



GETTING STARTED GUIDE

This guide shows you how to set up the iPass app to connect to the internet on **Windows 10 Mobile** devices.

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 hotspots where available.

1. INSTALLATION

- Before you install the iPass app, **update your phone** to the **latest Windows version**.

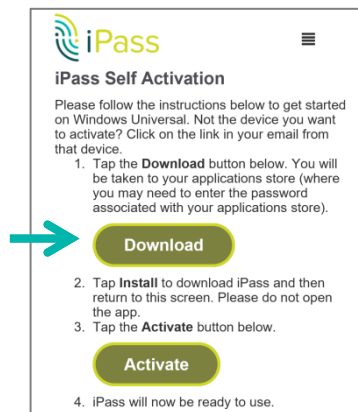
Open your iPass **welcome email** on the device that you want to install the app on.

- 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 **Install** to proceed.

- Go back to the **Self Activation** page in your browser.



You may have to tap on the icon in the bottom left hand corner of your browser to make all **tabs** visible first.

Then select the tab again that shows the **Self Activation** page.

2. ACTIVATION

- Tap on **Activate**.

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

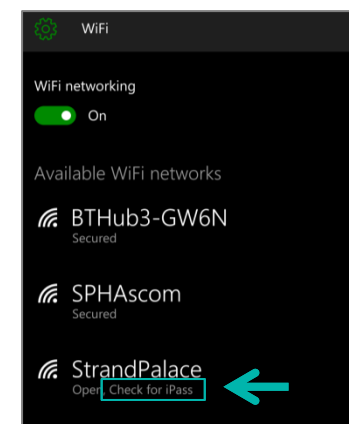


! You will be prompted to configure your travel preferences next, making the Hotspot Finder available offline for your required regions before you travel. You can change this any time in the app via the **Menu icon** > **Settings** > **Travel Preferences**.

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.

- Tap on **Tap to Connect** to go back to Wi-Fi Settings.

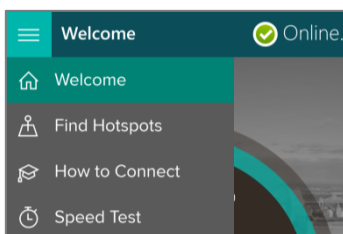


HOW CAN I FIND IPASS HOTSPOTS?

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

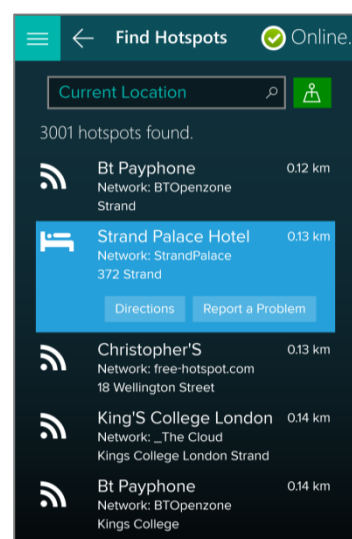
To find further iPass hotspots use the built-in **Hotspot Finder** in our app.

- Tap on the **Menu** icon in the top left hand corner of the welcome screen and select **Find Hotspots**.



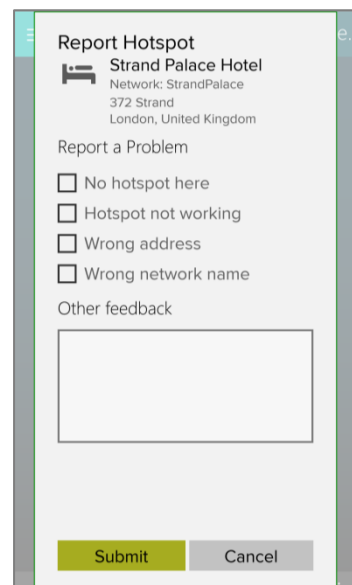
You can scroll through the **list** of nearby hotspots or type in a keyword to search for.

- Tap on the icon to the right of the search field to view the hotspots on a **map** instead.



- Select a hotspot and tap on the button to **Report a Problem** to us.

- Then add a comment in the field provided, before you **submit** your feedback to us.

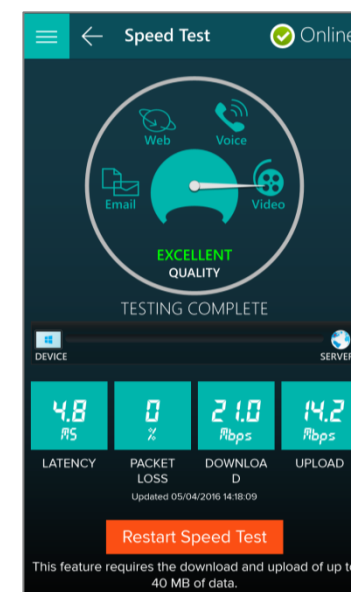


SPEED TEST

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

- Tap on the **Menu** icon in the top left hand corner of the welcome screen and select **Speed Test**.
- Tap on **Start Speed Test**.

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



SUPPORT

For assistance please contact hsbchelp@ipass.com

To report a problem:

- Tap on the **Menu** icon within the app and select **Settings**.
- Swipe left to see the **About** page and tap **Send Logs**.
- Select your email app if prompted.
- Add a **problem description** including date, time, and location details.