

Welcome to your new home for life-long learning!



On Monday 9 February 2026, we took the next step in our learning journey, transitioning from the WI Learning Hub to VIA, our new, permanent home for learning; built on the foundations of Denman's legacy and designed around what learners truly value in a digital experience.

To help make life a little easier, please find below answers to our most common questions, plus links through to our FAQ's and Help Guides, which you may find useful. These, along with our new ChatBot, should answer most questions and user concerns, however, please do encourage your members to contact us directly if they continue to experience any issues: VIA@nfwi.org.uk.

I'm a WI member; how do I sign in?

Members of the WI are not required to set up a new account. Please encourage your members to follow these easy, step-by-step instructions:

1. Click on the 'Login' tab (top right-hand of screen)
2. Either click on the WI logo, or use the 'Login with WI' button
3. **If you've already activated your My WI account**, you'll be promoted to enter your My WI login details.
4. **If you haven't accessed My WI before**, enter your mail then click 'Forgotten password', and follow the instructions to continue.



Log in to your account



Already a WI member? Sign into VIA with your WI membership.



Email address (Required)



[Forgot password?](#)

Why am I being charged £3.99 a course?

As with the WI Learning Hub before, WI members will continue to access the majority of our courses for free (apart from those clearly advertised with a fee, such as our premium courses). If your basket is showing a value, please clear your basket, log out and make sure to follow the 'I'm a WI member; how do I sign in?' instructions. If you have signed in through the correct process, it will recognise you as a WI member and automatically remove the charge at checkout.

Do I need to re-subscribe to the newsletter?

No, your details will have been transferred over, so you can continue to enjoy our weekly newsletter and stay up to date with courses, events and activities, stress-free!

Our FAQ section is here to make everything simple and stress-free

Whether you need help booking a course, joining a session, exploring accessibility options, or resolving a user issue, you'll find clear answers and step-by-step guidance all in one place.

[Via Learning Hub | FAQs](#)

Account, login and membership

- [+ How do I log in?](#)
- [+ I'm a WI member, how do I sign in?](#)
- [+ I haven't used MyWI before](#)
- [+ I'm not recognised as a WI member](#)

Step-by-step guides to support you using VIA

These step-by-step guides will help you find your way around VIA. From logging in and booking courses to accessing your learning, each guide walks you through what to do, one step at a time.

[Via Learning Hub | Help & Guides](#)



How to navigate your dashboard

View our step-by-step guide on how to navigate your personalised dashboard.

[View our guide →](#)

VIA means 'by way of' or 'through' and that's exactly what it represents. Every learning journey happens VIA us and has been designed to guide, support and connect learners as they explore new ideas, build skills and move towards their goals, whatever stage of life they are at.