Hype your viewing with Stream from Virgin Media

Get 10% credit back on the subscriptions you add, so you can pocket a saving each month.

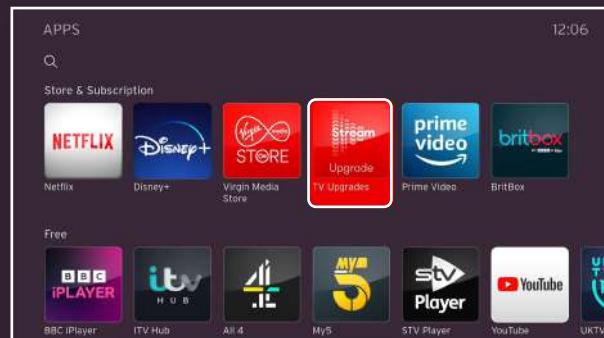# How to add a subscription on your Stream box

Some accessibility features aren't available from the home screen (when you press 🏠 on your Stream remote), so if you have sight loss, please ask someone you trust – like a friend, family member or carer – to help you with the following steps.
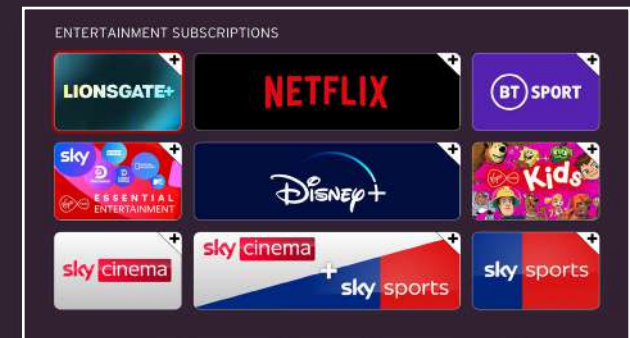
You can also add a subscription through **My Virgin Media** or contact us through one of our **alternative contact options** and we'll assist you. If you're using assistive technology, please be aware this document uses images showing the online journey for each step.
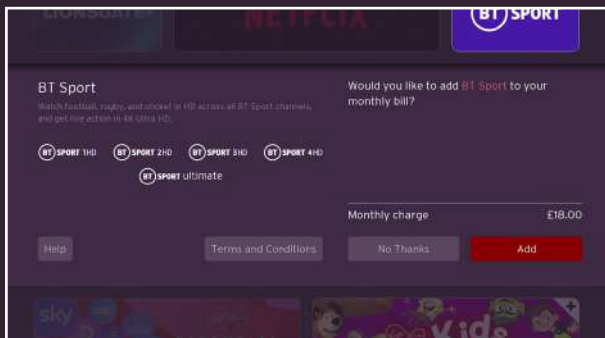

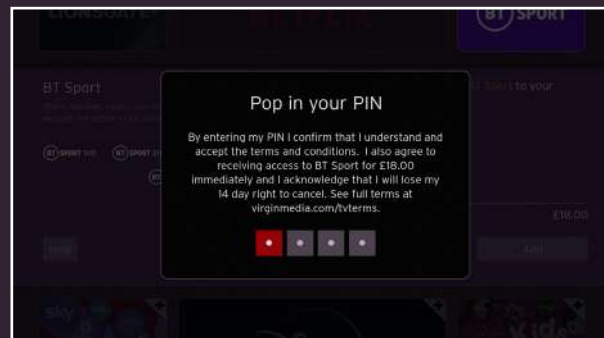1. From the home screen, go to **Apps**.

