



GETTING STARTED GUIDE

This guide shows you how to install and activate the iPass app to connect to the internet on **Android smartphones and tablets** 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. INSTALLATION

You will need to be connected to the internet to install and activate the iPass app.

- Search for **iPass** in the [Google Play store](#)
- Tap on the search result.
- Tap on **Install** and **accept** the app permissions.



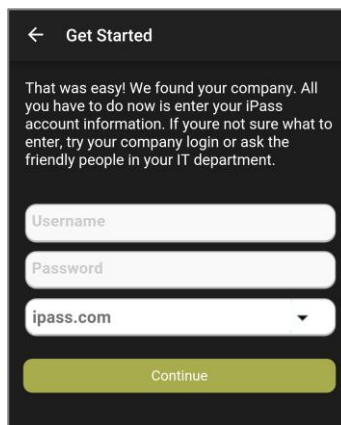
2. ACTIVATION


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

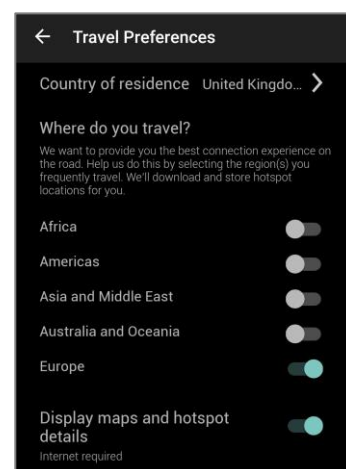
- **Open** the **iPass** app.
- Tap **Get Started** and enter your work email address.



- Next enter your iPass account information in the fields provided.
- Tap **Continue**.
- Then tap **Finish** to complete the process.



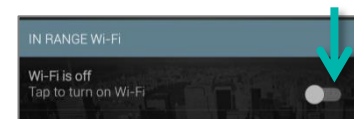
 You will be prompted to configure your travel preferences, e.g. making the Hotspot Finder available offline for your required regions before you travel. You can change this later, via the **menu icon >Settings >Travel Preferences**



See the next page for details on the **Hotspot Finder**.

3. CONNECTING

- Make sure Wi-Fi is switched **ON**. You can do this from within the app.

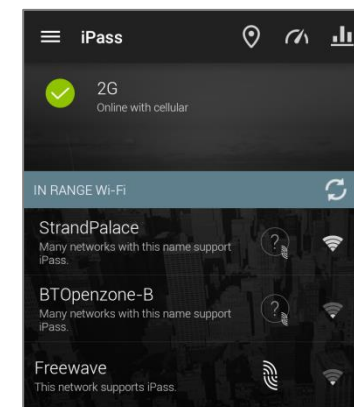


The iPass app will **automatically** connect when an iPass hotspot is in range. To **manually** connect follow the steps below.

iPass hotspots feature the iPass logo on the right.

- Tap on a hotspot name with a **strong signal**.

The signal strength is shown in bars on the far right.





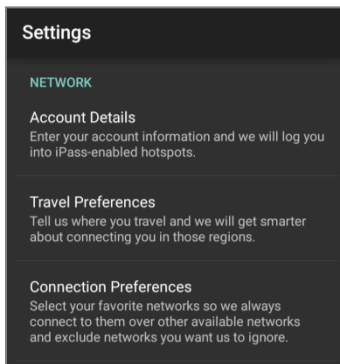
iPass hotspots you were connected to once before are shown with a large icon, others with a small one.

YOUR USERNAME AND PASSWORD

- Tap on the **menu** icon in the upper left corner to access your **Settings** page.



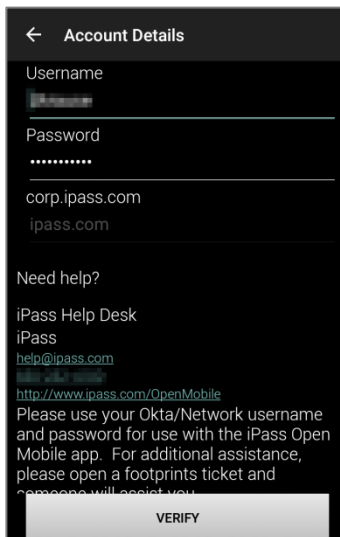
- On the Settings page tap **Account Details** which opens a new page.



If you are not sure what to type in here, please check if there is a hint on the screen.

- Tap **Verify** which checks and saves your changes.

Come back to this page to update your password whenever it changes.

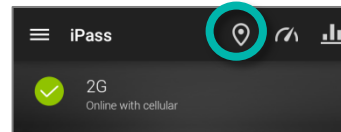


HOW CAN I FIND IPASS HOTSPOTS?

The app will list any hotspots within range.

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

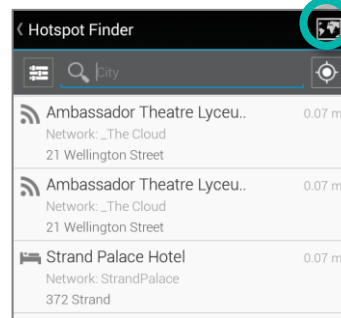
- Tap on **Hotspot Finder** in the action bar.



A list of nearby hotspots will be shown to you in a new screen, including the distance from your current location.

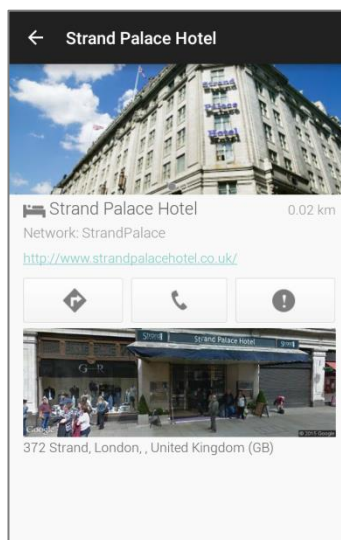
You can scroll through the **list** of nearby hotspots or type in a keyword to **search** for.

- Tap on the icon in the top right corner to view the hotspots on a **map** instead.



When you select a hotspot, location details are displayed.

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



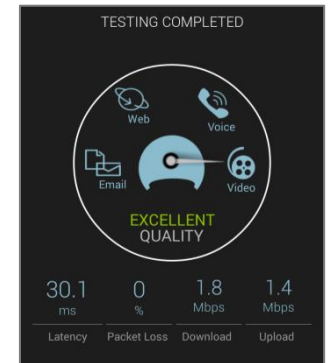
SPEED TEST

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

- Tap on the meter icon in the action bar.
- Tap **start** to run the **Speed Test**.



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



SUPPORT

If you need assistance please contact **help@ipass.com**

To report a problem:

- Tap on the menu icon within the app >**Help** >**Report a Problem**.
- Select your email app if prompted.
- Add a **problem description** including date, time, and location details.