iPass

INTERNATIONAL IN-FLIGHT WI-FI GUIDE

This document is designed as an add-on to your Getting Started Guide and shows you how to connect to international in-flight Wi-Fi using your iPass account.

WHAT IS DIFFERENT?

There are two ways of connecting to international in-flight Wi-Fi, either:

- use the iPass app
- use a web page to log in

Please request your iPass username and password before you travel. You can then save a screenshot of that information on your device.

1. CONNECT USING THE iPASS APP

Before you connect to in-flight Wi-Fi, please ensure that **Wi-Fi** is **enabled** on your device.

- At **cruising altitude or above**, select the in-flight hotspot which is shown as an iPass network.

  *The names vary for the different airlines. In our example it's called **Telekom_FlyNet**.*

iPhone/iPad Wi-Fi settings

Laptop

- Launch your browser if you do't get prompted automatically for the **security code**.

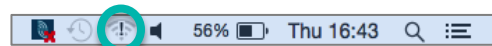- Type the code **exactly** as it is displayed and **submit**.

You are now connected!

2. CONNECT USING WEB LOGIN

If you cannot connect using the app, trying the following steps instead.

- Select the in-flight hotspot from your network list, e.g.:

- Launch your browser which will take you to the in-flight page.

You will then be prompted to confirm the **security code** that is displayed on the screen.

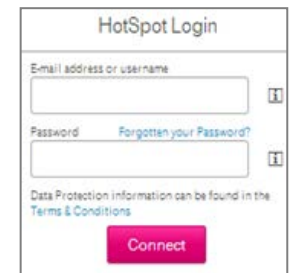- Type the code **exactly** as it is displayed and **submit**.

- On the login page, select iPass as your **roaming** provider.

- Then log in with your long iPass username (*Username@Domain*) and password.

  Please use **this link** to find out what your credentials are before you travel.

SUPPORT

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