

GETTING STARTED GUIDE

This guide shows you how to set up the iPass app to connect to the internet on **Windows**laptops using <u>iPass SmartConnect</u>.

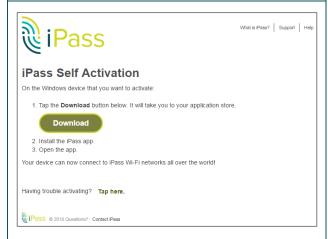
WHERE CAN I USE iPASS?

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

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

 Click on the link in the email 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.

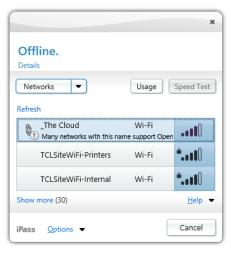
3. CONNECTING

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.





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?

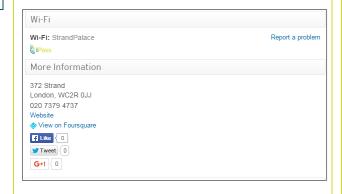
The app will list any hotspots in range.

To find additional iPass hotspots us 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 you 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 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