2. Choose **Upgrade**.

3. Choose the subscription you want to add and click **Add**.

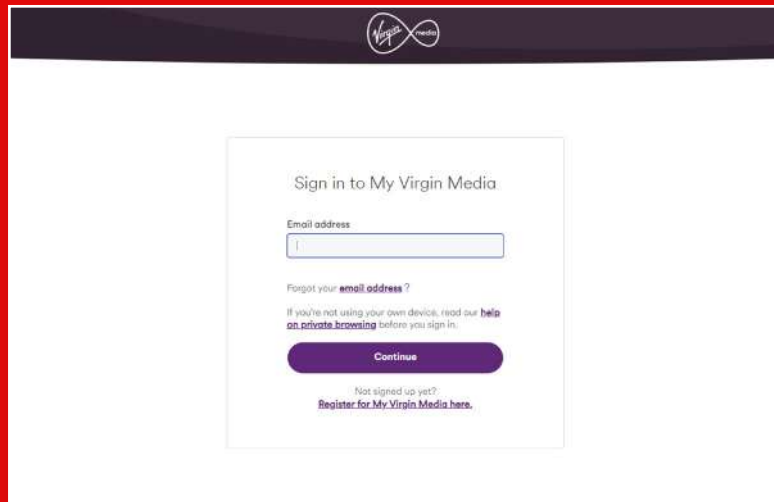4. Select **Add** again on the next screen.
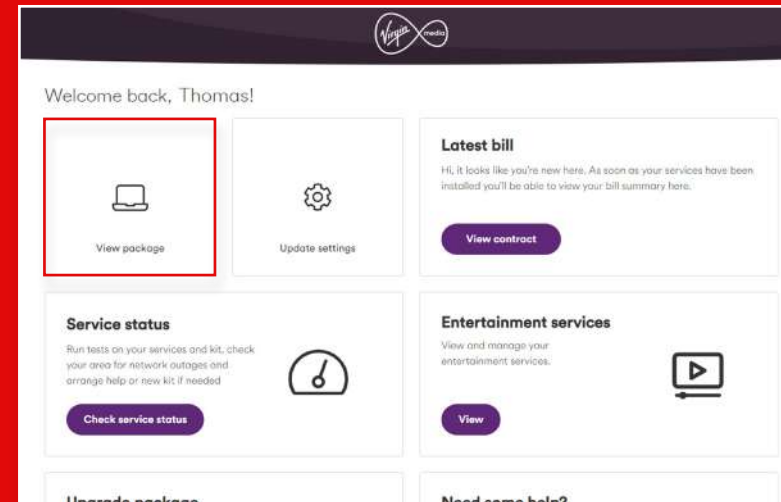

5. Pop in your **PIN**.

6. Your subscription will show as pending and then... that's it sorted!
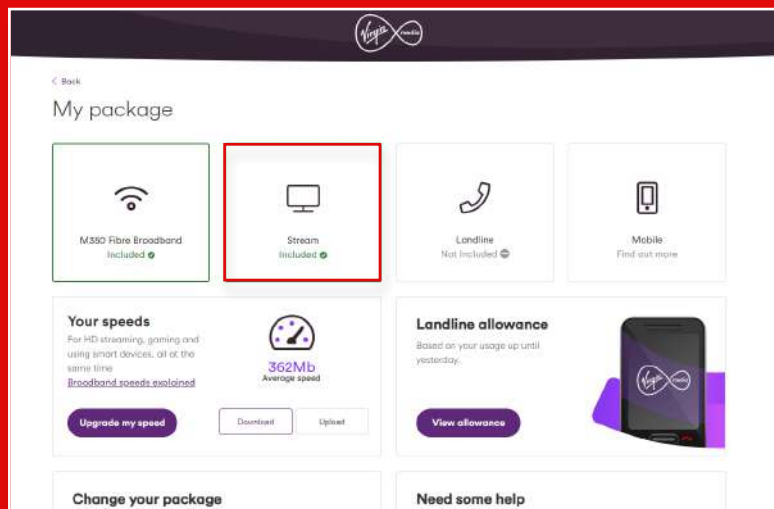
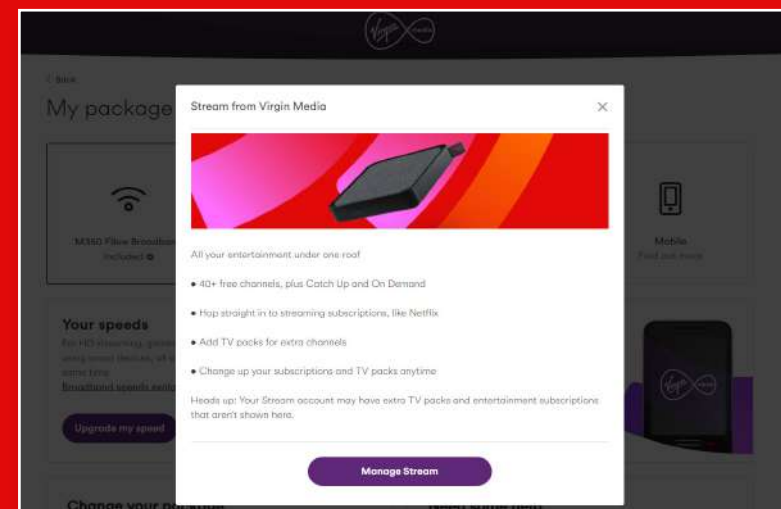# How to add a subscription through My Virgin Media

