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## **Changing the default administration password**

(3G9WB)

## **Changing the default administration page password**

Changing the default password (and username)\* allows you to prevent unauthorised access to the administration page of your modem / router / VOIP ATA.



Technical Support are unable to obtain your username and password.

If you forget your administration page login details, you will need to perform a factory reset to restore the default username and password of **admin**.

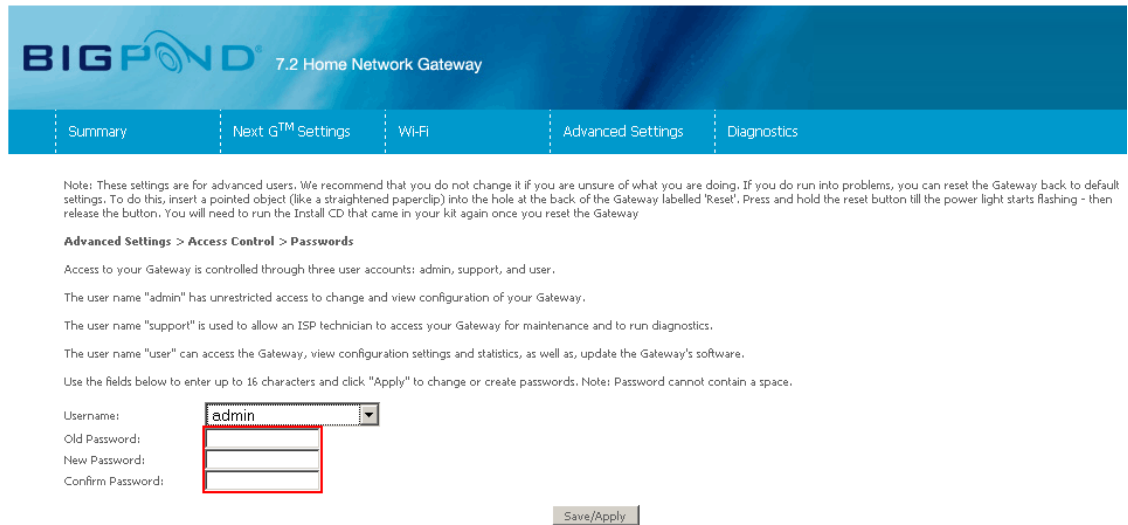
This will also clear any stored settings on your modem / router / VOIP ATA.

\* - If supported by your model of modem / router.

## **Changing the default password**

This guide will take you through the process of changing the password required to login to the administration page of your modem / router / VOIP ATA.

1. Open your web browser and go to the address <http://10.0.0.138>, using **admin** as the username and password.
2. Hover your mouse over the **"Advanced Settings"** menu at the top of the page, and then move it to **"Access Control"**.
3. Click on **"Passwords"**.
4. Enter the **CURRENT** password into the **"Old Password"** section.
5. Enter the password you would like to use into the **"New Password:"** and **"Confirm Password:"** sections



The screenshot shows the administration interface for a BIGPOND 7.2 Home Network Gateway. The top navigation bar includes links for Summary, Next G™ Settings, Wi-Fi, Advanced Settings, and Diagnostics. The main content area is titled "Advanced Settings > Access Control > Passwords". A note at the top of the content area states: "Note: These settings are for advanced users. We recommend that you do not change it if you are unsure of what you are doing. If you do run into problems, you can reset the Gateway back to default settings. To do this, insert a pointed object (like a straightened paperclip) into the hole at the back of the Gateway labelled 'Reset'. Press and hold the reset button till the power light starts flashing - then release the button. You will need to run the Install CD that came in your kit again once you reset the Gateway". Below the note, there are three paragraphs explaining the user accounts: "admin" (unrestricted access), "support" (for ISP technicians), and "user" (for configuration and updates). A form below these paragraphs allows changing passwords. It includes a dropdown menu for "Username" (set to "admin"), and three input fields for "Old Password:", "New Password:", and "Confirm Password:". A "Save/Apply" button is located at the bottom right of the form.

6. Click **"Apply/Save"**.

You will then be prompted to re-login to the administration page. Remember to use the new password (and username if you changed it) you have just entered.