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.