1. Sign in to **My Virgin Media** on your laptop, mobile or tablet.
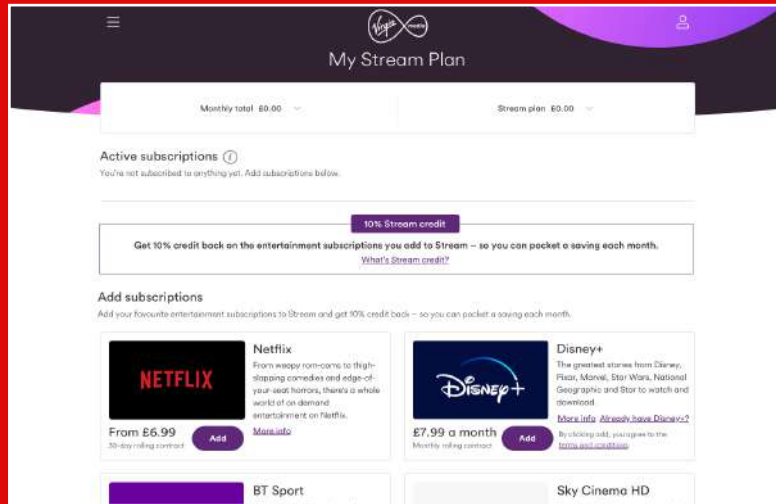

2. Select **View package**.
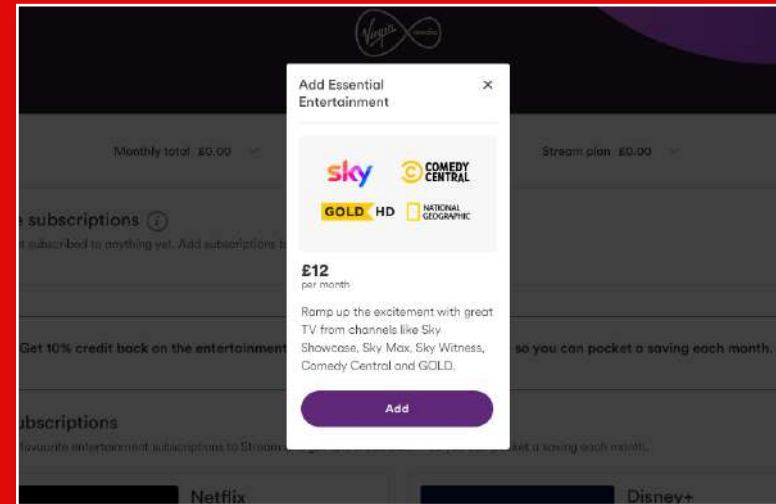

3. Select **Stream**.
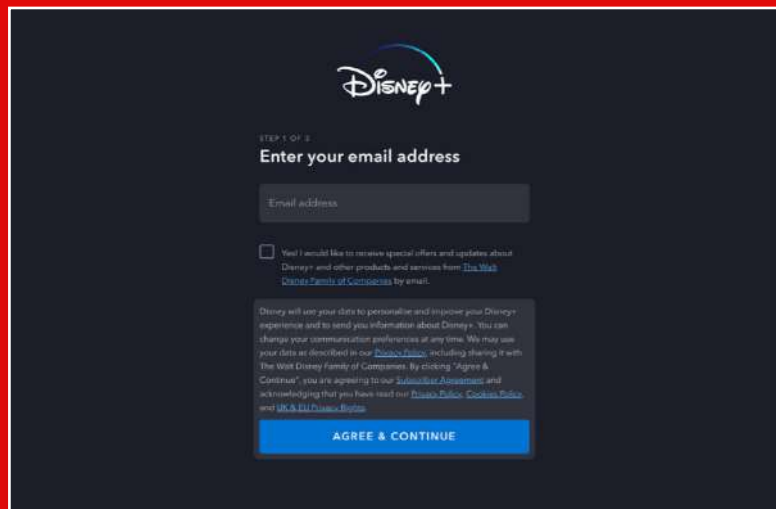

4. Select **Manage Stream**.

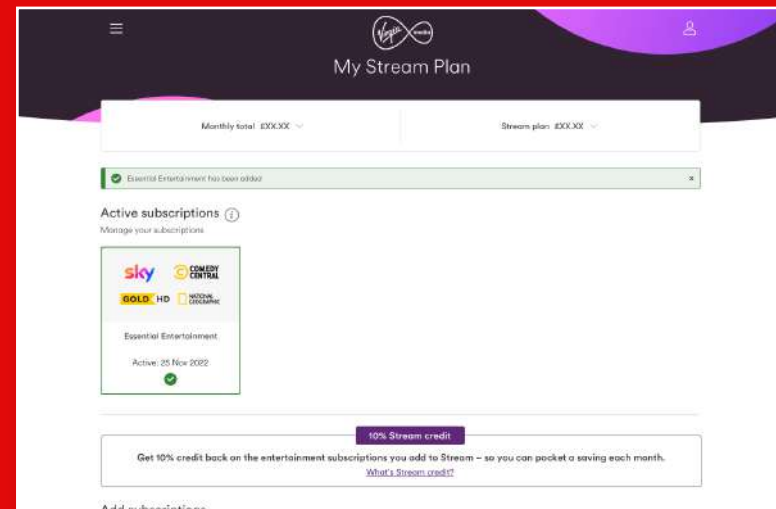# How to add a subscription through My Virgin Media

