iPass

GETTING STARTED GUIDE

This guide shows you how to install and activate the iPass Open Mobile app to connect to the internet on **Windows 10 Mobile Phones and Tablets** 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.

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1. INSTALLATION

- Before you install the iPass app, **update your phone** to the **latest Windows version**.

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

- Tap **install** and grant any required permissions.
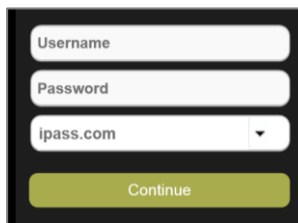
- Then **accept** the Terms of Use.

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**.

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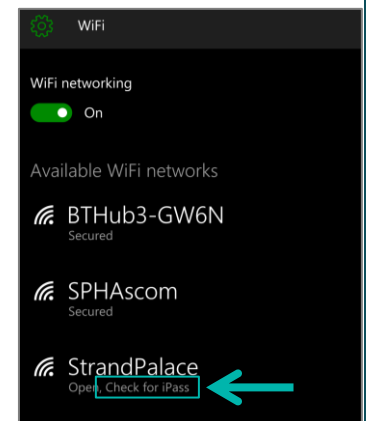

! You will be prompted to configure your travel preferences, making the Hotspot Finder available offline for your required regions before you travel.
You can change this at any time via the menu > **Settings** >**Travel Preferences**.

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.

> *!* *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.

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

  To go back to your WiFi Settings, simply **Tap to Connect**.
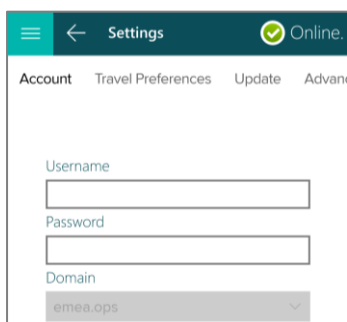
USERNAME AND PASSWORD

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 the iPass app, tap on the **Menu** icon and go to >**Settings** >**Account**.

- Update your username and/or password.
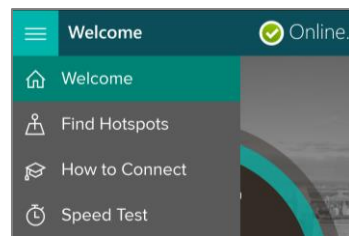
- Then **Verify** your settings.

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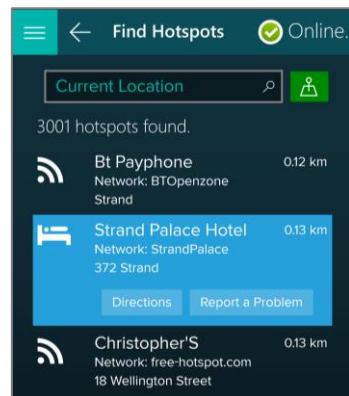
To find further iPass hotspots use the built-in **Hotspot Finder** in our app.

- Tap on the **Menu** icon in the top left hand corner of the welcome screen and select **Find Hotspots**.
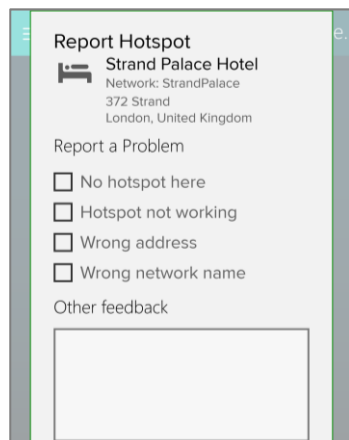
- You can scroll through the **list** of nearby hotspots or type in a keyword to search for.

  Tap on the icon to the right of the search field to view the hotspots on a **map** instead.

- Select a hotspot and tap on the button to **Report a Problem** to us.

- Then add a comment in the field provided, before you **submit** your feedback to us.
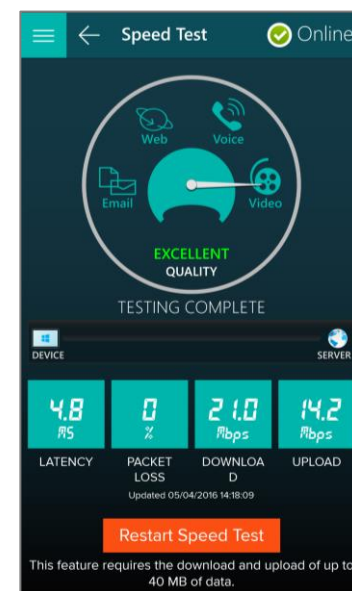
SPEED TEST

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

- Tap on the **Menu** icon in the top left hand corner of the welcome screen and select **Speed Test**.

- Tap on **Start Speed 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 **Menu** icon and select **Settings**.

- Swipe left to see the **About** page and tap **Send Logs**.

- Select your email app if prompted.

- Add a **problem description** including date, time, and location details.