

How to Factory Reset the EnSURE Touch

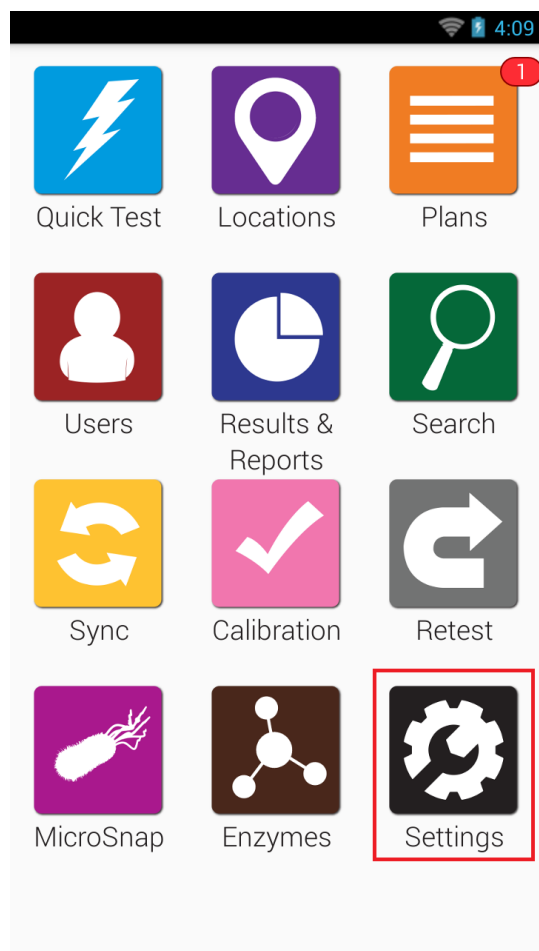
Introduction

Factory Resetting allows the EnSURE Touch to revert to default settings.

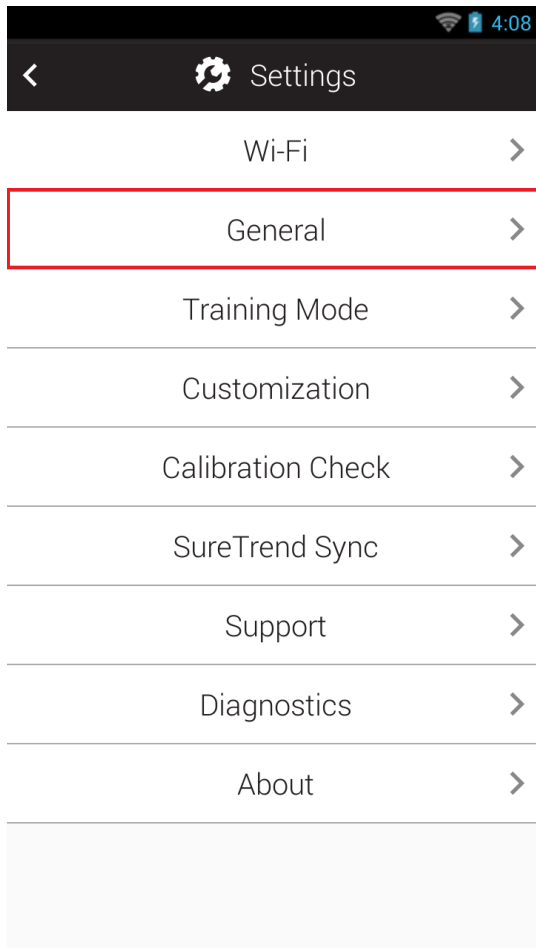
Warning: Performing a factory reset erases all data and settings on the instrument. It is recommended you Sync your data to your SureTrend Cloud account before performing the factory reset to prevent permanent loss of data.

