

# Open Mobile for Windows Touch

iPass Open Mobile™ makes secure, simple and effective network access a reality. No matter where work takes you, iPass Open Mobile provides on-demand global connectivity to the corporate network through a worldwide network of Wi-Fi providers. iPass Open Mobile ensures a secure and controlled session to address the critical requirements of today's IT departments.

As an administrator, you will use the [Open Mobile Portal](#) to configure your Open Mobile profiles, test, and then deploy clients to your user base. You can also use the [Open Mobile Portal](#) to run [reports](#) on your user base, usage patterns, and client deployment.

## Topics

- [Installation](#)
- [Profiles](#)
- [User Interface](#)
- [Account Definitions](#)
- [Networks and Policies](#)
- [Profile Attachments](#)
- [Support](#)

## Latest Release Documents

- [Open Mobile 2.0.1 for Windows Touch Release Notes](#)
- [Open Mobile 2.0.x for Windows Touch Quick Start Guide](#)

### Previous Release Documents

## Open Mobile for Windows Touch Printable Admin Guide

The Open Mobile for Windows Touch Printable Administrator's Guide is not an interactive PDF. Its function is strictly for printing.

- [Open Mobile Windows Touch Admin Guide](#)

[Windows Touch](#), [Windows 8](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

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# Installation

The installation page includes details on the following:

- [System Requirements](#)
- [Supported Languages](#)
- [Installing Open Mobile](#)
- [Launching Open Mobile For The First Time](#)
- [Activating Open Mobile](#)
  - [Get Started Wizard](#)
  - [Activation Code](#)
  - [Activating in Test Mode](#)
- [Uninstalling Open Mobile](#)

## System Requirements

The latest version of Windows Touch requires:

- Wi-Fi capable Windows 8.1 (or above) device.
- Users need an iPass account in order for the service to function. In addition, the user must be connected to the Internet, have an Activation Code, and (if necessary) a PIN to activate Open Mobile.

## Supported Languages

Open Mobile is supported in English, French, German, Japanese, and Spanish.

## Installing Open Mobile

Users download the Open Mobile app in the Windows 8 Store. After downloading Open Mobile, it will appear on the Start screen. Follow the instructions below to install Open Mobile.

1. Go to the Start screen.
2. Tap or click on the **Store** tile.
3. Search for Open Mobile. Once you have tapped or clicked on the Open Mobile tile you will be brought to a screen describing the product. Tap or click the **Install** button.
4. Open Mobile will install in the background. Once it has finished, a notification will confirm that Open Mobile successfully installed.
5. The Open Mobile tile will now be available on the Start screen.



## Launching Open Mobile For The First Time

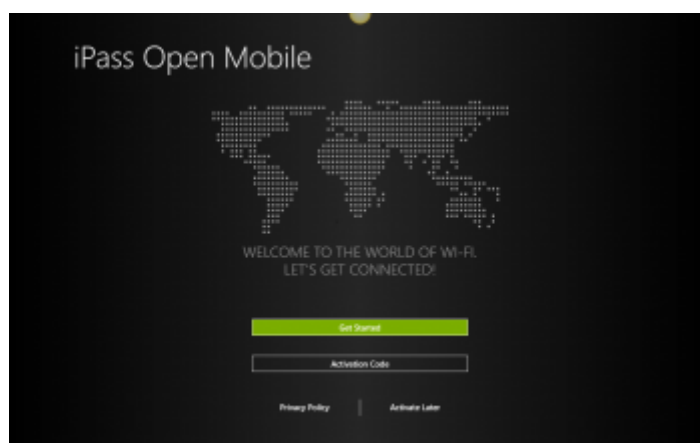
The first time you launch Open Mobile on your device, you must tap **Accept** on the Terms of Use.

