



GETTING STARTED GUIDE

This guide shows you how to install and activate the iPass app to connect to the internet on your **iPhone or iPad** using [iPass SmartConnect](#).

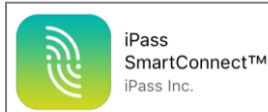
WHERE CAN I USE IPASS?

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. INSTALLING

To install the iPass app, you will need an internet connection and your **Apple ID** and password.

- Launch the [App Store](#) and search for **iPass** to locate the app.

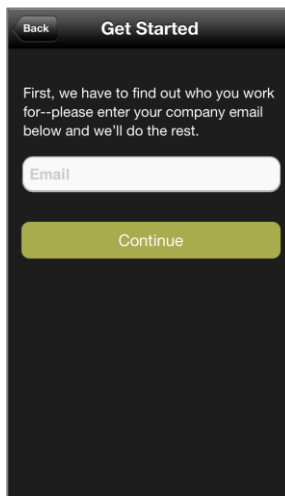
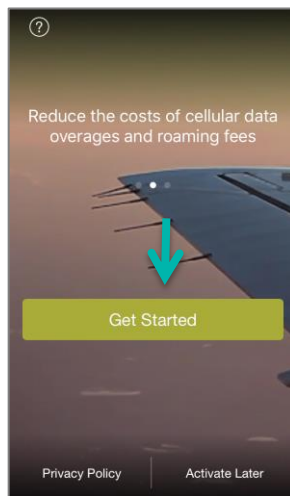


- Tap on **GET** and **Install** the free app.

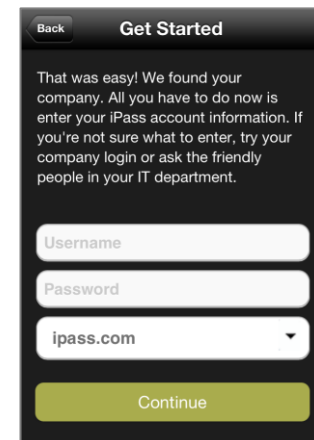
2. ACTIVATING

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

- **Open** the iPass app and tap **Get Started**.
- Enter your work email address, tap **Continue** and we will activate the app for you.



- Enter your iPass **username** and **password** in the fields provided (and domain if required) and tap **Continue**.
- Tap **Finish Activation** to complete the process.



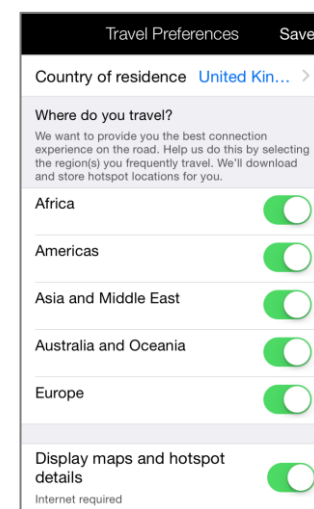
You will be prompted to configure your travel preferences next, making the **Hotspot Finder** available offline for your required regions before you travel.

You can change the Travel Preferences any time in the app via the

gear icon

>**Travel Preferences**

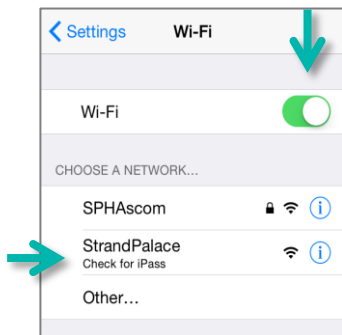
See the next page for details on the **Hotspot Finder**.



3. CONNECTING

Connecting to an iPass hotspot is a **two-step process**: first select an iPass hotspot and then log in.

- First go to your device's **Wi-Fi Settings** and ensure that Wi-Fi is **on**.
- Select an iPass hotspot with a strong signal.



iPass hotspots are marked **Check for iPass** and the signal strength is shown in bars on the right.

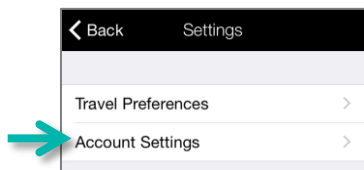
! Hotspots you have previously selected are remembered for the future, so you don't have to do this first step again.

- Then launch the **iPass** app and confirm that it logged you in automatically. If it does not, simply tap on **Log In**.



YOUR USERNAME AND PASSWORD

- Tap on the **gear** icon in the upper right corner to access your **Settings** page.
- Tap on **Account Settings**.

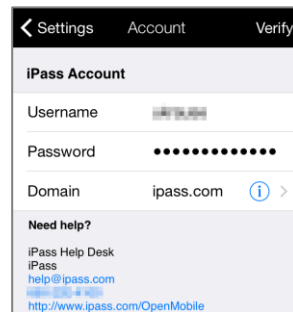


This is where you can update your **Username** and **Password** (and Domain if required).

If you are not sure what to type in here, please check if there is a hint on the screen.

- Tap **Verify** which checks and saves your changes.

Come back to this page to update your password whenever it changes.



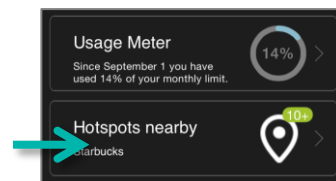
HOW CAN I FIND iPASS HOTSPOTS?

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

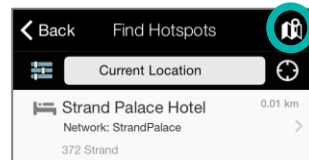
To find further iPass hotspots use the built-in **Hotspot Finder** in our app.

- Tap on **Hotspots nearby**.

A list of hotspots will be shown to you in a new screen, including the distance from your current location.

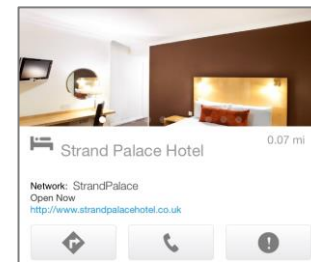


- Tap on the icon in the top right corner to view hotspots on a **map** or type in a keyword to search for.



When you select a hotspot, location details are displayed.

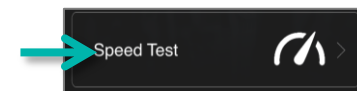
- Tap to view directions on how to get there.
- Tap to call the venue.
- Tap to report a problem with that hotspot.



SPEED TEST

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

- Tap on **Speed Test** on the welcome screen.
- Tap **Start** to run the test.



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



SUPPORT

If you need assistance, please contact **help@ipass.com**

To report a problem:

- Tap on the gear icon **>Help >Report a problem**.
- Please add a **problem description** including date, time, and location details.