

SETUP & TROUBLESHOOTING

Check or change my WiFi password.

TP-Link router · setup & troubleshooting guide

If we supplied your router, it's a TP-Link and you can change the WiFi password yourself. You'll need a device that's already connected to the WiFi (or plugged in by ethernet).

1 While connected to your WiFi, open a web browser (Chrome, Safari, Firefox, Edge — any will do).

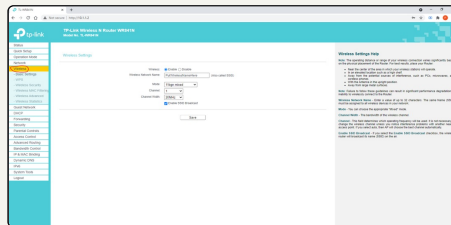
2 In the address bar, type `10.1.1.2` and press Enter.

3 You'll be asked for a username and password. Try:

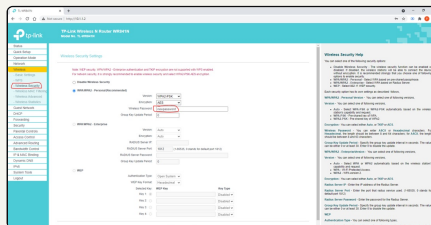
- Username `admin` / password `admin`
- Or username `admin` / password `admin1`

4 Click **Login**.

5 On the left-hand menu, click **Wireless**. Your WiFi network name is in the centre, in the box labelled **Wireless Network Name**.



6 Below that, click **Wireless Security**. Next to **Wireless Password** you'll see your existing password.



7 Change the password if you'd like — it must be at least 8 characters.

8 Click **Save**.

9 On every device connected to your WiFi, “forget” the network and reconnect using the new password.

Heads up: after changing the password, every device on your WiFi will disconnect and need to be reconnected. That includes phones, laptops, smart TVs, security cameras, smart-home gadgets — anything that uses WiFi.

NEED A HAND?

0800 4 WIRELESS

Sales Mon–Fri 9am–5pm. Support 7 days, 8am–8pm.