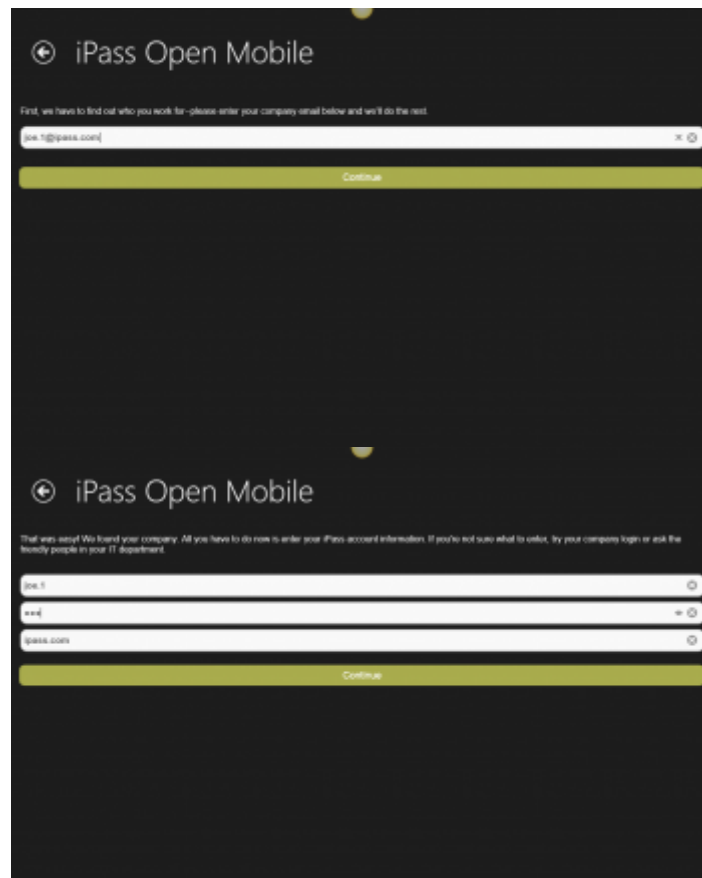
## Activating Open Mobile

### Get Started Wizard

Users can activate Open Mobile with only your corporate email address. Follow the instructions below to activate using the Getting Started Wizard:

1. On the Welcome screen, tap or click the **ACTIVATE** button.
2. On the next screen, tap **Get Started**. You need to be connected to the Internet to activate the app.
3. Enter your corporate email address and tap **Continue**.
4. Enter your **Username**, **Password**, and **Domain** and tap **Continue**.
5. Tap **Finish Activation**.



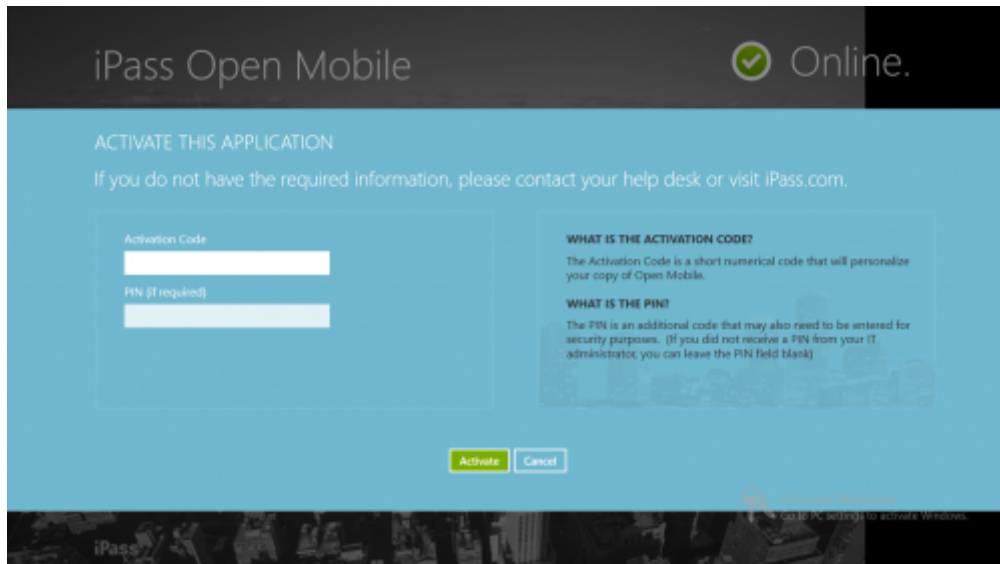


## Activation Code

To activate Open Mobile with an Activation Code you must:

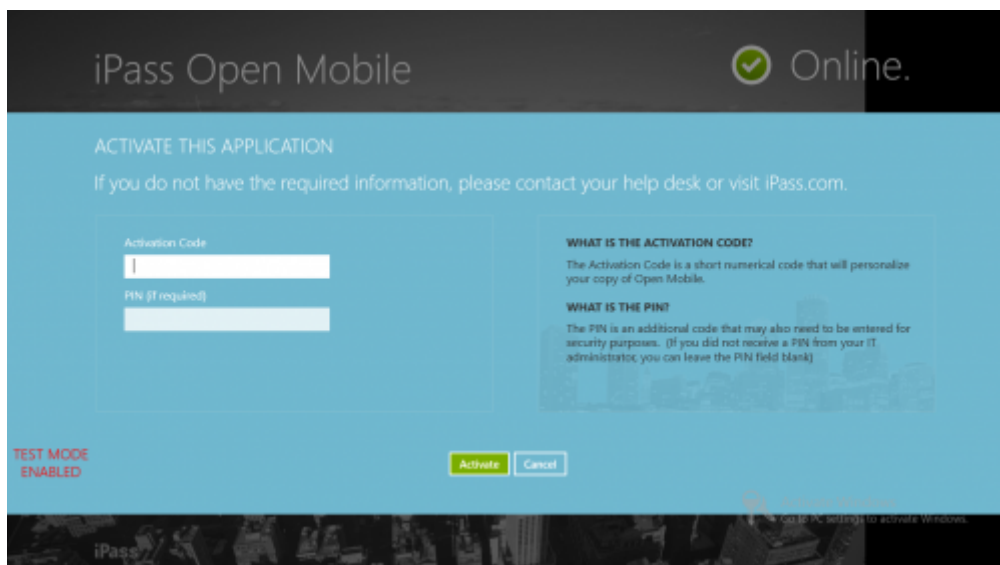
1. Ensure you have the following items:
  - Internet Connection
  - Activation Code
  - PIN (if necessary)
2. On the Welcome screen, tap or click the **ACTIVATE** button.
3. On the next screen, tap or click the **Activation Code** button.
4. Enter your Activation Code, PIN (if necessary), and then tap or click the **Activate** button.
5. After Open Mobile activates, you will be returned to the Welcome screen.

