



# GETTING STARTED GUIDE

This guide shows you how to set up the iPass 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 centres, restaurants and other venues, including free Wi-Fi hotspots where available.

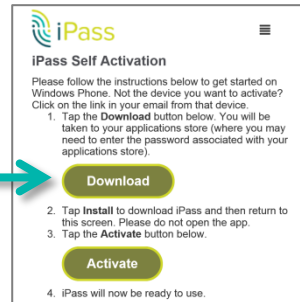
## 1. INSTALLATION

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

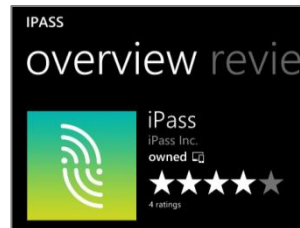
- Use the **Click here...** button which takes you to a web page with setup instructions.

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

- Tap on **Get the app** if prompted.



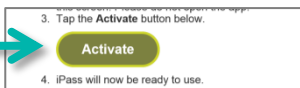
- Tap **install** to continue.
- Then tap **allow** for the app to be downloaded and installed.



## 2. ACTIVATION

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

- Go back to the web page with the setup instructions.
- Tap on **Activate**.



The app will then be activated which 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.

You can change this any time in the app via the

More  icon >Travel

Preferences.

We want to provide you the best connection experience on the road. Help us do this by selecting the region(s) you frequently travel. We'll download and store hotspot locations for you.

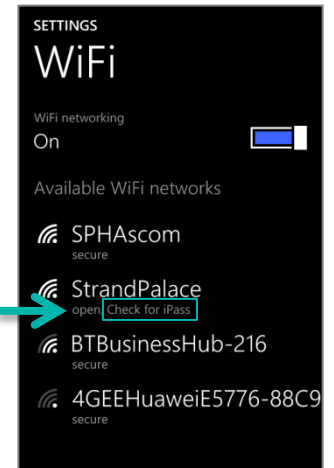


## 3. CONNECTING

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

- First go to your phone's Wi-Fi settings.
- Select an iPass hotspot with a strong signal – they are marked **Check for iPass**.

The signal strength is shown in bars on the left.



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

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


Hotspots that are part of the iPass network are displayed with an iPass logo.



## 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).

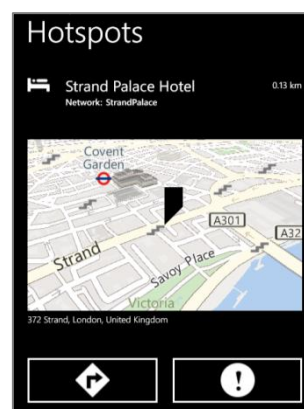
To find further iPass hotspots use the built-in **Hotspot Finder** in our app.

- Tap on  at the bottom of the welcome screen to access the Hotspot Finder.
- Either tap on the middle icon at the bottom to find **nearby** locations or type in a keyword to search for.

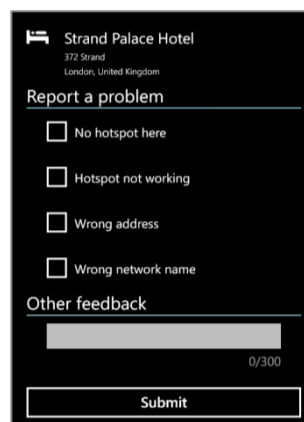


When you select a hotspot, location details are displayed.

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




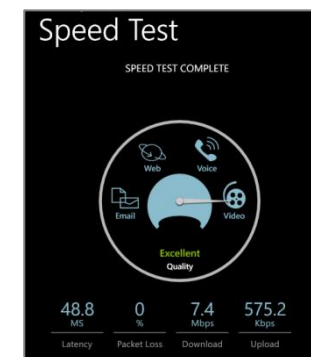
- To report a problem, simply tick one of the boxes.
- Then add a comment below, before you **submit** your feedback to us.



## SPEED TEST

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

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




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

## SUPPORT

For assistance please contact [hsbchelp@ipass.com](mailto:hsbchelp@ipass.com)

To report a problem:

- Tap on the **More**  icon within the app >**about** >**Send Logs**.
- Select your email app if prompted.
- Add a **problem description** including date, time, and location details.