



## 2GO Travel's Wi-Fi Frequently Asked Questions (FAQs)



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### 2GO Travel's Wi-Fi

#### What is 2GO Travel's Wi-Fi?

2GO Travel's Wi-Fi is a web-based service that can be accessed by connecting to the vessel's Internet service.

2GO Travel's Wi-Fi provides 2 types of access: Basic and Premium access.

Basic access allows passengers to use popular third-party social media and instant messaging applications (i.e., Facebook, Facebook Messaging, Viber, and WhatsApp).

Premium access allows passengers full Internet access.

Use of the Wi-Fi system is not free. Basic access users need to purchase the Voucher Code that is only valid for the whole duration of the voyage leg. Premium access users may avail time-based access via credit card.

2GO Travel's Wi-Fi will provide access to the Wi-Fi system at locations within the vessel that are equipped with wireless access points. Access points or enabled locations may not be available in all areas of the vessel, and may not always be operational even if available.

#### How do I register to 2GO Travel's Wi-Fi?

A flyer is distributed to the passengers together with the voyage leg ticket indicating the SSID or the wireless network (and the associated password) of the vessel.

- Make sure that your Wi-Fi is enabled on your device.
- Go to the Wi-Fi settings page on your device and view the available wireless networks.
- Select the SSID of the vessel's wireless network.
- You will be redirected to the sign-up page of 2GO Travel's Wi-Fi. However, if you are not redirected automatically, launch your browser (e.g., Google Chrome) and type **passcess.com** or **passcess.net** in the address bar of your browser to go to 2GO Travel's Wi-Fi registration page.
- Enter your basic information to register into the system (i.e., First Name, Last Name, Mobile Number, Email Address).
- Select **Basic** or **Premium** access .
- **Basic** Access – Users must enter the 8-character voucher for use with the **Basic** access. **Premium** access users may sign up with time-based plan via credit card after clicking the **Premium** button.
- Upon successful activation of the Voucher Code (**Basic**) or the time-based plan (**Premium**), you are now set to use the 2GO Travel's Wi-Fi.

#### What devices can I use for 2GO Travel's Wi-Fi?

Wi-Fi enabled devices such as smart phones, laptops, tablets can be used with the 2GO Travel's Wi-Fi.

#### Is Internet access always available anywhere on the vessel?

2GO Travel's Wi-Fi will provide access to the vessel's satellite Internet service at locations within the vessel that have been equipped with wireless access points. Access points or enabled locations may not be available in all areas of the vessel, and may not always be operational even if available.

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Satellite Internet service may also be unavailable or interrupted due to blockage of the antenna, maintenance, severe weather or technical difficulties.

### BASIC ACCESS

#### **How long can I use the 2GO Travel's Wi-Fi Basic Access Voucher Code?**

Each Voucher Code can only be used for the duration of the voyage leg.

#### **Can the Voucher Code be used on more than one device?**

No. The Voucher Code can only be used on the device it was registered on.

#### **Can I use the same Voucher Code on another 2GO vessel?**

No. The Voucher Code can only be used on a single voyage leg on just one vessel in just one device. Even if the user has remaining time and data credits, these will be forfeited and may not be used on another vessel or another trip.

#### **I didn't use my Voucher Code. Can I use the same Voucher Code on another 2GO vessel?**

Yes. Unused Voucher Code can be used on another 2GO vessel.

#### **I purchased a 2-way ticket. Can I use the same Voucher Code on my return voyage leg?**

No. The Voucher Code can only be used on a single voyage leg on just one vessel in one device. The return trip is considered another voyage leg.

#### **I used up the credits of my Voucher Code. How can I continue using 2GO Travel's Wi-Fi for the remainder of the voyage leg?**

If you wish to continue using 2GO Travel's Wi-Fi service after your first Voucher Code expires, you may purchase additional Voucher Codes at the 2GO Travel's Wi-Fi kiosk on the vessel. The same with the first Voucher Code, the additional Voucher VOUCHERS validity is within the same vessel and on the same voyage leg and in one device.