If you do not include a PIN, your users should be instructed to leave this field blank. See [Profiles](#) for instructions on how to add a PIN to a profile.



## Activating in Test Mode

If your users are testing Open Mobile (and have are activating a test profile), they should be instructed to tap or click the **Activation Code** button and then tap or click the bottom left corner of the Activation Code screen twice or until they see the message: **Test Mode Enabled**. After they have enabled test mode, they can enter their Activation Code (Profile ID), (if necessary) PIN, and then tap or click the **Activate** button.



## Uninstalling Open Mobile

### To uninstall Open Mobile:

1. Go to the Start screen.
2. Swipe down on the Open Mobile tile or right click on the Open Mobile tile to make a bar appear on the bottom of the screen.
3. Tap or click Uninstall in that bar (circled in the screenshot below).



Go to: [Open Mobile for Windows Touch Help](#)

[installation](#), [requirements](#), [Windows Touch](#), [activation](#)

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# Profiles

A client *profile* is a set of customization options that determine the features, policy settings, and behavior of the Open Mobile client. Profiles are created in the Open Mobile Portal.

## The Open Mobile Portal

The Open Mobile Portal is a powerful Web-based tool that enables you to manage all of your clients, issues, and accounts in one place. To launch the Open Mobile Portal, browse to <https://openmobile.ipass.com>.

The Open Mobile Portal includes the following capabilities:

- Centrally manage your Open Mobile client profiles, including configuration, deployment, and testing.
- View your open iPass Technical Support tickets.
- Download important documentation.
- Review your iPass accounts, including invoices and outstanding balances
- Run reports on your user data.

## Creating a Profile

### To create an Open Mobile Touch profile:

1. Select the Configuration tab and then select **Manage Profiles**.
2. Click the **Create New Profile** button on the top-right corner of the screen and then continue past the instruction page.
3. Enter the following:
  - **Profile Name:** Enter a name for the new profile.
  - **Platform:** Select *Windows Touch*.
  - **Software Version:** Select a version of the client.
4. Click **Save & Continue**.

You can now edit the profile to enable your desired features. These features will include at least one [account definition](#) and your network policy settings. You may also wish to create and apply a brand to your profile.



## Profile ID

The Profile ID is automatically generated by the Open Mobile Portal. The Profile ID is your user's **Activation Code**.

## PIN

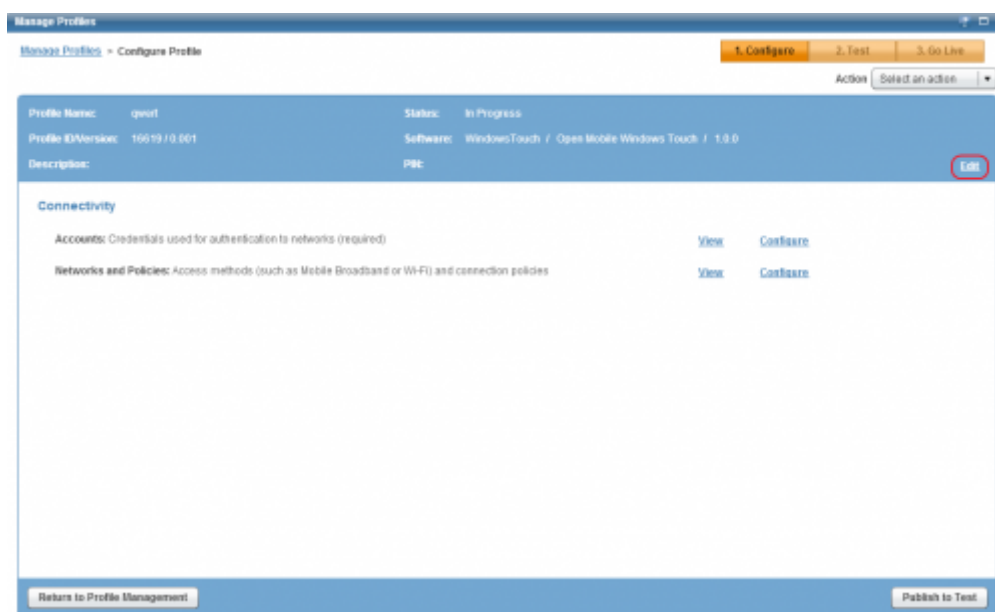
A PIN (Personal ID Number) provides an extra level of security for users activating the client. Adding a PIN is optional. A PIN is usually an alphanumeric string a few characters in length.

A PIN may not contain any of these special characters: space( ), dollar sign (\$), ampersand (&), plus (+), percent sign (%), at sign (@), apostrophe( '), comma (,), forward slash (/), colon( :), semicolon (;), equals ( = ), question mark (?), quotation mark ("), greater than (>), less than (<), pound sign (#).  
</note>

### To create an optional PIN for this profile:

1. On the **Configure a profile** page, click **Edit** (circled in the screenshot below). The **Edit Profile Details** dialog box opens.
2. Enter a PIN and click **Save**.

