



GETTING STARTED GUIDE

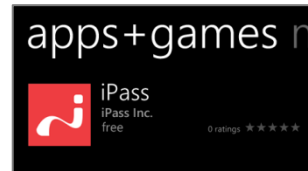
This guide shows you how to install and activate the iPass Open Mobile app to connect to the internet on **Windows Phone 8.1** devices.

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 hotspots where available.

1. INSTALLATION

- Launch the Windows **Store** app and search for **iPass**.



- Tap **install** to continue.

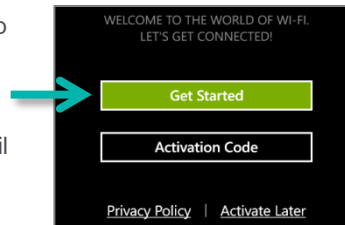
You may be prompted to allow access to your location details.

- Tap **allow** for the app to be downloaded and installed.

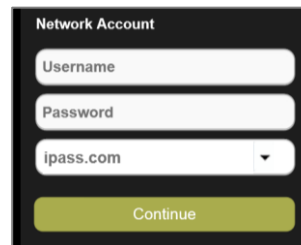
2. ACTIVATION

Your app has to be activated for the first time before you can use it to connect to the internet.

- Launch the iPass app and tap **Get Started**.
- Enter your work email address and tap **Continue**.



- Type your **username** and **password** (and domain if required) in the fields provided.
- Tap **Continue**, followed by **Finish Activation**.



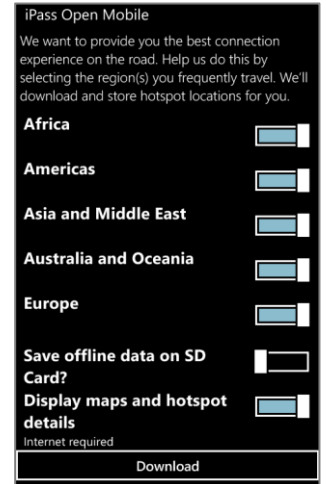
The app will then be activated which may take several minutes to complete.



When you first launch the app, you will

be prompted to configure your travel preferences, making the Hotspot Finder available offline for your required regions before you travel. You can change this at any time via More

>Travel Preferences.

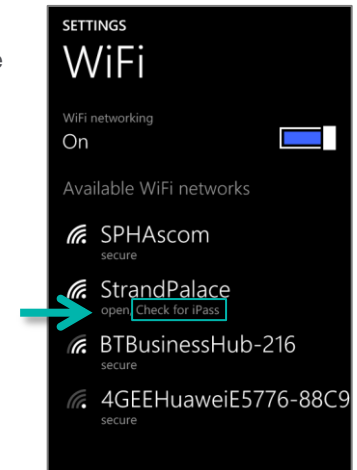


3. CONNECTING

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

- First press **Tap to Connect** in the middle of the app's welcome screen, which takes you to your Wi-Fi settings.

- Select an iPass hotspot with a strong signal – they are marked as **Check for iPass**.



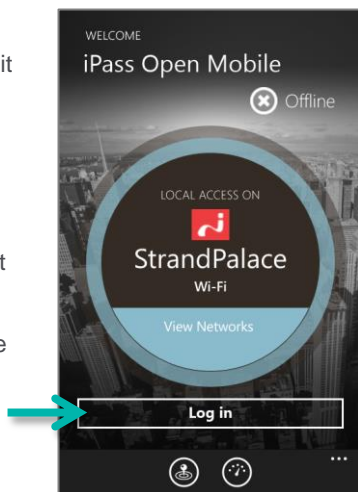
The signal strength is shown in bars on the left.

Selected hotspots are remembered for the future, so you don't have to do this first step again.

- Then go back to the app and confirm that it logged you in.

If it does not, tap on **log in**.


Hotspots that are part of the iPass network are displayed with the red and white iPass logo.

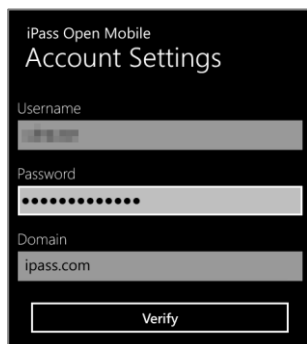


USERNAME AND PASSWORD

Your username and password will be set automatically as part of the activation.

But you have to **manually update your password** in the app whenever it changes.


- Launch Open Mobile and tap on the More  icon in the bottom right.
- Tap **Account Settings** and update your username or password.
- Then **Verify** your settings.



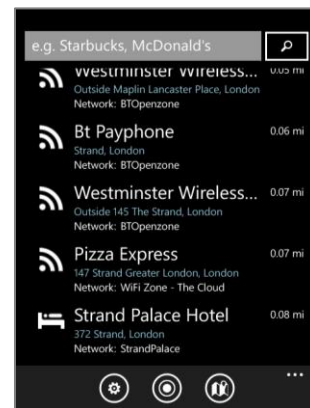
HOW CAN I FIND iPASS HOTSPOTS?

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



Use the built-in **Hotspot Finder** to find out where you can connect to the iPass network or go to <http://hotspot-finder.ipass.com>

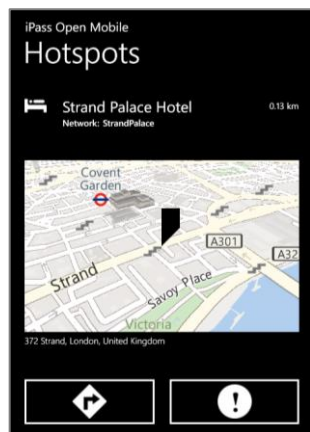
- Tap on  at the bottom of the welcome screen to access the Hotspot Finder.

- Either tap on the circle icon at the bottom to find **nearby** locations or type in a keyword to search for.



When you select a hotspot, location details are displayed. You then have the option to:

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



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

Report a problem

☐ No hotspot here

☐ Hotspot not working

☐ Wrong address


☐ Wrong network name

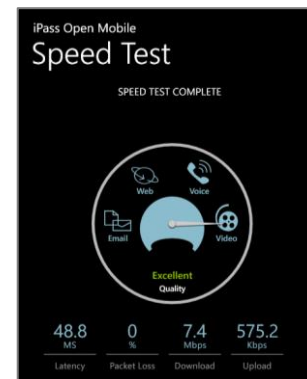
Other feedback

0/300

SPEED TEST

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


- Tap the right  icon at the bottom of the welcome screen.
- Tap **ok** to run the test.



SUPPORT

If you need assistance please contact help@ipass.com

To report a problem:

- Tap on the **More**  icon > **About** > **Send Logs**.
- Select your email app.
- Please add a problem description including date, time, and location details.