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A new secure password will be generated for you. Your app password can be used for all apps accessing your Virgin Media mail address. If you create a new app password, you'll need to update all your existing apps with the new password.We need to give you a separate app password to help make things more secure as IMAP and POP don't support extra protection steps, like Multi Factor Authentication.Remember that this password is separate from your sign in details for My Virgin Media (or any Virgin Media apps). So, if you need to check your Virgin Media Mail emails through My Virgin Media or at mail.virginmedia.com, you'll still use your My Virgin Media password.Connecting your Email to a Client AppAll Client apps are slightly different but to set them up they'll take you through a list of settings and require you to enter your Virgin Media email address and Virgin Media Mail app password.The settings you need are:IMAP settings (recommended)Host Name: imap.virginmedia.comUsername: your full Virgin Media email addressPassword: your Virgin Media email app passwordAdvanced settingsSSL Encryption: EnabledPort: 993 (this may be automatically chosen by selecting SSL encryption)POP3 settingsHost Name: pop3.virginmedia.comUsername: your full Virgin Media email addressPassword: your Virgin Media email app passwordAdvanced settings:SSL Encryption: EnabledPort: 995 (this may be automatically chosen by selecting SSL encryption)SMTP settingsHost Name: smtp.virginmedia.comUsername: your full Virgin Media email addressPassword: your Virgin Media email app passwordSSL Encryption: EnabledPort: 465 (this might not be selected automating by enabling SSL, so please check)Authentication: Password If your services aren't performing as they should, our Service Status is the first place to go to check for faults without having to call in. Our Service Status is a really simple, yet very clever way to help you run tests, check for local issues, restart and reboot your Virgin Media kit and even to book or reschedule visits from our engineers. There's three easy ways to access Service Status information. 1. Click the Link If you aren't the account holder, you can just click this link: Check Service Status It's such a useful link that it's on every page of the Community! 2. Tap the App The New My Virgin Media AppService Status info is available in the new My Virgin Media app, which is available from the Apple iTunes store (iOS 9 and above) and Google Play store (Android 5 and above). Once you've downloaded the app and signed in, just click the Status button at the bottom of the app and for an overview and helpful hints and tips. Easy! 3. Sign in for the Full Service Just click this link: Check Service Status or go to My Virgin Media If you're accessing it for the first time, make sure you have your Account number and Area reference number to hand - you can find these details at the top right-hand corner of your bill. Once you're signed in, you will see your services and their current status: this is where we will let you know if there are any known outages that may be impacting your service. The great news is if we have identified an outage you can subscribe for updates to your mobile or email, and we will advise you on the progress and when the issue has been resolved without having to call us. If we haven't found a fault in your area you can select Run Test next to the equipment you would like to check. Simply follow the instructions on the screen and we will run diagnostics and advise the next steps to improving your service. Want to know more? Check out our video. If you have any questions about using My Virgin Media or the app do pop on over to our Managing Your Account - Cable board and ask away. If you're after help getting the most from your Broadband, TV, or Phone services, then do write a post on the relevant board. Hi all, silly question time again. I need to set up a different e-mail client and obviously I need to enter my Virgin e-mail password (which if I remember rightly, is different to my VM password). Where can I find my e-mail password?If not, how can I reset my e-mail password without mucking everything up.Thanks.It's all coming back to me now! Log into Virgin Media account, select 'Account Settings', then 'Virgin Media Email Settings'. You can then 'Generate new App password'. This appears to generate a separate password without bugging up your 'proper' email password.Sorry for answering my own question ☹️ A new secure password will be generated for you. Your app password can be used for all apps accessing your Virgin Media mail address. If you create a new app password, you'll need to update all your existing apps with the new password.We need to give you a separate app password to help make things more secure as IMAP and POP don't support extra protection steps, like Multi Factor Authentication.Remember that this password is separate from your sign in details for My Virgin Media (or any Virgin Media apps). So, if you need to check your Virgin Media Mail emails through My Virgin Media or at mail.virginmedia.com, you'll still use your My Virgin Media password. : [source: How to manage my email