Dear End User,  
  
Thank you for contacting [Customer Name] Technical Helpdesk. I apologize that you were unable to connect on this flight. [End User], can you please send us a screenshot of the error you are getting, the airline carrier/destination/flight number of the flight you were unable to connect on, along with the log files of the connection attempt?  Below you will find instructions on how to harvest logs from the iPass app.  If you are going to be flying in the near future, I've also attached instructions on how to log in through your web browser which can get you connected if you experience another issue with the iPass app.  
  
iPhone : Press the question mark in the upper-left corner of iPass application. Select Report a Problem.  
  
Mac: Select the Open Mobile menu, then select Save Logs. Attach the saved logs to this case.  
  
Windows - Control L from within the Open Mobile program.  
  
Android - Tap Menu - Help - Report a Problem.  
  
Thank you very much!