Solution

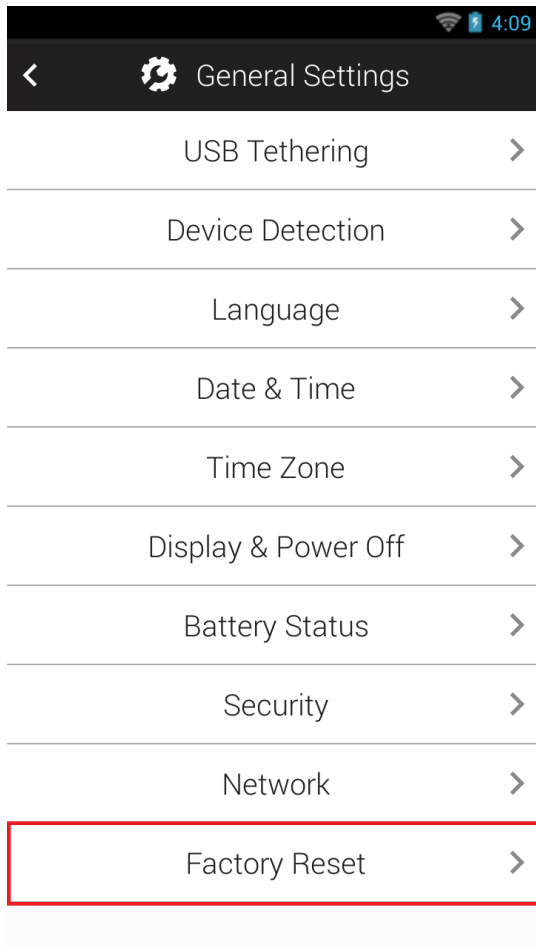
1. From the Home screen touch the **Settings** application.



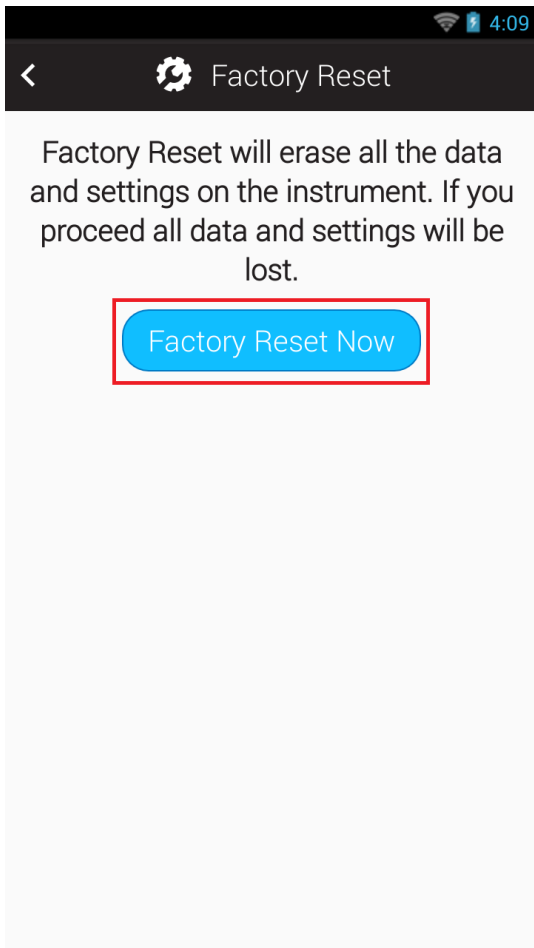
2. Select **General** from the list of settings.



3. Select **Factory Reset**.



4. Select **Factory Reset Now**.



5. Select **OK** to confirm the Factory Reset.

Contact Hygiena Technical Support for further assistance.

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: techsupport@hygiena.com
- [Submit a Support Ticket](#)
- [Schedule a Microsoft Teams meeting with support](#)

Forgot Password

Account Log In

Forgot Username and/or Password

1. Go to <https://suretrend.hygiena.com/ForgotPassword>
2. Enter your email or username.
3. Click Next.
4. An email will be sent to you giving you instructions on how to reset Username and/or Password. Check your junk mail if you do not receive the email. The email will come from suretrendcloud@hygiena.com.



Check your email

You should receive an email containing instructions on how to create new password.

Didn't receive an email ?

Check your spam or bulk folders for messages coming from noreply@hygiena.com

[Return to login](#)

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5. When creating a new password you must use your **USERNAME**, not your **EMAIL** address, to identify your account.



Not a member yet?

[Create new account](#)

Next

[Help](#)

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Account Recovery

1. Go to <https://suretrend.hygiena.com/>
2. Click on the link that says "Forgot Username or Password":
<https://suretrend.hygiena.com/ForgotPassword#!/>
3. Enter your Username or Email address of the previous employee. Have your IT administrators route emails to the previous employee's email account to you, or the previous administrator can send you the Username and Password email to you when it comes in. The email will come from suretrendcloud@hygiena.com.
4. An email will be sent to you giving you instructions on how to reset Username and/or Password. Check your junk mail if you do not receive the email. The email will come from noreply@hygiena.com

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