

## **Forgotten your Wi-Fi password**

### **Introduction**

From time to time we get members contacting us because they have forgotten the password of their home Wi-Fi. Of course this is not something within Tove Valley Broadband's remit, but we can give some advice.

### **First**

You really should make a note of your router details – ideally attached to the router itself. If it is a BT HomeHub, then the access details are usually noted on a removable tab on the back of the router (if you haven't changed them).

### **Second**

If you have access details for the router itself you can login and reset the password. Of course that will mean that you have to re-login all of your devices. (NB – some routers have the ability to show the characters of the existing password, so you don't need to change it)

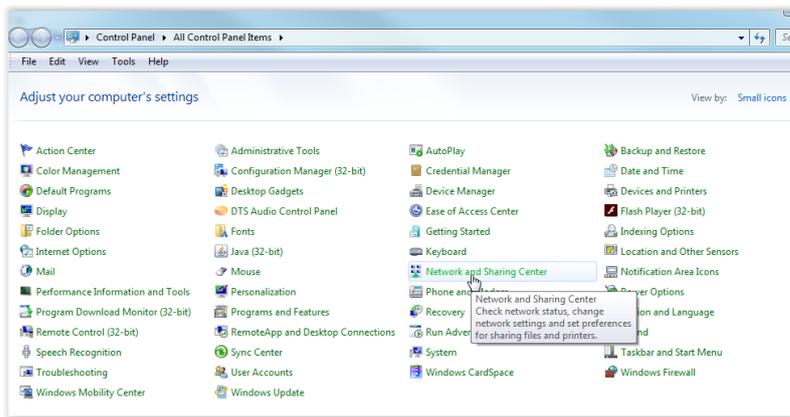
Of course, if you don't have your Wi-Fi password then you probably don't have the router access information either!

### **Third**

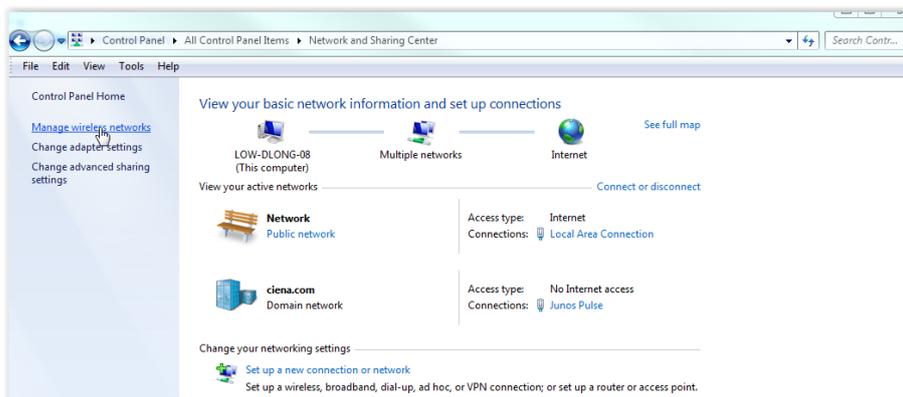
If you have a laptop currently logged into the Wi-Fi network then it is possible to read the password.

These steps are for Windows 7, but are similar for other versions...

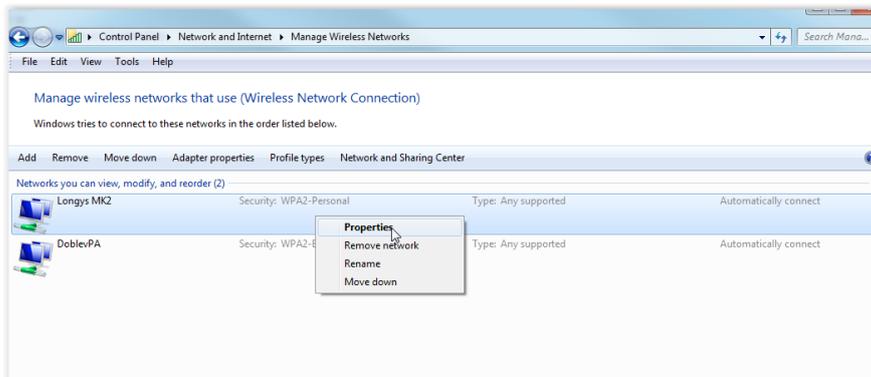
- Go to Control Panel and open Network and Sharing Center



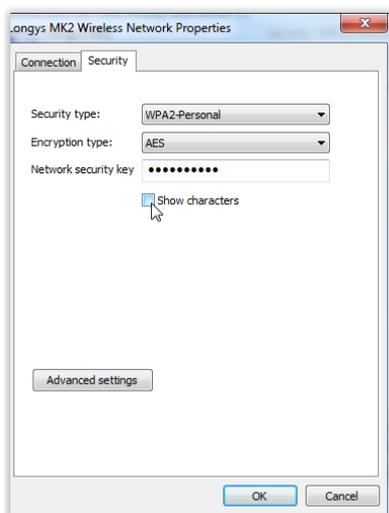
- From this screen click Manage wireless networks



- On the next window locate your Wi-Fi access point, right click and select Properties



- On the Security tab of the properties window tick the box to read the password



## **Fourth**

If all else fails you may have to reset your router to factory settings and setup again.