



# GETTING STARTED GUIDE

This guide shows you how to set up the iPass app to connect to the internet on **Windows Phone 8.1** 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.

## 1. INSTALLATION

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

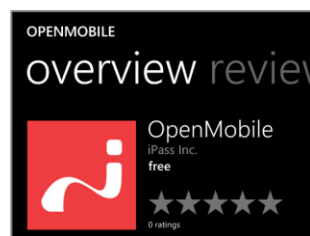
- Use the **Click here...** link which takes you to a web page with setup instructions.

- Tap on **Download** which takes you to the Windows Store.

- Tap on **Get the app** if prompted.



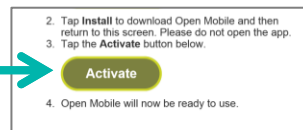
- Tap **install** to continue.
- Then tap **allow** for the app to be downloaded and installed.



## 2. ACTIVATION

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

- Go back to the web page with the setup instructions.




- Tap on **Activate**.

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



*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 this any time in the app via the More  icon >Travel Preferences.*

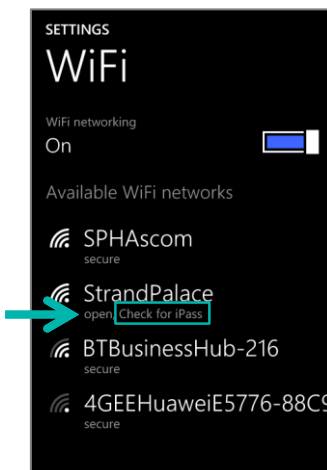


## 3. CONNECTING

Connecting to an iPass hotspot is a **two-step process**.

- First go to your phone's Wi-Fi settings.
- Select an iPass hotspot with a strong signal – they are marked **Check for iPass**.

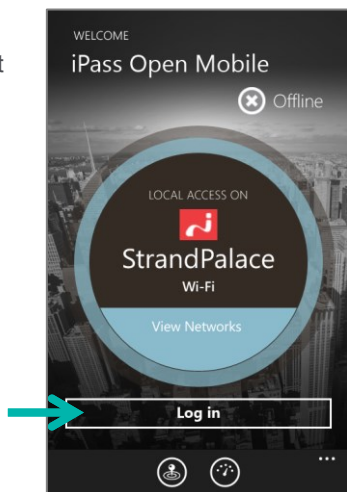
The signal strength is shown in bars on the left.



*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 automatically. If it did not, simply tap on **Log in**.


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

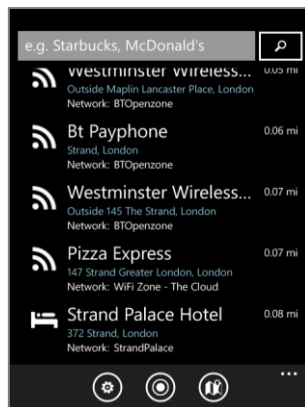


## HOW CAN I FIND IPASS HOTSPOTS?



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

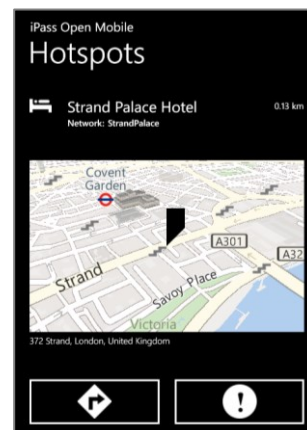
To find further iPass hotspots use the built-in **Hotspot Finder** in our app.

- Tap on  at the bottom of the welcome screen to access the Hotspot Finder.
- Either tap on the middle icon at the bottom to find **nearby** locations or type in a keyword to search for.

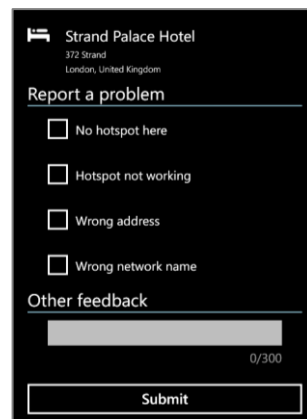


When you select a hotspot, location details are displayed.

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




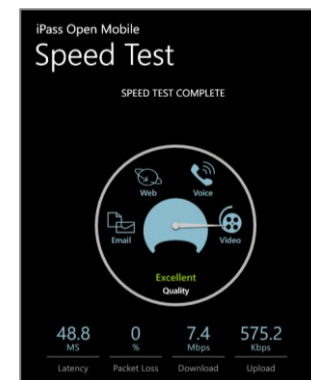
- To report a problem, simply tick one of the boxes.
- Then add a comment below, before you **submit** your feedback to us.



## SPEED TEST

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

- Tap the right  icon at the bottom of the welcome screen.
- Tap **ok** to run the test.




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

## SUPPORT

For assistance please contact [help@ipass.com](mailto:help@ipass.com)

To report a problem:

- Tap on the **More**  icon within the app >**about** >**Send Logs**.
- Select your email app if prompted.
- Add a **problem description** including date, time, and location details.