Once you have published to Test, you may no longer change the profile's PIN.



## More Information

For more information on creating and using profiles, see [Manage Profiles](#).

Go to: [Open Mobile for Windows Touch Help](#)

[touch](#), [profile](#), [manage profiles](#), [pin](#), [profile id](#), [activation code](#)

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# User Interface

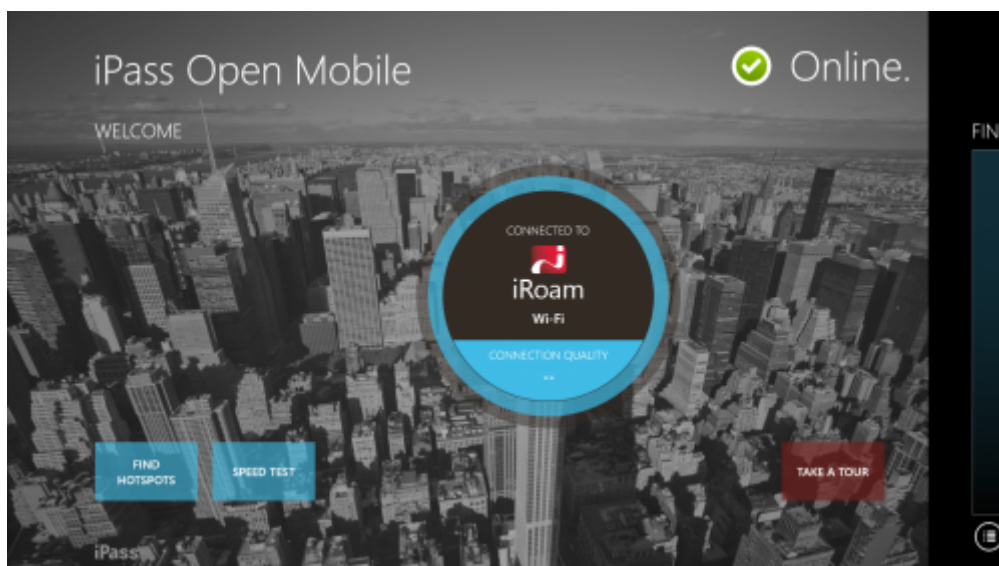
The User Interface page includes details on the following:

- [Welcome Screen](#)
  - [Connection Status Indicator](#)
- [Hotspot Finder](#)
- [Speed Test](#)
- [How-to-Connect](#)
- [Settings](#)

## Welcome Screen

The Welcome screen displays the user's connection status. The circle in the center will show the name (SSID) of the connected hotspot and an iPass logo will indicate that Open Mobile was used to connect. At the bottom of the circle, the connection quality will be displayed based on the download speed, upload speed, and latency of the hotspot (from poor to excellent).

The **FIND HOTSPOTS** and **SPEED TEST** buttons in the bottom-left corner of the screen will take you directly to those screens (you can also swipe from the right to navigate to these screens). There is also a **TAKE A TOUR** button that will open a brief tour of Open Mobile.



## Connection Status Indicator

A green circle with a white check mark will appear when a user is connected to a network.

## Hotspot Finder

Open Mobile includes a hotspot finder that enables users to locate iPass Wi-Fi hotspots anywhere in the world. Users can enter a location (address, city, zip code, or airport code) in the search box or use the list of nearby hotspots. By tapping on a hotspot location on the list, users can reach a picture of the hotspot location along with the option to receive GPS directions.

For more details, please see our [Hotspot Finder](#) help page.

## Speed Test

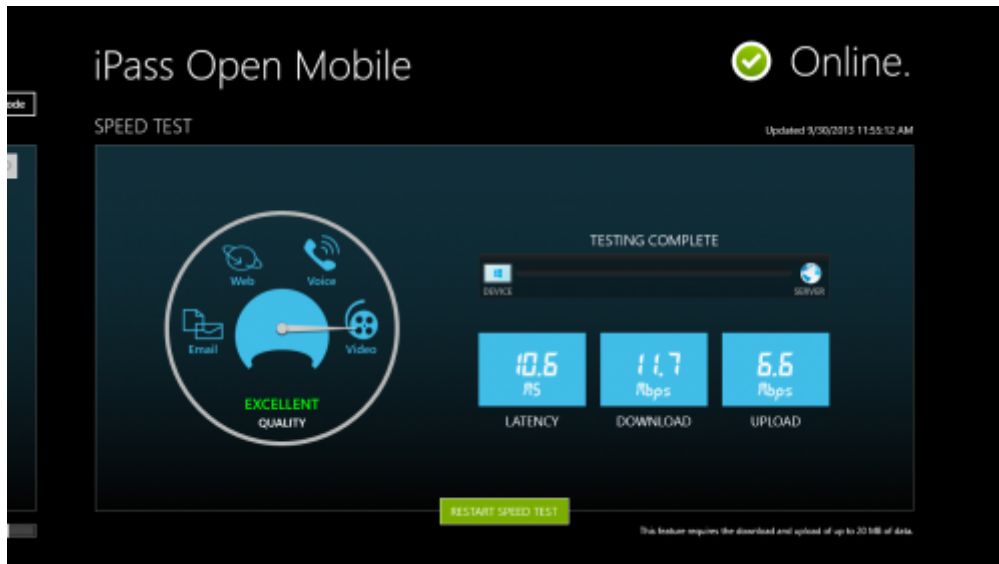
The Speed Test measures the latency, download speed, and upload speed of a connection. When a Speed Test is initiated, Open Mobile will ping test servers and choose the one with the fastest response. Open Mobile will then download a test file from that server and upload a test file to that server. After the test is complete, Open Mobile will display the results and indicate the connection quality on the Welcome Screen (in the center circle).