#### **My voyage leg got cancelled, or I rebooked my trip. Can I use the Voucher Code on my previous ticket? Or will I be provided with a new Voucher Code?**

Unused Voucher Code can be used on another 2GO vessel.

#### **I got disconnected from the SSID or Wi-Fi connection. How can I return to my previous 2GO Travel's Wi-Fi session?**

If you are disconnected from the SSID or Wi-Fi connection, you may then connect again to the vessel's SSID and activate the same Voucher Code.

**Note:** If your data credit allowance in your Voucher Code expires, the connection will be closed. You will need to purchase a new Voucher Code before the connection can be restored.

#### **Can I stop using 2GO Travel's Wi-Fi and resume it afterwards during the voyage leg? What happens to my Voucher Code's data allowance?**

Each Voucher Code of the 2GO Travel's Wi-Fi Basic access is valid for the whole duration of the voyage leg. Once a Voucher Code is activated, it will only expire when the voyage leg has ended or the data credits have all been used up. If you decide to stop using the service temporarily, you just need to click the **Deactivate/Logoff** button. The Voucher Code's remaining data allowance would then be available on the next activation of the Voucher Code on the same voyage leg in the same device.

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### My device's battery got drained. Can I return to my previous session using another device?

No. The Voucher Code can only be used on the device it was registered on.

### I lost/misplaced my voyage leg ticket. I forgot my Voucher Code. How can I retrieve it?

Please contact 2GO Travel's Wi-Fi Support at [support@passcess.com](mailto:support@passcess.com).

### What applications can be used with 2GO Travel's Wi-Fi? What features of these applications can be used?

Currently, 2GO Travel's Wi-Fi allows the following third-party applications for the **Basic** access of 2GO Travel's Wi-Fi: Facebook, Facebook Messenger, WhatsApp, and Viber.

- a. **Facebook** – full features except displaying images and playing videos from other non-Facebook sources (e.g., YouTube, blogs, news websites, etc.), as well as redirection to other non-Facebook sites
- b. **Facebook Messenger** – messaging (includes photos or file transfer)
- c. **WhatsApp** – messaging (text only; no photos or file transfer)
- d. **Viber** – messaging (text only; no photos or file transfer)

**Web Browsing** is not allowed in 2GO Travel's Wi-Fi **Basic** access .

**Full Internet Access** is allowed in 2GO Travel's Wi-Fi **Premium** access .

### Can I avail of the 2GO Travel's Wi-Fi Basic and Premium access on the same voyage leg?

Yes. You just need to click the **Deactivate/Logoff** button on the current access (e.g., **Basic**) and then select the other access (e.g., **Premium**). Similarly, you can switch back to the previous access by clicking again the **Deactivate/Logoff** button.

## PREMIUM ACCESS

### What is the difference between 2GO Travel's Wi-Fi Premium Access and Basic Access?

2GO Travel's Wi-Fi **Basic** access provides targeted Internet access enabling passengers to use popular third-party social media and instant messaging applications (i.e., Facebook, Facebook Messaging, Viber, and WhatsApp), while the **Premium** access allows full Internet access. This means that Premium users can browse the web.

### How can I use 2GO Travel's Wi-Fi Premium Access?

The Premium access of 2GO Travel's Wi-Fi is prepaid service and time-based credits can be availed via credit card purchase in the 2GO Travel's Wi-Fi Activation Page.

### What payment options are available?

All major credit and debit cards are accepted, including Visa, MasterCard, American Express, Alipay and Paypal.

### Why is my credit card Payment not accepted?

Make sure that the details required on the payment page match the card details.

