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Virgin Media Hub: change Wi-Fi name and 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.

Virgin Media Hubs let you change your Wi-Fi name and password from a web page or the Virgin Media Connect app. The steps depend on your model. Check the label on your router for whether it is a Hub 5 or Hub 3, and look at Virgin Media's help pages for your model.

Before you start

- Read the label on the hub. It shows the original Wi-Fi name and password.
- The hub's admin password may be different from the Wi-Fi password, so read the label carefully.
- After you change the password, every device needs to rejoin the Wi-Fi.

Using a web browser

1. Connect a phone or laptop to your Virgin Media Wi-Fi, or use an Ethernet cable.
2. Open a web browser and type the address on the hub label. Virgin Media hubs commonly use **192.168.0.1**, but go by the label if it is different.
3. Sign in with the admin password.
4. Go to the **Wi-Fi** settings.
5. Type the new Wi-Fi name and password. Make the password long and made of unrelated words.
6. Select **Save changes**.
7. Reconnect your devices with the new password.

Using the Virgin Media Connect app

Virgin Media offers the Connect app to help you manage your hub and Wi-Fi. If you have it, sign in and look for the Wi-Fi settings. Features depend on your hub and account.

Stay secure

- Keep WPA2 or WPA3 security switched on.
- Do not use personal details in the Wi-Fi name.
- Write down the new password and keep it in a safe place at home.

If something goes wrong

If you forget the new password, you can use a connected device to find it in the hub settings. A factory reset also restores the label details, but it wipes your other settings. Virgin Media says to hold the pinhole reset button for ten seconds with a pen tip, so only do this as a last resort.

When to get more help

Contact us or Virgin Media if the settings page will not load, if the admin password on the label does not work, or if devices will not reconnect. Keep the hub label and a note of any message 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.