5. Find the subscription you want, select **Add**.

6. Select **Add** again. Then, you'll either see a pending screen while we add your subscription...

7. ...or, if you're adding Disney+ or Netflix, you'll be redirected to your subscription provider to enter your details.
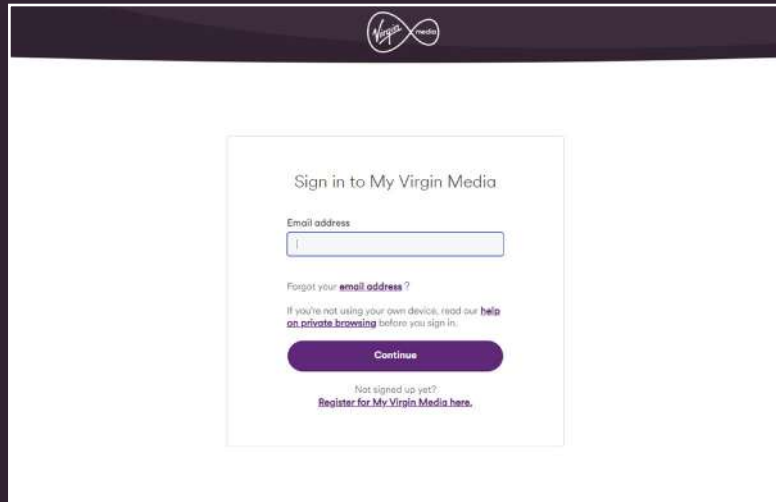

