



GETTING STARTED GUIDE

This guide shows you how to set up the iPass Open Mobile app to connect to the internet on **Apple Mac 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 centres, restaurants and other venues, including free Wi-Fi where available.

1. SETUP

IT will typically push and install the latest version of iPass onto your laptop.

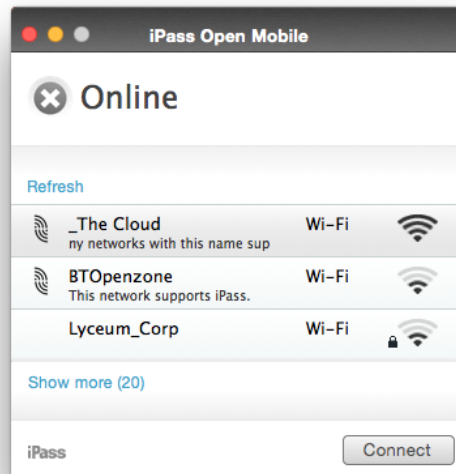
Alternatively you may be able to download the iPass Open Mobile app via a link that you will receive in an email.

2. LAUNCH

Once installed the iPass icon will automatically appear on your system's Dock.



- Click on the icon to launch the app.

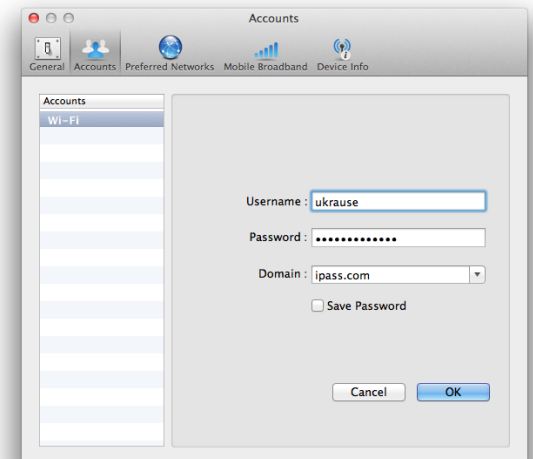


YOUR USERNAME AND PASSWORD

- Click on **iPass Open Mobile** in the menu bar and select **Preferences > Accounts**.



- Enter your **username** and **password** (and domain if required).
- Once completed, tick **Save Password** and click **OK**.

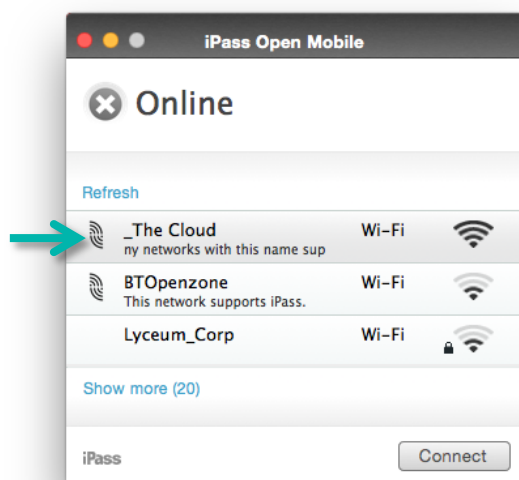


3. CONNECTING

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

If Auto-Connect is enabled (>Preferences >General) you will be automatically connected instead when an iPass hotspot is in range.

- Select a hotspot from the list below with a strong signal.
The **signal strength** is shown in bars on the right.
iPass hotspots feature the **iPass logo** on the left.



- Click **Connect**.

If configured to launch a VPN, the app will begin the connection attempt.

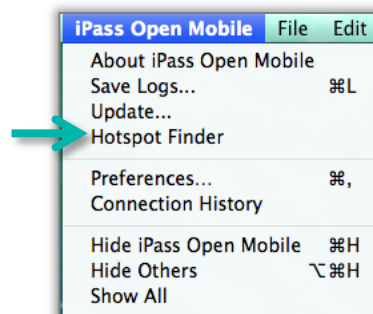
Once connected, the VPN icon will show **ON**.

- To disconnect from the network use the **Disconnect** button.

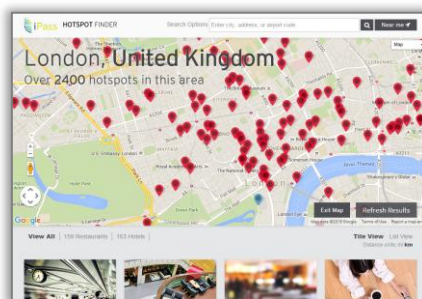
HOW CAN I FIND IPASS HOTSPOTS?

The iPass app will list all hotspots in range.

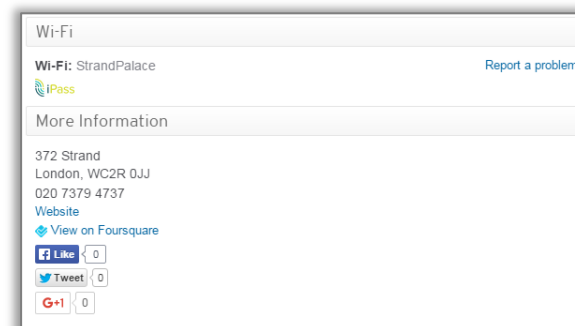
To find additional iPass hotspots please use the Hotspot Finder via the **iPass Open Mobile** menu or go to <http://hotspot-finder.ipass.com>



Enter your search criteria, e.g. **Strand, London** and click **View Map**.



Click on a search result to see full location details.

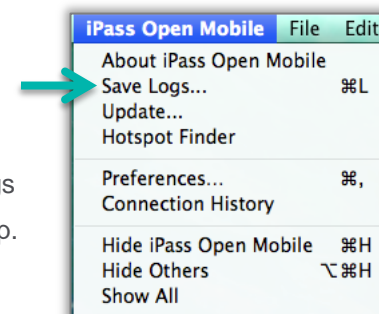


SUPPORT

If you need assistance please email help@ipass.com

To report a problem:

- With the iPass app running press **⌘ + L** to save the logs to your desktop.



- Forward the ZIP file that was created via email to help@ipass.com and add a problem description including date, time, and location details.