



GETTING STARTED GUIDE

This guide shows you how to set up the iPass Open Mobile app to connect to the internet on **Windows laptops**.

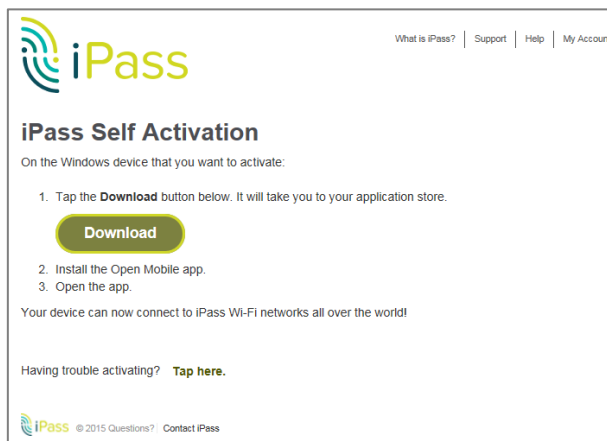
WHERE CAN I USE iPASS?

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. SETUP

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

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



- 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:



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





If the iPass icon is not visible, please check your Windows notification area settings.

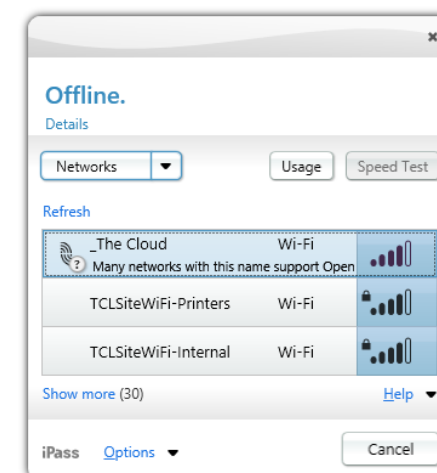
3. CONNECTING

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:

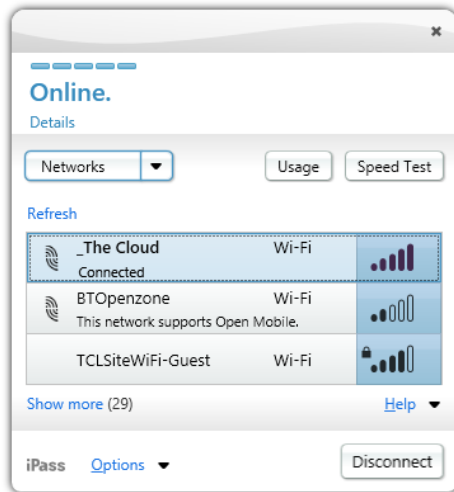
-  if you have connected to these hotspots before.
-  if you have not connected to these hotspots yet.



TIP

Any Wi-Fi hotspot you connect to needs to show a signal strength of **at least three bars** on the right.

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

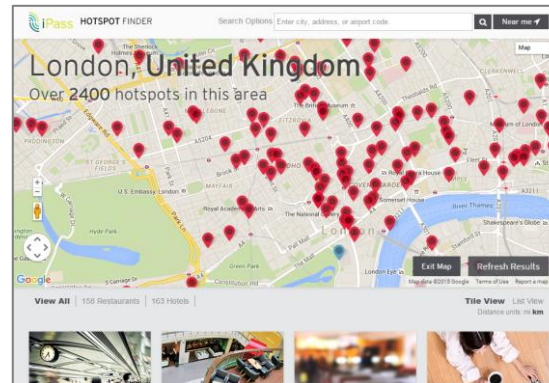


HOW CAN I FIND iPASS HOTSPOTS?

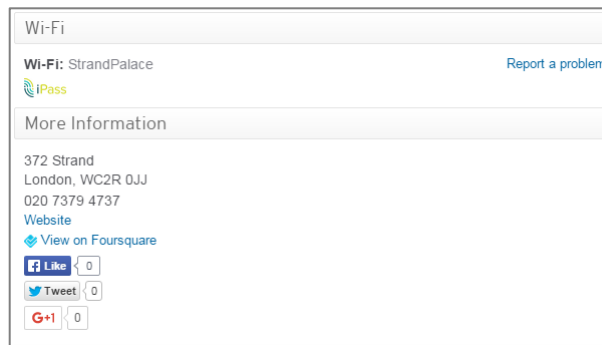
The app will list any hotspots in range.

To find additional iPass hotspots use 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.



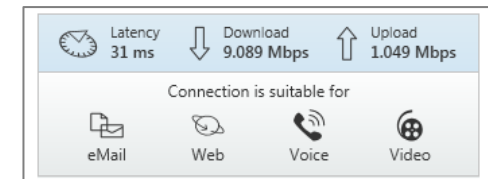
- Use the button on the right to **report a problem** to us.

SPEED TEST

Check whether your 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 hsbchelp@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 hsbchelp@ipass.com