

What's new with Velocity Broadband?

We have a new Velocity Customer Portal!

We're excited to announce our new customer portal! Our new customer portal provides a secure way to view and manage your Velocity account in a user-friendly layout and design.

We have also upgraded our login security, and because of this, old user accounts, passwords, and credit card data are no longer available. Because your data is important to us, we never have access to your full credit card numbers, so we ask you to update your credit card preferences in the new portal.

- NEW easy-to-navigate Velocity Broadband Customer Portal
 - View invoices
 - Get in touch with your VBB Team
 - Continue to pay by credit card* and set up auto-pay
 - NEW E-Check option so you can pay from your bank via electronic transfer and set up auto-pay

To create a new account please follow these simple steps:

1. [Click this link](#) to go to the new portal page, then click "[**New portal user? Register an account here!**](#)"
You can also find the new portal on our website, www.HudsonVelocity.com Just click on the Pay My Bill tab.



Welcome to the new VBB customer portal.

Access your Hudson Velocity account

Username

Password

[Recover username or reset password](#)

[New portal user? Register an account here!](#)

2. Next enter this email address that you are using now into the Email Address field.
3. You will receive a new email titled "Velocity Broadband customer portal account creation" Inside this email click the link, and fill out the form with this same email again, your new username, and your new password.

Create Your Account

Let's get your account created! Enter your email address for verification, and then pick a username and password for your account and we'll make sure it's available.

Email Address

Username

Password

Confirm Password

Create Account

[Go back to the login page](#)

That's it! Your new portal user and password will now be setup. If you have any questions while setting up your new portal user, or you need to add additional users to your account, please give us a call at **(330)342-9544**, or email us at Velocity@hudson.oh.us, and we will help you through this.

Thank you for being a Velocity Broadband Customer! We value your business.