Connection quality will vary based on a number of factors (such as the number of users at a location, the signal strength, or provider network congestion). iPass cannot always guarantee the speed of available networks.

### To test the speed of your connection:

1. Navigate to the Speed Test screen by tapping or clicking the **SPEED TEST** button on the Welcome screen (or swiping over).
2. Tap or click **Start Speed Test**. You can tap or click **Cancel** to stop the test at any time.
3. When the test is finished, your connection's latency will be displayed in milliseconds and its download and upload speed will be displayed in megabits or kilobits per second. A highlighted icon will estimate whether your connection is suitable for (from slowest to fastest): email, Web, voice, or video streaming.

The user can retest the speed at any time by tapping or clicking **RESTART SPEED TEST**.

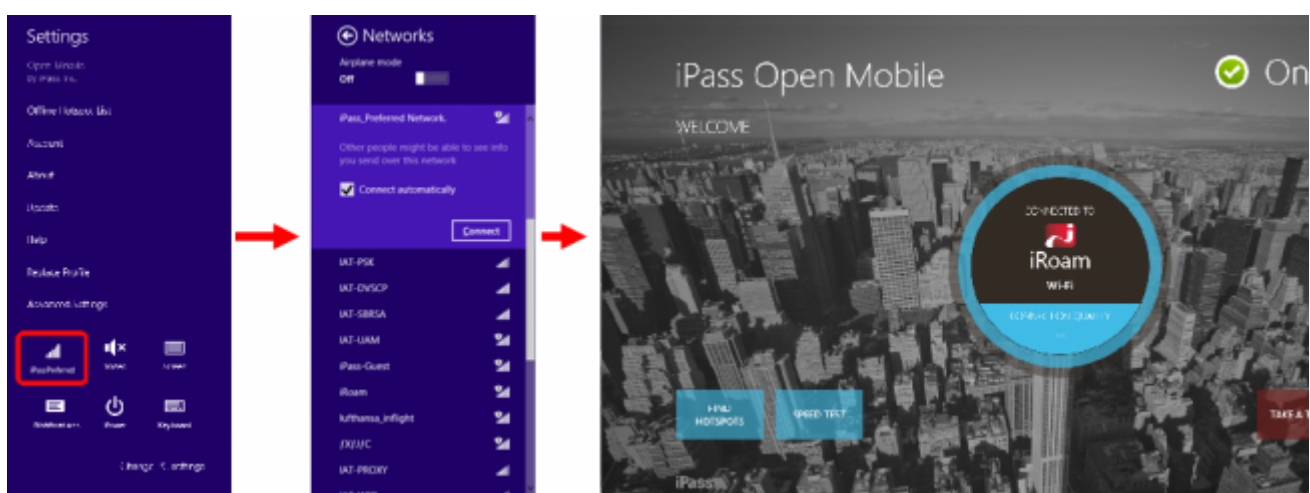


## How-to-Connect

After Open Mobile is installed, it works in the background with Windows to connect users to hundreds of thousands of iPass hotspots around the world. The user simply connects to an iPass Wi-Fi hotspot using Windows 8, and iPass authenticates in the background.

### Connecting to a hotspot:

1. Open the Charms bar by swiping your finger from the right edge of the screen or holding the cursor on the top-right corner of the screen (if you are using a mouse) until it appears.
2. Tap or click **Settings**.
3. Tap or click the networks icon (it shows bars of signal strength).
4. Tap or click on the hotspot you would like to connect to. The Hotspot Finder can be used to locate all iPass hotspots in a location.
5. Tap or click the **Connect** button. The user can automatically connect to this network in the future by tapping or clicking the box next to **Connect automatically** (a checkmark will appear).
6. If it is an iPass hotspot, Open Mobile will authenticate you in the background and launch to show that you have connected.



# Settings

Open the **Settings** options by swiping your finger from the right edge of the screen or holding the cursor on the top-right corner of the screen (if you are using a mouse) until the Windows Charm appears, and then, tap or click Settings. The following options will appear:

- **Offline Hotspot List**
- **Account**
- **About**
- **Update**
- **Help**
- **Replace Profile**
- **Advanced Settings**
- **Privacy Policy**
- **Permissions**
- **Rate and review**

For details on the settings options listed above, please visit our [Windows Touch Settings](#) help page.

