

BT, Sky, Virgin & EE routers | Easy | 2 min read

Sky router: how to change the Wi-Fi password

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Changing your Wi-Fi password stops old visitors, and anyone who has guessed it, from using your broadband. This guide is for Sky Hubs. The exact screens vary by model, so check the label on your hub and look at Sky's help pages for your model.

Before you start

- Pick a new password with at least three random words, plus numbers or symbols. Something long is better than something complicated.
- You can change the Wi-Fi name (called the SSID) at the same time.
- After the change, every device needs to join again with the new password.
- Write the new password down and keep it somewhere safe at home.

Option 1: the Sky app

Sky provides an app for managing its broadband, which can include Wi-Fi settings on supported hubs. Look in the app for a **Wi-Fi** or **Broadband** section. If you cannot see the option, use option 2.

Option 2: the router settings page

1. Connect your phone or laptop to the Sky Wi-Fi, or plug in with an Ethernet cable.
2. Open a web browser and type the address shown on the label of your hub. Sky hubs have commonly used **192.168.0.1**, but check the label.
3. Sign in using the admin details on the label or in Sky's instructions. If you changed the admin password in the past, use that.
4. Find the **Wi-Fi** or **Wireless** settings.
5. Type the new Wi-Fi name and password, and choose a modern security option such as WPA2 or WPA3 if offered.
6. Click **Save** or **Apply**. Your device will disconnect.
7. Join again on every device with the new password.

Security reminders

- Never turn off Wi-Fi security or leave the network open.
- Do not leave the admin password at the default if you can change it. Keep a note of it.
- Only follow instructions from Sky's own pages.

When to get more help

Contact us or Sky if you cannot sign in to the settings page, if you changed the password and nothing will connect, or if you are unsure what the hub model is. We can talk you through it. Keep the hub label to hand.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.