



GETTING STARTED GUIDE

This guide shows you how to set up the iPass app to connect to the internet on **Apple Mac laptops** using [iPass SmartConnect](#).

WHERE CAN I USE iPASS?

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

1. SETUP

IT will typically push and install the latest version of iPass onto your laptop.

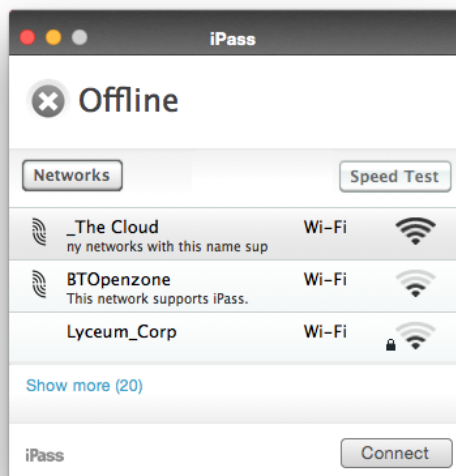
Alternatively you may be able to download the iPass app via a link that you will receive in an email.

2. LAUNCH

Once installed the iPass icon will automatically appear on your system's Dock.

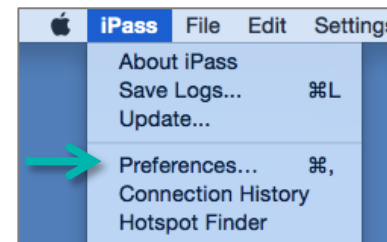


- Click on the icon to launch the app.

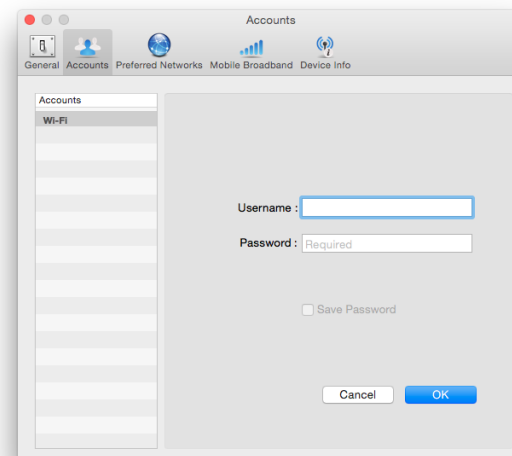


YOUR USERNAME AND PASSWORD

- Click on **iPass** in the menu bar and select **Preferences >Accounts**.



- Enter your **username** and **password** (and select your domain if required).
- Once completed, tick **Save Password** and click **OK**.



3. CONNECTING

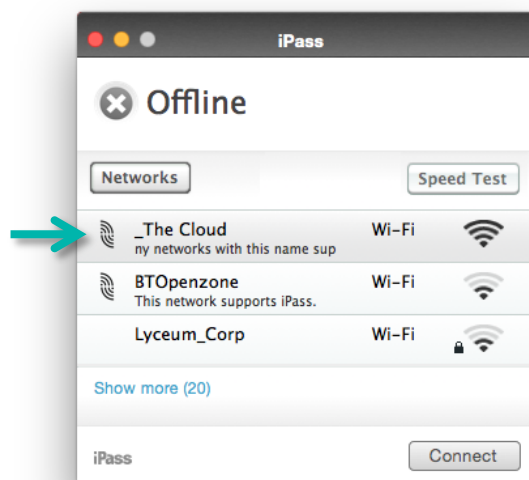
Each time you want to connect to the internet using the app, follow the steps below.

If Auto-Connect is enabled (>Preferences >General) you will be automatically connected instead when an iPass hotspot is in range.

- Select a network from the list below with a strong signal.

The **signal strength** is shown in bars on the right. iPass networks feature the **iPass logo** on the left.

- Click **Connect**.



If configured to launch a VPN, the app will begin the connection attempt.

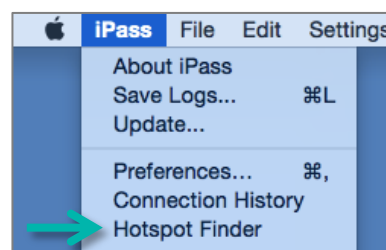
Once established the VPN icon will show **ON**.

HOW CAN I FIND IPASS HOTSPOTS?

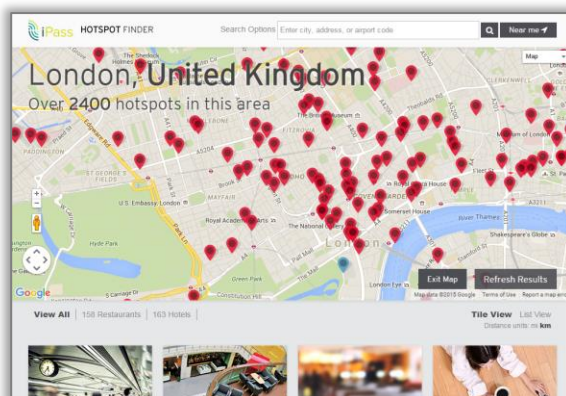
The iPass app will list any hotspots in range.

To find additional iPass hotspots use the Hotspot Finder via the **iPass** menu or go to

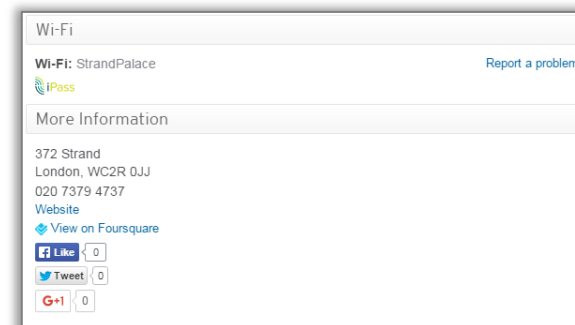
<http://hotspot-finder.ipass.com>



- Enter your search criteria, e.g. **Strand, London** and click **View Map**.



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

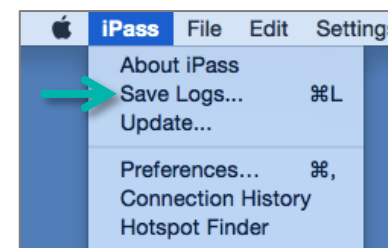


SUPPORT

If you need assistance please email help@ipass.com

To report a problem:

- With the iPass running press **⌘ + L** to save the logs to your desktop.



- Forward the ZIP file that was created via email to help@ipass.com and add a problem description including date, time, and location details.