iPass

GETTING STARTED GUIDE

This guide shows you how to set up the iPass app to connect to the internet on **Windows laptops** using [iPass SmartConnect](#).
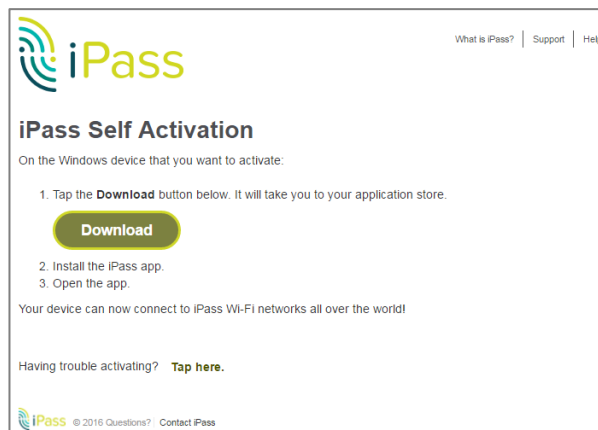
WHERE CAN I USE iPASS?

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 hotspots where available.

1. SETUP

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

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

iPass

What is iPass? | Support | Help

iPass Self Activation

On the Windows device that you want to activate:

1. Tap the **Download** button below. It will take you to your application store.

   Download

2. Install the iPass app.
3. Open the app.

Your device can now connect to iPass Wi-Fi networks all over the world!

Having trouble activating? **Tap here.**

iPass © 2016 Questions? | Contact iPass

- Use the **Download** button and **save** the installation file to your desktop.
- Double-click on the file and follow the **installation wizard** on your screen.

> **!** *Once installed the app will be activated for the first time which may take a few minutes to complete.*

Some browsers may show **two buttons** (**Download** and **Activate**) on the web page with setup instructions. If that is the case, **simply go back to that web page** once you installed the app and click on the **Activate** button to complete the setup.

2. LAUNCH

The iPass icon appears on your taskbar:

ENG 09:13 15/09/2015

- Double-click on it to launch the iPass app.

> **TIP** *If the iPass icon is not visible, please check your Windows notification area settings.*
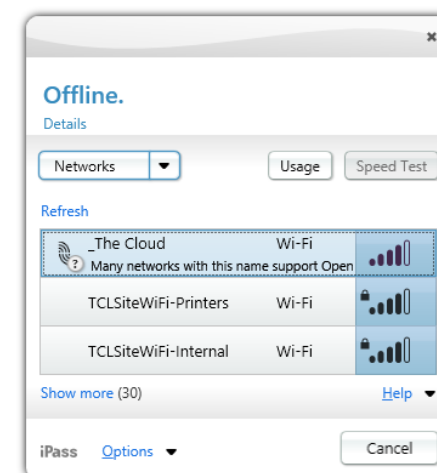
3. CONNECTING

The iPass app will connect **automatically** to an iPass hotspot when in range.

- To manually connect, **double-click** on a hotspot name from the list that you want to connect to.

iPass hotspots are displayed with a logo on the left:

- if you have connected to these hotspots before.

- if you have not connected to these hotspots yet.

Offline.
Details

Networks | Usage | Speed Test

Refresh

_The Cloud	Wi-Fi	
Many networks with this name support Open		
TCLSiteWiFi-Printers	Wi-Fi	
TCLSiteWiFi-Internal	Wi-Fi	

Show more (30) | Help

iPass | Options | Cancel

The status at the top will change to **Online** and the app will show that you are **Connected** underneath the hotspot name.
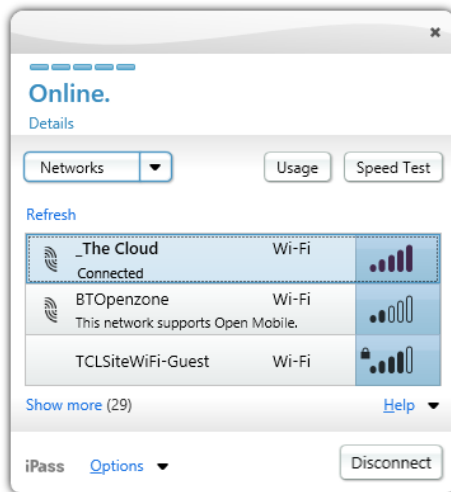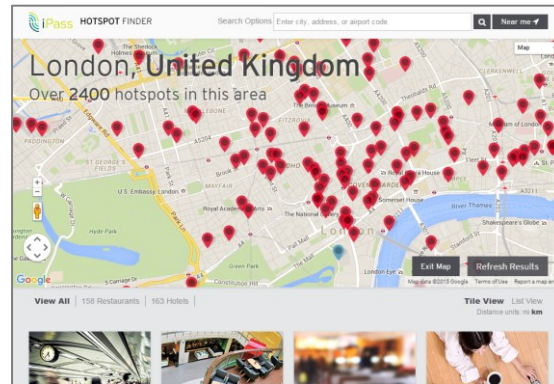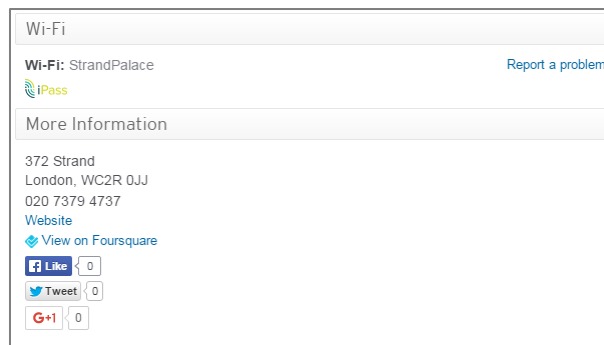

HOW CAN I FIND iPASS HOTSPOTS?

The app will list any hotspots in range.

To find additional iPass hotspots us the Hotspot Finder at **http://hotspot-finder.ipass.com**

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

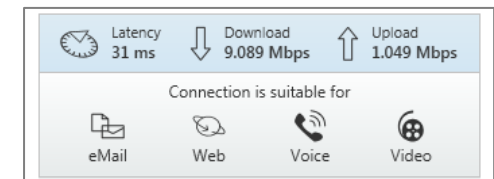- Click on a search result to see location details, including the **Wi-Fi** hotspot name.

- Use the button on the right to **report a problem** to us.

SPEED TEST

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

- Click on the **Speed Test** button in the app.

- Click on **Start Speed Test**.

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

SUPPORT

For assistance please email **help@ipass.com**

To report a problem:

- Open the iPass app and click on the **iPass** button in the bottom left corner.

- Click on [Send Logs]

- Click on [Email Logs] and confirm the default options.

- Add a **problem description** including date, time, and location details before sending to **help@ipass.com**