8. Your subscription will appear in **Active subscriptions** – and your 10% credit will be added too.
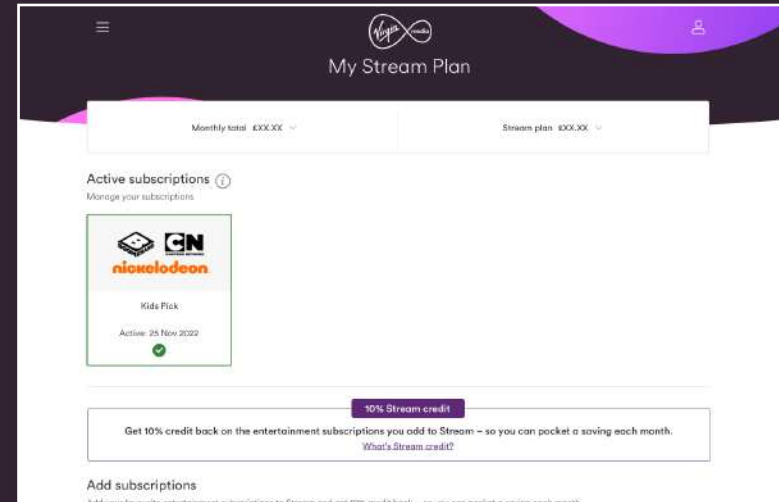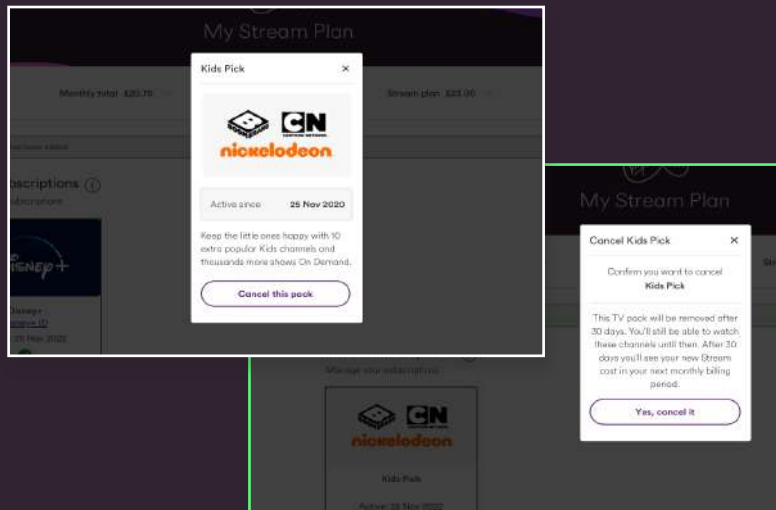
How to remove a subscription

It isn't possible to remove subscriptions on your Stream box – use My Virgin Media.
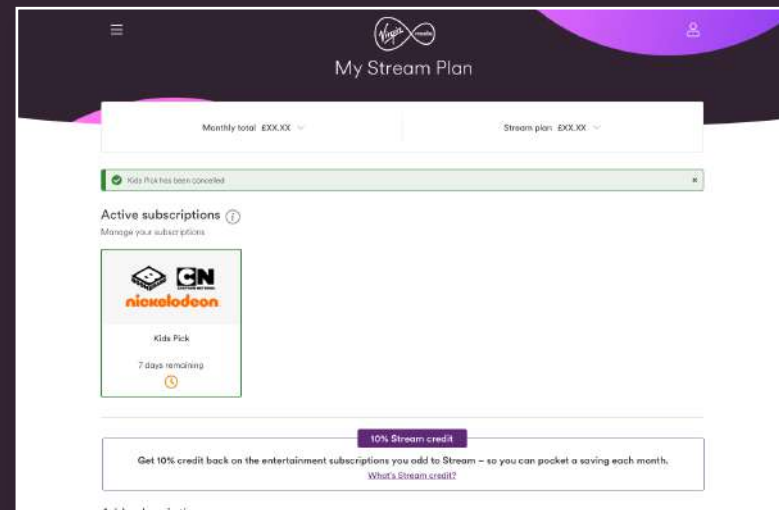

1. Sign in to **My Virgin Media** on your laptop, mobile or tablet.

2. In **Active subscriptions**, select the one you want to cancel.

3. Select **Cancel this pack**. Then select **Yes, cancel it**.

4. You'll then see the number of days left in your subscription.