



GETTING STARTED GUIDE

This guide shows you how to set up the iPass Open Mobile app to connect to the internet on your **iPhone or iPad**.

WHERE CAN I USE IPASS?

Connect to the iPass network of global Wi-Fi hotspots at airports, in airplanes, hotels, convention centres, restaurants and other venues, including free Wi-Fi hotspots where available.

1. SETUP

Open your iPass **welcome email** on the device you want to install the app on.

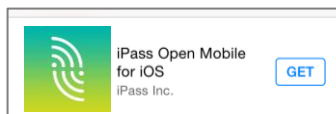
- Use the **Click here...** button which takes you to a web page with setup instructions.

- Tap on **Download** which takes you to the **App Store**.

You may be prompted to Open the App Store.

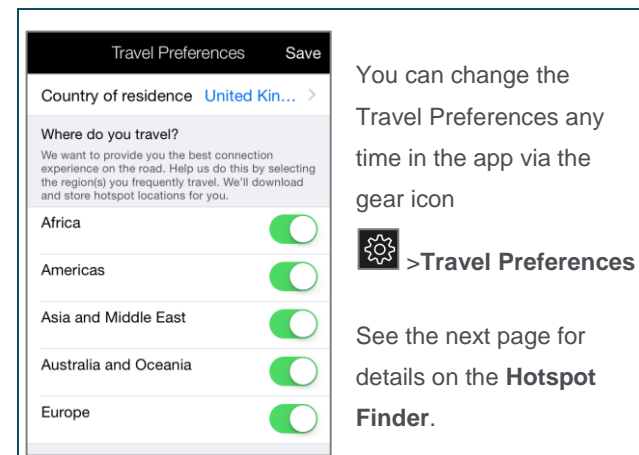


- Tap on **GET** and **Install** the free app.
- Enter your Apple ID and password when you get prompted for it.
- Once installed, **open** the app.



The app will be automatically activated when it is opened for the first time. It may take a few minutes to complete.

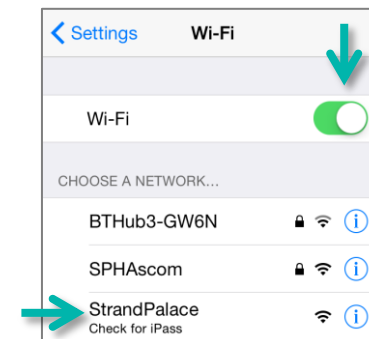
You will be prompted to configure your travel preferences next, making the **Hotspot Finder** available offline for your required regions before you travel.



2. CONNECTING

Connecting to an iPass hotspot is a **two-step process**.

- First go to your device's **Wi-Fi Settings** and ensure that Wi-Fi is **on**.
- Select an iPass hotspot with a strong signal.

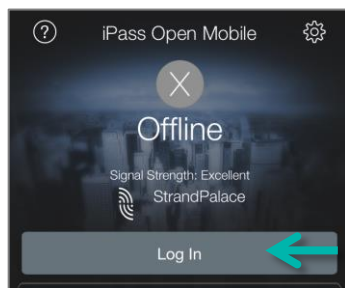


iPass hotspots are marked **Check for iPass** and the signal strength is shown in bars on the right.



Hotspots you have previously selected are remembered for the future, so you don't have to do this first step again.

- Then launch the **iPass** app and confirm that it logged you in automatically. If it did not, simply tap on **Log In**.



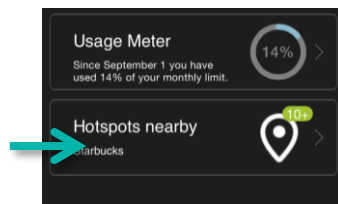
HOW CAN I FIND IPASS HOTSPOTS?

Under your device's **Wi-Fi Settings** you can see a list of any hotspots in range (see previous page).

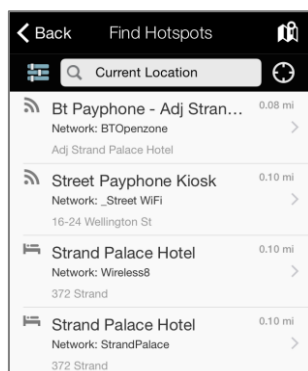
To find further iPass hotspots please use the built-in **Hotspot Finder** in our app.

- Tap on **Hotspots nearby**.

A list of hotspots will be shown to you in a new screen, including the distance from your current location.

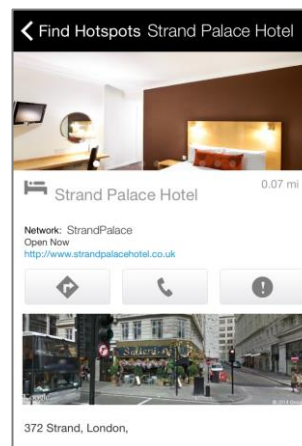


- Tap on the icon in the top right corner to view hotspots on a **map** or type in a keyword to search for.

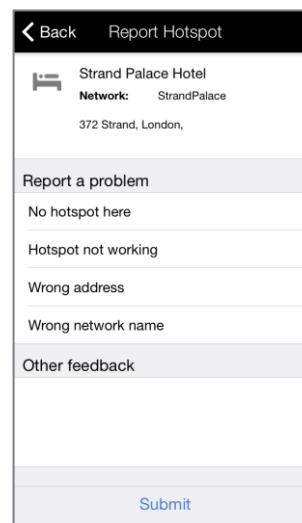


When you select a hotspot, location details are displayed.

- Tap to view directions on how to get there.
- Tap to call the venue.
- Tap to report a problem with that hotspot.

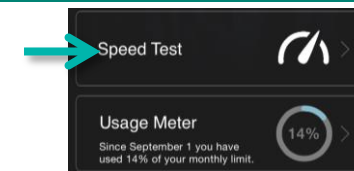


- To report a problem, simply tick one of the boxes.
- Then add a comment below, before you **submit** your feedback to us.

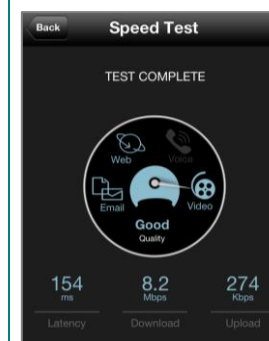


SPEED TEST

Check whether your current connection is fast enough to do what you need to do.



- Tap on **Speed Test** on the welcome screen.
- Tap **Start** to run the test.



The results will show you what your connection is suitable for.

SUPPORT

For assistance please contact hsbchelp@ipass.com

To report a problem:

- Tap on the gear icon in the app **>Help >Report a problem**
- Add a **problem description** including date, time, and location details.