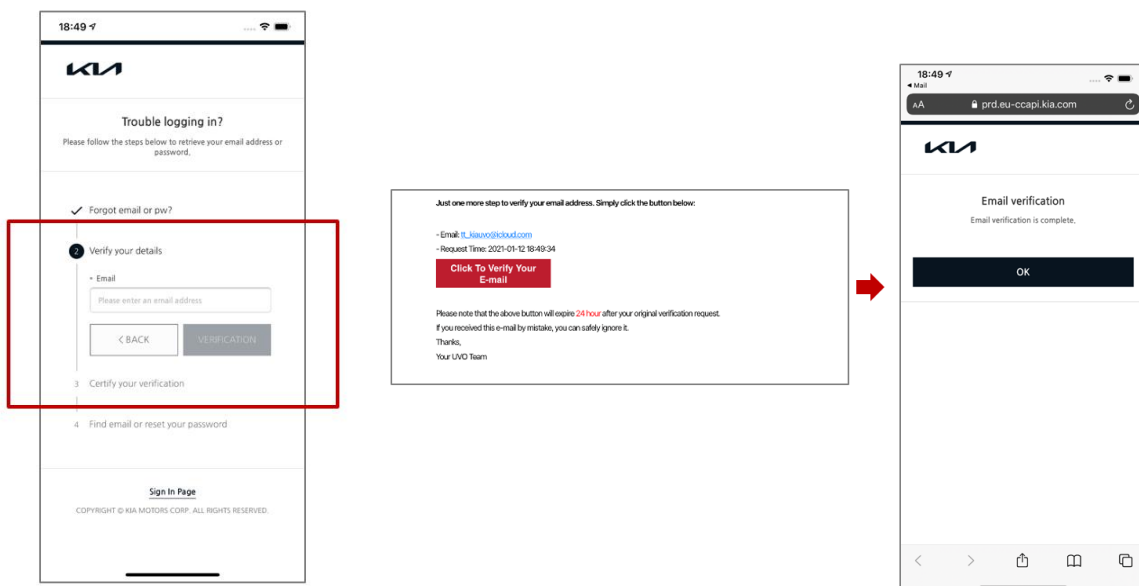


a. Reset UVO Password by Email

Step 3a: Email verification.

Enter your email address. An email verification will be sent to your Mailbox.

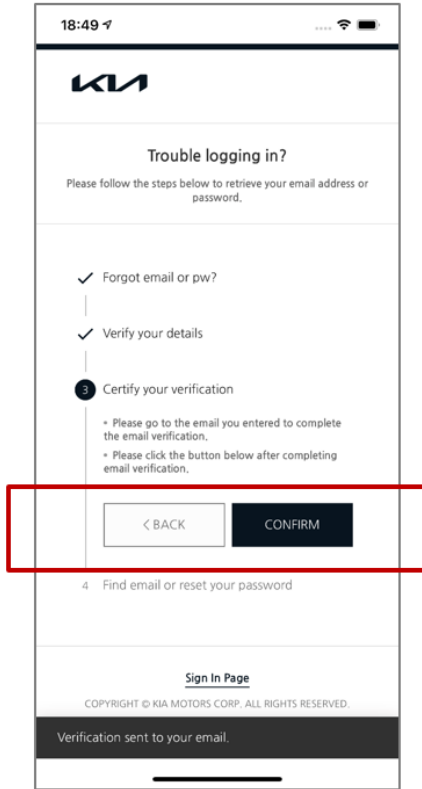
Click Reset password Link in your email. After that you will see the message "Email verification is completed" (opened on phone browser, outside of UVO App).



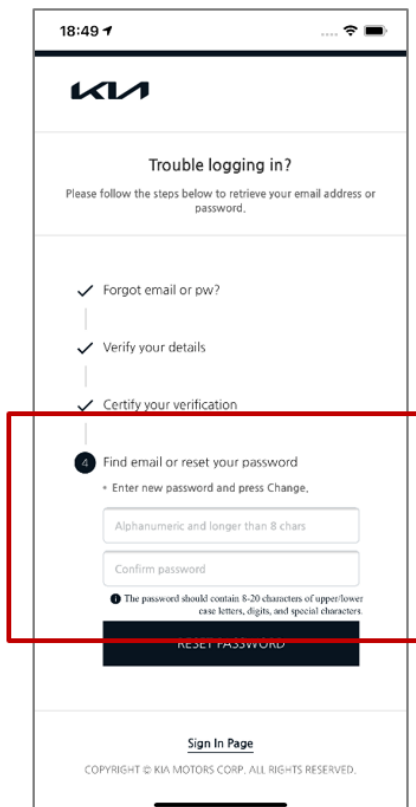


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Step 4a: Navigate back to your UVO App. CONFIRM email verification



Step 5a: Set a new password directly in the UVO App

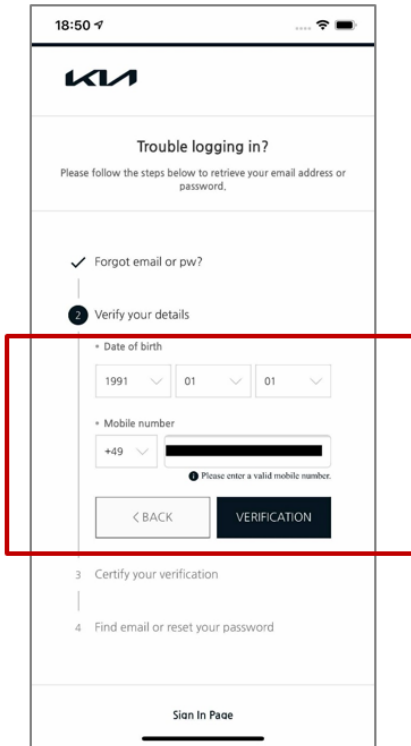




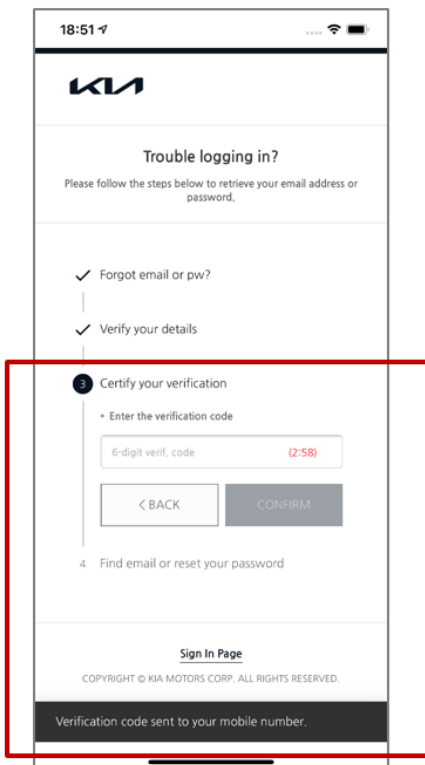
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b. Reset UVO Password by Mobile phone number

Step 3b: Verification by mobile number and birthday (registered during registration).



Step 4b: Verification code sent to your phone. Enter the code to the UVO App





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Step 5b: Set a new password directly in the UVO App

