



Get started

Gone are the days of tricky installations, fiddly components and screaming at your telly to activate the flipping thing*. With this handy set up guide, getting to grips with your new Virgin Media Account and Creative team is super simple.



*Please note, shouting at your TV doesn't help. That goes for the team too.



In with the new...

Installing your key players
Say hello to the V-Team. We're here to make good things happen.

Account team



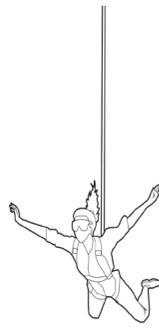
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Account Director

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Marc Mancini
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Charlotte Austin
Account Manager

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Chris Harrison
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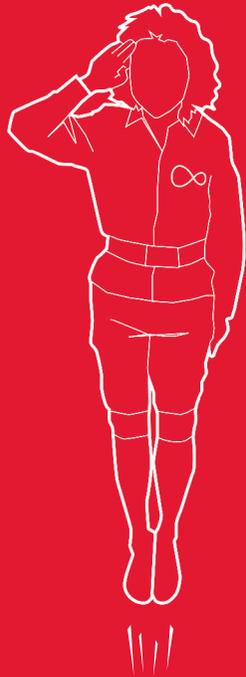
Alake Riley
Senior Designer

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To help you get to know us, and to get the most out of us, we've created this nifty little handbook. Should you have any problems, feel free to keep a copy on your desk and refer to this in moments of uncertainty

More team upgrades coming soon

Nicola Douglas



Just call her 'the boss'. Nicola has all the answers to your questions. Ask her anything about Virgin Media (and Jenson Button – but that's another story).

How to activate your Account Director

Want to get the most out of your Virgin Media team? No problem. Here's what you need to know:

1



Victoria sponge
Award-winning baking skills? Nic can hook you up.

2



Spreadsheets
Get up and running fast with everything you need, all in one place.

3



Hummus
At home or on the go. There's no such thing as too much hummus.

4



Jon Bon Jovi
She's seen him in 4K Ultra HD. Otherwise known as a wax work.

Marc Mancini

If you need a plan, Marc's your man. He'll be the one juggling the projects whilst remaining cool, calm and connected.



How to activate your Project Manager

Want to get the most out of your Virgin Media team? No problem. Here's what you need to know:

1



Italian food
Switch him on with a slap-up meal.

2



Liverpool FC
The beautiful game. Live in HD.

3



Gaming
It's easy to push Marc's buttons. Just hand him the controller.

4



Box sets
He's got 6 on record while watching a 7th.



Failing that, all you need is an Amaretto on ice.

Charlotte Austin

A super organised risk taker. From admin to adrenaline sports, she's got a spreadsheet for everything.



How to activate your Account Manager

Want to get the most out of your Virgin Media team? No problem. Here's what you need to know:

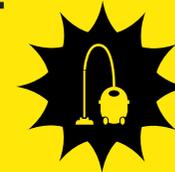
1



Worldly traveller

Powered by a passion for travel and new adventures.

2



Clean freak

Woosh! Super-fast cleaning is her bag.

3



Sugar free

She's cut out the sugar, but kept the sweetness.

4



Netflix

Chilled nights in with a box set (and the hubby).

Alexia Argyrou

Multi-tasker, volcano climber, tea drinker. Alexia's switched on and ready for anything.



How to activate your Account Manager

Want to get the most out of your Virgin Media team? No problem. Here's what you need to know:

1  Cake decorating She's a pro. Office bake sale? Challenge accepted.	2  Brunch Usually of the bottomless prosecco kind.
3  Cats Nothing beats a snuggle on the sofa with a couple of feline friends.	4  VIVID 200 Gamer With her head in the game, she's unstoppable.

Chris Harrison

Virgin guru, creative chief, moustache master. Whatever you want to call him, Chris is the man with the vision. And the trainers.



How to activate your Design Director

Want to get the most out of your Virgin Media team? No problem. Here's what you need to know:

1



10 GB of Coffee

A cup of the black stuff (not the instant kind) will super charge his day.

2



Marvel comics

Full-on entertainment from start to finish.

3



On your bike

Chris doesn't do standard tube channels. Superfast cycling is his thing.

4



Bull terriers

Want to Catch Up? Get on the dog and bone and talk terriers.

Tammy Newell

Living the life linguistic.
 Tammy is a storyteller with a top-secret novel up her sleeve.
 But don't ask her any questions.



HEADLINE
 CALL TO ACTION

FULL STOP

How to activate your Copywriter

Want to get the most out of your Virgin Media team? No problem. Here's what you need to know:

1



12 GB of Mint tea
 Fresh mornings, fresh ideas.
 Better put the kettle on.

2



yoga
 Namaste your way into her heart at super speed.

3



Cake
 Need something On Demand?
 You know what to do.

4



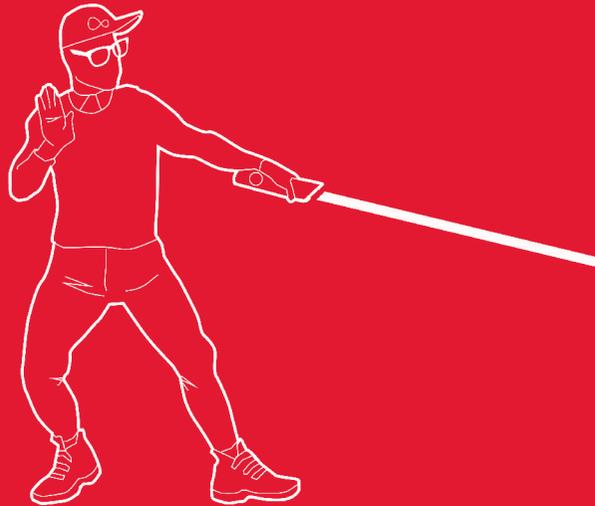
Wedding ideas
 Share your big day highlights.
 Easy on the Sci-Fi themes.



If all else fails, top her up with a cheeky G&T.

Alake Riley

Blue shoes, blue hat, rhythm and blues. Alake is an integrated designer, and currently the only team player to have a Virgin Media subscription. Winner.



How to activate your Senior Designer

Want to get the most out of your Virgin Media team? No problem. Here's what you need to know:

1



Pret breakfasts
The most important meal of the day, devoured in 200Mbps.

2



Top tunes
Plug in and play, or stream live. The choice is yours.

3



Interior design
Pass him a catalogue.
(Please note: this may also distract.)

4



Anything Star Wars
Ask him anything, we dare you.
This is one for HD viewers.



Troubleshooting

You've got the basics, now for the real thing. Come and say hi. We're on Level 2 at OLIVER HQ and would love to meet you.

Should you encounter any activation or connection problems with your Virgin Media team, here are some quick fixes:

- Restart your computer and wait for 20 seconds before switching it back on
- Check that your cables are correctly plugged in
- Connect to your WiFi or Ethernet
- Email us using the addresses provided in this guide
- Call us on +44 (0) 203 142 3700*
- Visit us at 151 Rosebery Avenue, London, EC1R 4AB

*Calls are charged at the standard rate from UK landlines. Calls from mobiles and some networks may vary.

