



# GETTING STARTED GUIDE

This guide shows you how to set up the iPass Open Mobile app to connect to the internet on **Windows Laptops**.

## 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 where available.

## 1. SETUP

IT will typically push and install the latest version of iPass Open Mobile onto your laptop for you.

Alternatively you may be able to download the Open Mobile app via a link that you will receive in an email.

## 2. LAUNCH

Once installed, the iPass icon will automatically appear on your system's **Desktop**:



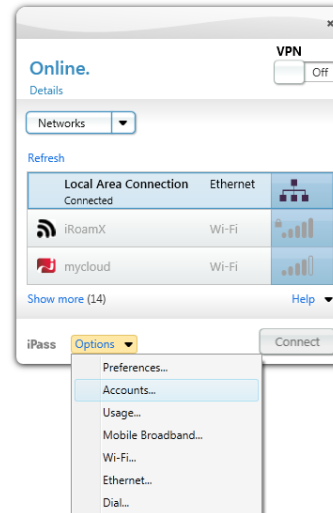
and in the **System Tray**:



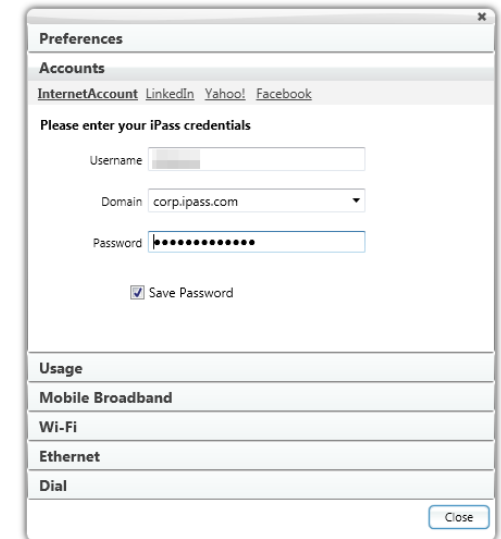
- Double-click to launch Open Mobile.

## YOUR USERNAME AND PASSWORD

- Click on **Options** > **Accounts** which opens a new window with your iPass account settings.



- Enter your **username** and **password** (and domain if required).



- Tick **Save Password** (if that option is displayed).

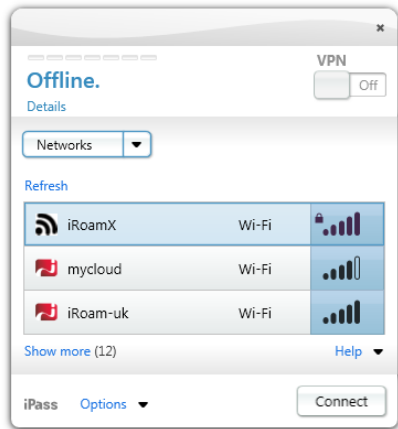
**!** Please note that you have to update your password here whenever it changes!

## HOW TO CONNECT

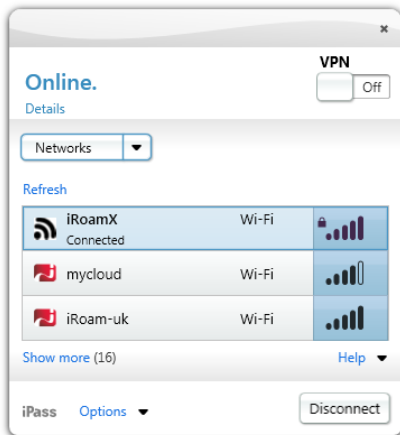
Each time you want to connect to the internet using the app, follow the steps below.

**!** If the app is configured for Auto-Connectivity you will be automatically connected instead when an iPass hotspot is in range.

- Next double-click on a hotspot from the list below.



The app will display the connection stages until showing **Connected** under the hotspot name.

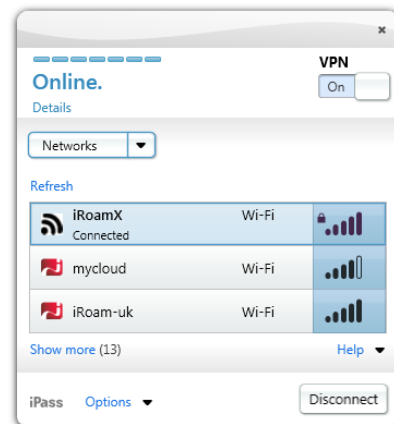


## TIP

Any Wi-Fi hotspot you connect to needs to show a signal strength of **at least three bars** on the right.

Icon	Type	Description
	Signal Strength	The number of bars indicates the strength of the wireless signal.
	iPass	The network is in the iPass network.
	Secure Network	A lock icon indicates the network requires a security key to connect.
	Roaming	The network is a roaming network. Connecting to it may cost money.
	Open Access	The network is free.
	Personal or Campus Network	Personal or campus network.
	Ethernet or DSL	The network is an Ethernet or DSL network.

If configured to launch a VPN, the app will then begin this connection. Once established, the VPN icon on the app will show **ON**.



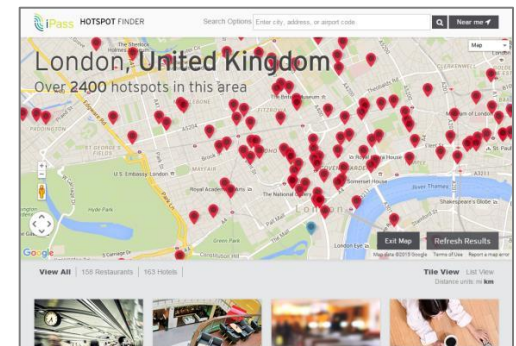
- Use the **Disconnect** button when you have finished using the internet.

## HOW CAN I FIND IPASS HOTSPOTS?

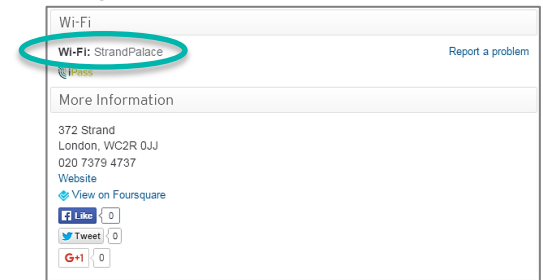
The app will list any hotspots in range.

To find additional iPass hotspots use the Hotspot Finder at <http://hotspot-finder.ipass.com>

- Enter your search criteria, e.g. **Strand, London**.



- Click on a search result to see location details including the **Wi-Fi** hotspot name.



## SUPPORT

If you need assistance please email [help@ipass.com](mailto:help@ipass.com)

To report a problem, launch Open Mobile:

- Press **[Ctrl] + [L]** on your keyboard to start the Log Viewer.
- Click on **Email Logs** and add a problem description including date, time, and location details.