Go to: [Open Mobile for Windows Touch Help](#)

[user interface](#), [speed test](#), [permissions](#), [hotspot finder](#)

From:

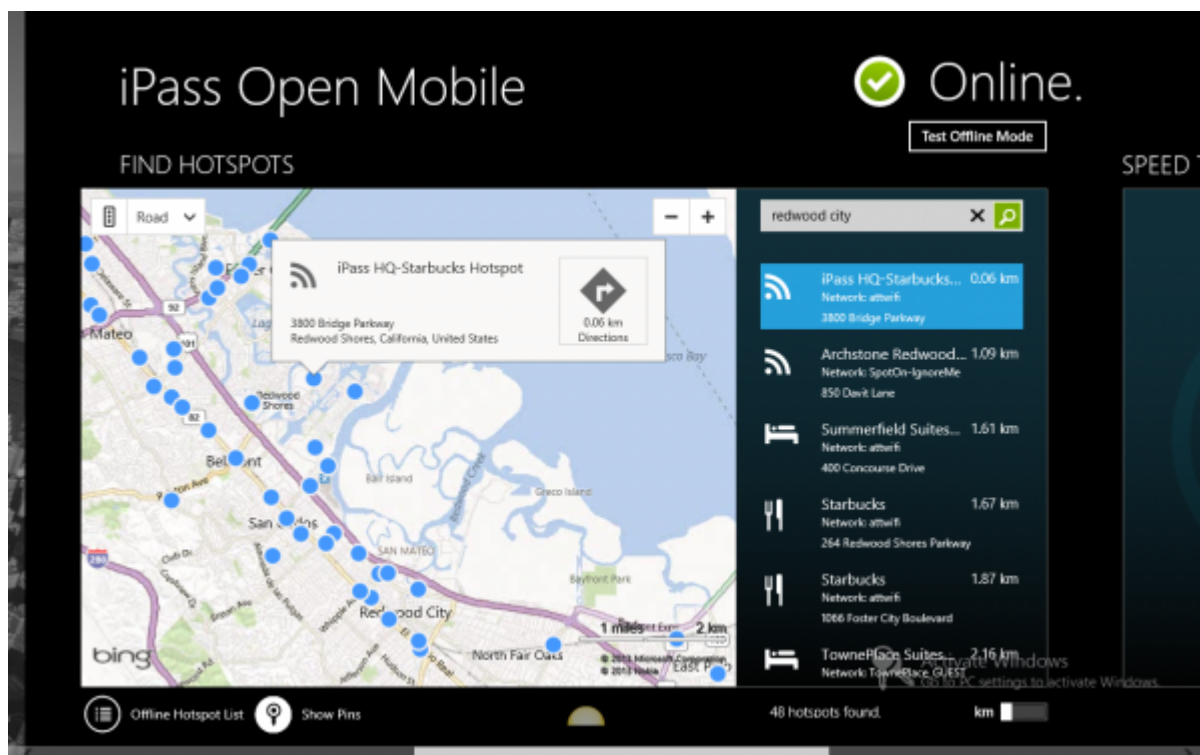
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# Hotspot Finder



**Find Hotspots:** The Hotspot Finder feature is available by tapping or clicking on the FIND HOTSPOTS icon on the Open Mobile home screen. Alternatively, the hotspot feature is available by swiping from right to left on the Open Mobile home screen.

**Detailed information:** By selecting a specific hotspot location, the user can pull up detailed information about that location, like: name of the establishment, address, GPS directions, phone number, hours, and even a company website.


**Map:** The hotspot feature offers a map view of nearby hotspots, which can be adjusted to Road, Aerial, and Bird's Eye view.

**Show Pins:** Tapping or clicking on the **Show Pins** icon (📍) will pull up or hide blue pins that illustrate where iPass hotspots are located.

## Offline Hotspot Finder

The hotspot finder feature also supports an offline mode that allows users to download a list of iPass hotspots that they can later access without an internet connection. Before the offline hotspot finder feature can be utilized, users must download a list of hotspots that correspond to the location where they be without a connection.

**To download a list of hotspots for later use:**

1. Tap or click on the **FIND HOTSPOTS** icon on the Open Mobile welcome screen.
2. Tap or click on the **Offline Hotspot List** icon () on the bottom of the screen.
3. On the right side of the screen, an Offline Hotspot List bar will appear where the user can tap or click **Download** on the appropriate region.

#### To use the offline hotspot finder:

1. Tap or click on the **FIND HOTSPOTS** icon on the welcome screen or swipe the welcome screen from right to left.
2. Search for a hotspot by entering an address, city, zip code, or airport code into the empty search field on the right side of the screen. (Remember that your search will only yield results for the region you downloaded earlier.)

Tap or click on the **Offline Hotspot List** icon () to double-check which region you've downloaded. The region that corresponds to your offline hotspot list will be displayed on the right side of the screen.

