



## Where Do I Find My Wi-Fi Password – Video Transcript

### Locating your Wi-Fi password

From time to time, you may need to know your wireless password to connect a new device reconnect a previously connected device or change your wireless password to ensure your network security. No matter the reason, we're here to help. Your wireless password is sometimes called a pre-share key or Wi-Fi security key and is typically a random combination of letters numbers and symbols 16 to 20 characters long depending on the type of modem you have. You can locate this password the following two ways:

#### Online

Customers who lease a Sparklight modem have the ability to view and change their Wi-Fi password online by logging into their customer account at [Sparklight.com](http://Sparklight.com). Once logged in, click the 'Services' tab. Next, scroll down to the bottom section labeled 'Wi-Fi network.' Here, you will be able to see your network name and a protected password. To retrieve your password, simply click 'Retrieve Password.' If you would like to change your password or have forgotten your password, click 'Change Password.' The second way to obtain your wireless password is by locating the default password on your modem or router. This is the password the modem was originally set up with. Please keep in mind that if you've since changed your Wi-Fi password, the password on your equipment will no longer work.

Your default password is often found on a small sticker located on the back side or bottom of your wireless modem or router. This is typically a random combination of letters numbers and symbols 16 to 20 characters long depending on the type of modem you have. If you have purchased your own modem and are having trouble finding the security key or wireless password, please refer to your device's manufacturer manual for guidance. Customers who lease a modem from Sparklight and continue to experience an issue retrieving their password can call us at 1-877-692-2253. Or visit [support.sparklight.com](http://support.sparklight.com) for additional assistance.