account | Virgin Media Help]- I'm a Very Insightful Person, I'm here to share knowledge, I don't work for Virgin Media. Learn moreHave I helped? Select Mark as Helpful Answer or Kudos to say thanks Virgin Media O2 has become the first major UK provider to publicly launch a residential 2Gbps broadband service and introduce symmetrical download and upload speeds across all of its speed tiers as an optional add-on for customers. Gig2 is Virgin Media's latest speed upgrade, offering enhanced broadband speeds twice as fast as its predecessor, Gig1. The service, available across the nexfibre network which is approaching availability to 1 million homes in suburban and semi-rural areas across the UK, including Belfast, Cardiff, London and Glasgow, will help power the technology and devices of today and of the future - from AI applications to the metaverse and cloud gaming. Initially trialled last year, Gig2 is powered by the latest XGS-PON technology and will operate on a full fibre network courtesy of Virgin Media O2's wholesale partnership with nexfibre - a fibre network joint venture. Customers in full fibre areas will also be able to boost their connectivity with a major upload speed add-on, providing them with symmetrical speeds so they can upload as fast as they can download. This upgrade is available across all of Virgin Media's speed tiers - from 50Mbps to 2Gbps - and marks Virgin Media becoming the first major UK broadband provider to offer this optional service. Those that sign up or upgrade to Gig2 will receive Virgin Media's Hub 5x router - its first to support XGS-PON technology. The Hub 5x is Virgin Media's most energy efficient router to date, made from 100% recycled plastic, and will help to boost in-home WiFi performance by supporting WiFi 6 devices. Gig2 is available for £84 per month with the option to add symmetrical speeds for an extra £6 per month across all speed tiers. Both Gig1 and Gig2 customers can also enjoy Virgin Media's market-leading WiFi guarantee, WiFi Max, at no extra cost, offering a minimum download speed of 30Mbps in in every room or £100 one-off credit back. For other speed tiers, Virgin Media's WiFi guarantee can be added for £8 extra per month. Those looking to enhance their connectivity line up even further can Volt their package for an additional £6 per month, adding an unlimited O2 SIM. With Volt, customers can benefit from a host of added perks at no extra cost including a broadband speed boost on selected broadband tiers and inclusive roaming in 75 international destinations. Those looking for some extra entertainment can add TV to their package with by Stream from Virgin Media. The pocket-sized box lets users seamlessly watch the telly they love at home and on the move for the ultimate entertainment experience. Jeanie York, Chief Technology Officer at Virgin Media O2, said: "Virgin Media O2 has always been at the forefront of innovation to provide hyperfast and next-generation connectivity to homes in the UK, and Gig2 is our latest speed venture which will unlock endless opportunities for future technologies and the ever-changing digital needs of our customers. Gig2 will operate across nexfibre's XGS-PON, full fibre network which will support symmetrical download and upload speeds - a first for a major UK broadband provider as an optional add-on - and will enable users to send and receive data, files and much more at the blink of an eye. With our heritage in providing cutting-edge technology and hyperfast broadband speeds, which saw us complete the UK's first national gigabit rollout programme, we are looking forward to taking Gig2 to more areas in the near future." The true power of Gig2 and XGS-PON technology Virgin Media's Gig2 service offers download speeds of 2Gbps and operates on a full fibre network, powered by XGS-PON technology, enabling customers to download video games, films, music and large files in seconds. File type and size Gig2 (2Gbps) UK average (69.4Mbps) Call of Duty Modern Warfare III (240GB - PS5) 16 minutes 7 hours 41 minutes Oppenheimer (66GB - 4K/UHD) 4 minutes 25 seconds 2 hours 7 minutes Traitors Season 2 (7.6GB - HD) 30 seconds 14 minute 36 seconds Source: Virgin Media Download Calculator Tool With technology and innovation continuing to evolve at such a rapid rate, from the metaverse to AI and immersive and cloud gaming, Gig2 connectivity will underpin new technologies and applications. XGS-PON also uses a passive optical network so energy consumption is lower and, coupled with Virgin Media's new Hub 5x router, will help the operator meet its ambitious net zero goals that support better outcomes for customers, communities and the planet. The Hub 5x also comes with a 10Gbps port which will be able to support even faster speeds in the future. Rajiv Datta, Chief Executive Officer of nexfibre, said:"nexfibre's full fibre network, powered by XGS-PON technology, provides a platform for progress, as demonstrated by Virgin Media O2's exciting new Gig2 service with symmetrical speed options. As our roll-out continues at pace, we're looking forward to empowering more consumers and businesses with the benefits of our significant investment in the UK's digital infrastructure."