



Change Your Wi-Fi Name & Password

Customer guide

Before You Begin

Only change wireless settings if you are comfortable accessing your router. If your BBnet connection uses managed equipment or an outdoor radio, changing settings outside the Wi-Fi section may interrupt service.

Recommended Password

Use a strong password of at least 12 characters. Avoid using your name, phone number, house number or an easily guessed word.

General Steps

1. Connect to the BBnet Wi-Fi network.
2. Open a browser and enter the router management address supplied by BBnet or shown on the router label.
3. Sign in using the router administrator credentials.
4. Open Wireless, Wi-Fi, WLAN or a similarly named section.
5. Change the Wi-Fi/SSID name if desired.
6. Change the Wi-Fi password/security key.
7. Save or Apply the settings.
8. Reconnect your devices using the new password.

If You Lose Access

Do not repeatedly reset the router. Contact BBnet support for assistance. A factory reset may remove configuration required for your BBnet service.

SECURITY REMINDER

Do not share your Wi-Fi password publicly. If you suspect unauthorised access, change the password and contact BBnet if you need assistance.

Phone / WhatsApp

0724 171 517

Email

info@bbnetcommunications.co.ke

Website

www.bbnetcommunications.co.ke

Support

24/7