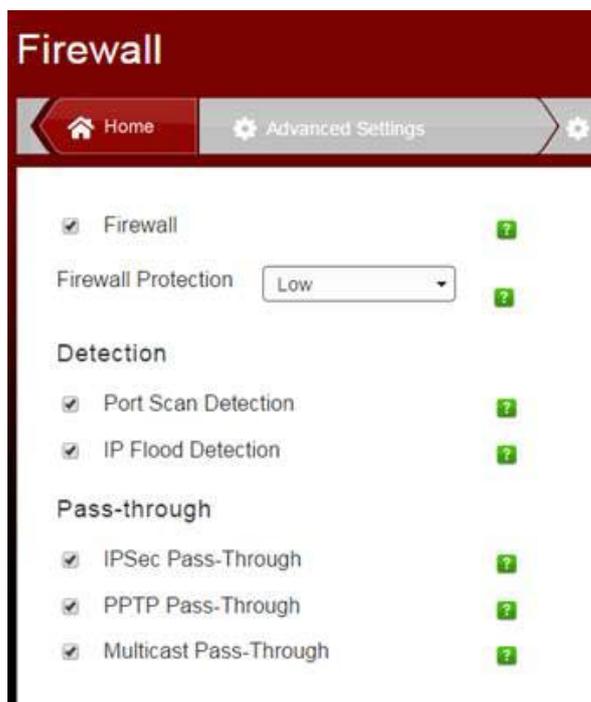# Virgin Media VPN fix

1. Open up a web browser

2. In the URL bar (not the search bar, unless it's a combined URL/search bar) – Go to 192.168.0.1

3. Login (details should have been provided by Virgin Media, when the router was installed)

4. Click on "Advanced Settings" in the bottom right hand corner

5. Under the "Security" tab, click on "Firewall"

6. Modify your settings to match the image below, then click on apply.



If you require assistance please contact our Service Desk via email at **sd@communicateplc.com**