Go to: [Windows Touch Help](#)> [User Interface](#)

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Permanent link:

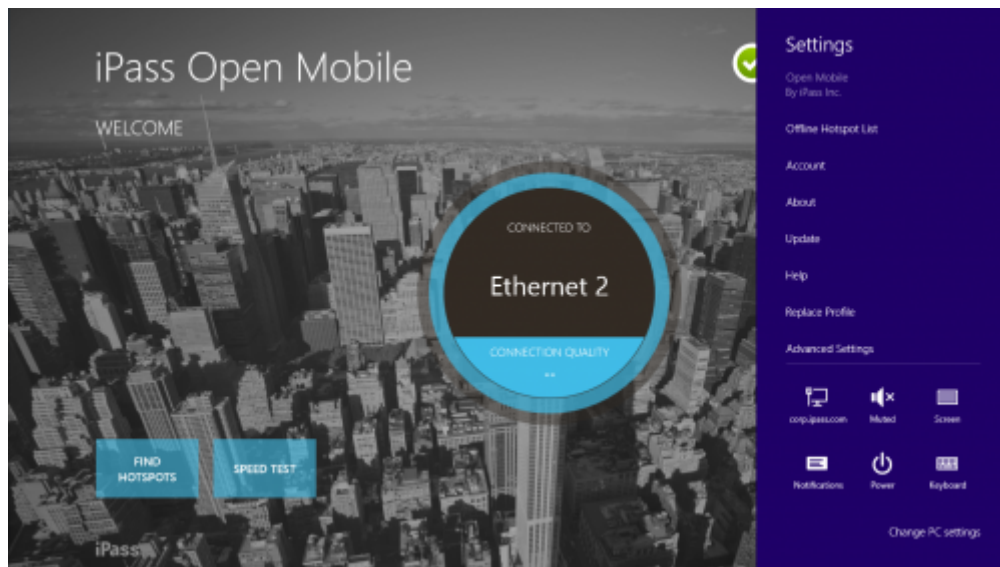
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# Settings

The **Settings** feature offers the options described below.

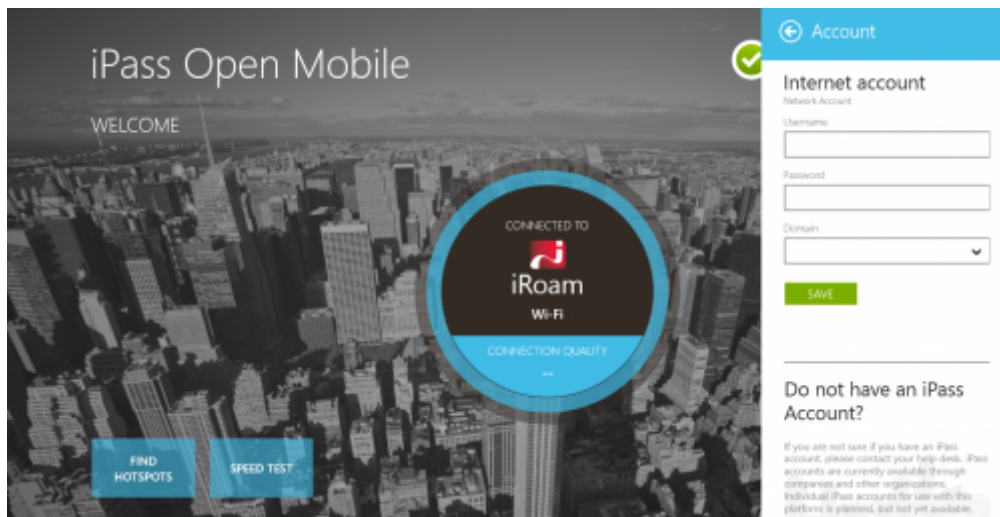


## Offline Hotspot List

Tap or click on the Offline Hotspot List to pull up a lists of download options that correspond to different regions of the world. After you have downloaded a list, these hotspots can be accessed on the [Hotspot Finder](#) when you are traveling and need to connect to the Internet.

## Account

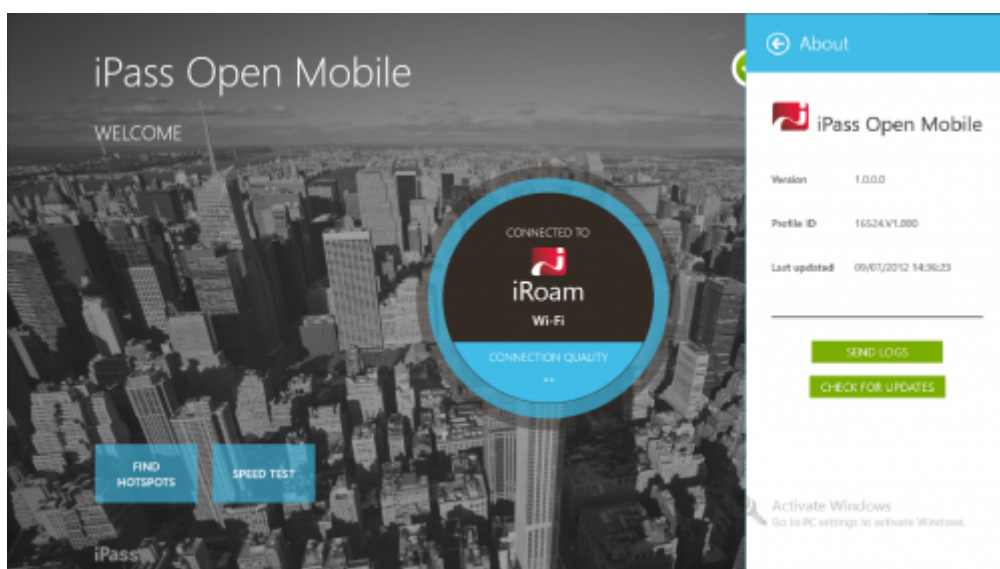
The user can enter or change iPass account credentials here.



