



GETTING STARTED GUIDE

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

IT will typically install and configure the latest version of iPass on your laptop.

2. LAUNCH

Once installed, the iPass icon will appear on your system's **Desktop** and in the

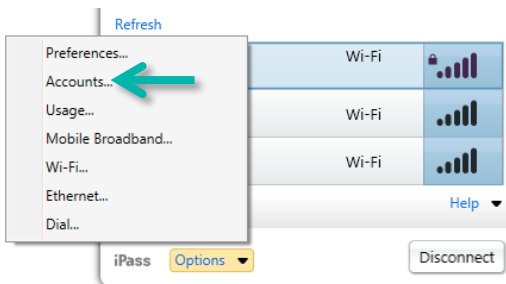
System Tray:

- Double-click on either icon to launch the app.

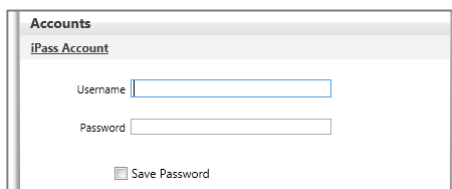


YOUR USERNAME AND PASSWORD

- Open the app and go to **Options >Accounts**.



- Enter your **username** and **password** (and select your domain if required).
- Tick **Save Password** and **close** the window.



Please note that you have to update your password here whenever it changes!

3. CONNECTING

Each time you want to connect to the internet using the app, follow the steps below.

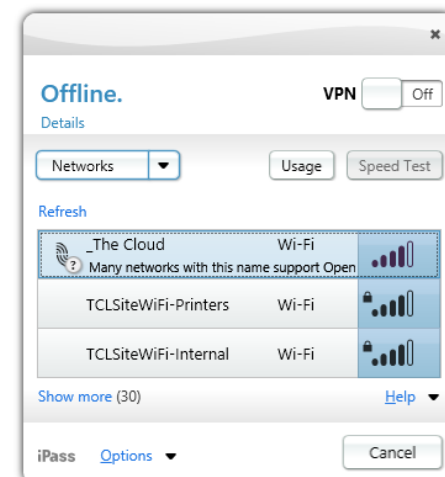


If the app is configured for Auto-Connectivity you will be automatically connected instead when an iPass hotspot is in range.

- **Double-click** on a hotspot name from the list that you want to connect to.

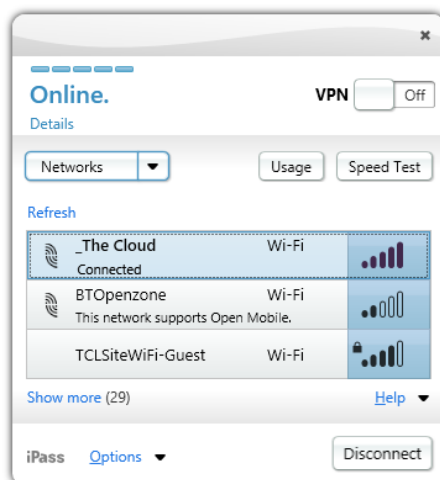
All iPass hotspots are displayed with a logo on the left:

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



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

As soon as you are connected to the internet the status at the top changes to **Online**.



For an explanation of what all the different icons mean, click on **Help > Help Topics** and select **Connecting and Disconnecting**.

If configured to launch a VPN, the app will begin this connection. Once established, the VPN icon on the app will show **ON**.



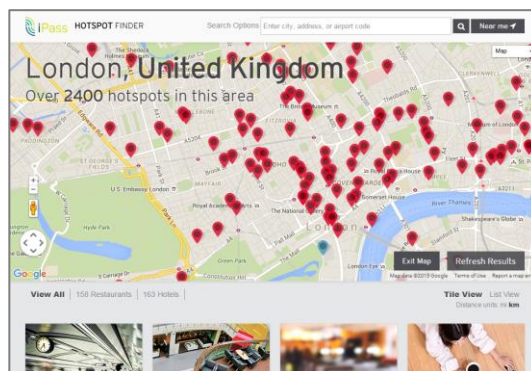
- Alternatively, once you are online you can use the **VPN** switch to manually connect to your workplace.

HOW CAN I FIND iPASS HOTSPOTS?

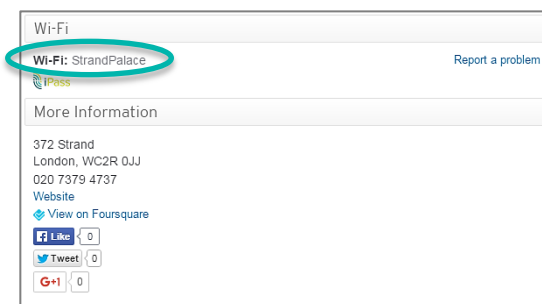
The app will list any hotspots within range.

To find additional iPass hotspots use the **online 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.

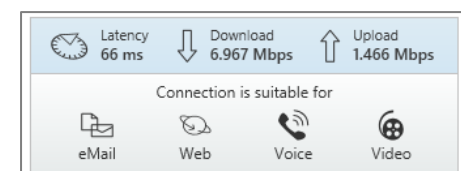


SPEED TEST

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

If you need assistance please email help@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 help@ipass.com