

I changed my Wi-Fi password and now I can't connect.

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We're sorry to hear you can't connect to your modem. To fix this, simply hold down the factory reset button (for 30 seconds) which is located behind/beneath your modem. Once the modem is reset, you should be able to connect to the original network name and the default password which are printed on the modem.

If this does not work, you can chat with us below and one of our agents can help.

Posted - Fri, Jun 10, 2016 at 7:11 PM.

Online URL:

<https://support.skinny.co.nz/article/i-changed-my-wi-fi-password-and-now-i-can-t-connect-152.html>