Most common causes for a rejection are:

- a. **Finger Trouble** - Sometimes the answer is as simple as mistyping the card details, either the long number, the expiry date or the CCV.
- b. **Not Enough Available Credit** - Your credit card may be declined if you don't have enough available credit for the transaction. You can't make a payment right away to free up some available credit — unless the card is linked to your checking account — so it's best to use another payment method if you experience this problem.
- c. **Traveling** - Credit card companies may require some notice that you're traveling and plan on using your card — especially when you travel abroad. Because of the number of fraud cases that happen overseas, many companies don't take the risk of letting charges incur in these cases. So, if you know you're going to be away and plan on using your credit card, make sure you call your issuer to let them know where you'll be and the dates you'll be traveling. Even if you don't plan on using the card, it's a good idea to inform your credit card company, just in case an emergency arises and you're stuck.
- d. **Suspected Fraud on Your Account** - Your credit card may stop working if your credit card issuer suspects fraud on your account. This can happen in cases of legitimate transactions. For example, someone may be using your credit card to make purchases in another country/state. It can also happen when you make purchases out of the ordinary for your typical spending habits. Your credit card issuer may suspect fraud if you spend more than you usually do in a day.
- e. **It Hasn't Been Activated** - New credit cards are affixed with a sticker with instructions for activating it. Typically, you only have to call a 1-800 number and enter the last four digits of your social security number or the billing zip code. The call will only take a few moments and your credit card will be activated right away. Some credit card issuers let you activate your credit card online or via a smartphone app, but calling may be quicker.
- f. **It's Expired** - Your credit card may stop working after you reach the expiration month. In some cases, it may even cease working during that month. If you think your credit card has expired, check your mail. Your credit card issuer has probably sent a replacement credit card already. Otherwise, call your credit card issuer to find out whether a new card is on the way.
- g. **A New Card is on the Way** - Your credit card company may issue you a brand-new card. For example, if your account number has been compromised after a major data breach, a new credit card may be on the way. The card company will likely also cancel the old one. Many credit card issuers are sending more secure credit cards with EMV chips. This technology prevents cards from being cloned or duplicated. Your card issuer may deactivate your credit card after the new one has been mailed to you. Once you receive your new credit card, make sure to call and activate it so you can use it.
- h. **Merchant or Payment Processor Issues** - This happens with credit card transactions processed electronically. The information passes through a few different layers before the transaction is approved. Technical difficulties at any stage can cause issues with your payment processing.

### How can I get a receipt for my Premium credits purchase?

A receipt for your purchase will be sent to the email address that you entered when you bought the credits, so please enter your email address carefully. Your receipt will contain a receipt number, date of purchase, credits purchased and the total purchase amount.

### How does 2GO Travel's Wi-Fi protect my payment details (e.g., credit card number)?

The portal page related payments are under control of the payment provider. All information entered on those pages will be encrypted before they are sent to the payment

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provider. The information will be known only to the payment provider and used to process that transaction. Parts of the information (e.g., last four digits of account number) may be used to identify transactions for support purposes. 2GO Travel's Wi-Fi has no access to the full details of the purchase transaction. Please make sure that you are familiar with the policies of your credit card provider.

### **Can I stream video or music using the Premium access?**

Yes, you can use video and audio streaming in the Premium access.

The Premium Wi-Fi offering for 2GO Travel is for 90 minutes (Surf Lite) or a full voyage leg (Surf Long). There are no limits on data consumption, only time limits set.

### **Can I use voice telephony (e.g., Skype) using the Premium access?**

Yes, it is possible to make VOIP calls. Please note that depending on the app you use it can take up between 200 KB and 1.5 MB per minute.

### **Can I use video telephony (e.g., Skype) using the Premium access?**

Yes, it is possible to make video calls. Please note that depending on the app you use it can take up between 3 MB and 14 MB per minute.

### **Can I use my remaining time allowance on my next 2GO voyage leg?**

No. If your current voyage leg finishes and you have remaining time allowance, you can no longer use this on your next voyage leg on a 2GO vessel. Plan purchases are valid for the current trip only and should expire at the end of that trip.

### **Can I download apps (e.g., Google Play Store)?**

Yes. Premium access provides full access to the Internet.

For a more detailed information on the 2GO Travel's Wi-Fi Premium Access, please click the link below:

**[2GO Travel's Wi-Fi Premium Access FAQs \(aka Inmarsat Fleet HotSpot FAQs\)](#)**