

Virgin emails – change the password

Using your MAIN email address

Open your email, you don't have to do anymore

Sign out in the usual way

Now in the very top right

Sign in again via My Virgin Media

Instead of your emails a new page will open up and with one option [2nd in from left] MY PROFILE, click on open Manage Account

This will open up a page with your secondary emails listed. If it is one of these you need to change your password whatever then just follow the instructions, the final stage being you are advised an email will now be sent to confirm the change(s) you have made.

If it is the your main email address you wish to amend then open My PROFILE [icon to the left] and you will see your main email and the option to make whatever changes you wish.

At the end of this process you will be advised an email will be sent to confirm the changes you have made to that email address.

Go to open this email and when opening delete the existing password and type in your new one otherwise you will likely get an error message.

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