## About

The About bar includes information on the version of Open Mobile that the user is on, the user's Profile ID, and the last time the user's profile was updated. The user can also tap or click the following buttons:

- **SEND LOGS:** If the user is experiencing an issue with Open Mobile, this button will send logs to support. After tapping or clicking this button, the user will have the option of sending logs by email or by using SkyDrive.
- **CHECK FOR UPDATES:** The user can tap or click this button to manually check for profile updates. Even though Open Mobile automatically checks for updates daily, this feature is useful if new hotspots have been added recently to the profile.

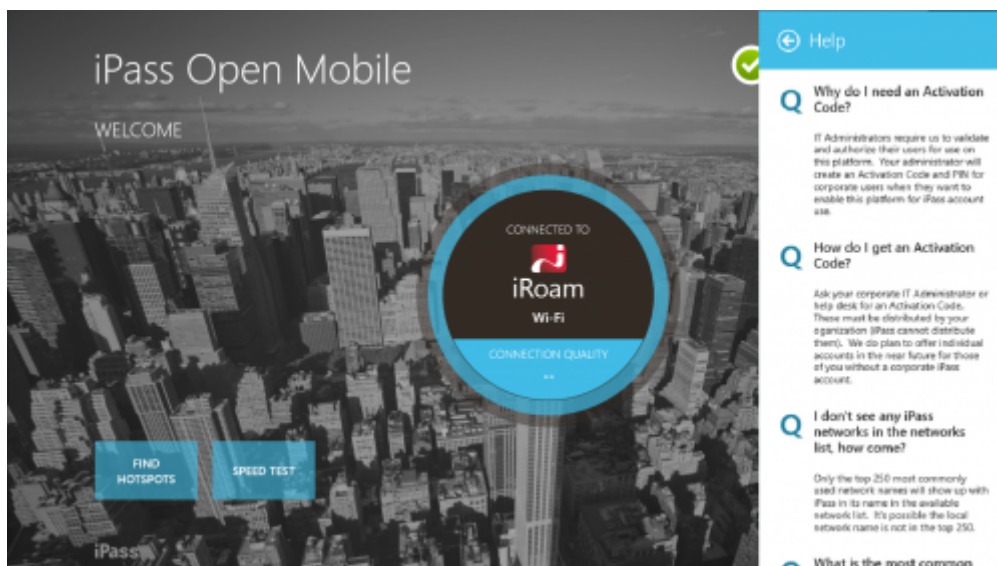


## Update

Manually check for updates to your profile. Even though Open Mobile automatically checks for updates daily, this feature is useful if hotspots have been recently added to your profile.

## Help

The help bar includes a comprehensive list of answers to Frequently Asked Questions (FAQs) for users who are experiencing any issues or have any questions about how Open Mobile works.

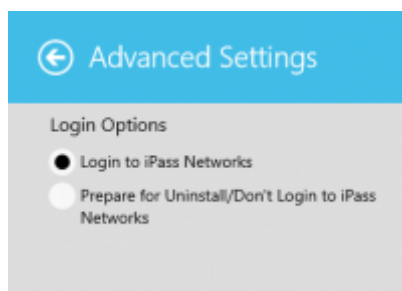


## Replace Profile

Replace your profile by tapping or clicking on this setting. You will be sent back to the [Activation Code](#) screen and will need a new activation code (Profile ID and possibly a PIN) to replace your profile.

## Advanced Settings

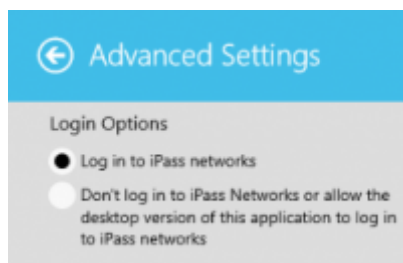
The Advanced Settings bar manages login options. Users can choose one of the following options:



- **Login to iPass Networks:** Select this option to allow Open Mobile to log you in to iPass networks when you connect to them through Windows 8.
- **Prepare for Uninstall/Don't login to iPass networks:** Selecting this option will prevent Windows from using Open Mobile to log into iPass hotspots.

## Desktop Version

If a user is using the desktop version of Open Mobile, they will see the following options in the Advanced Settings menu:



- **Login to iPass Networks:** Select this option to allow Open Mobile to log you in to iPass networks when you connect to them through Windows 8.
- **Don't log in to iPass Networks or allow the desktop version of this application to log in to iPass networks:** Selecting this option will prevent Windows from using Open Mobile to log into iPass hotspots.

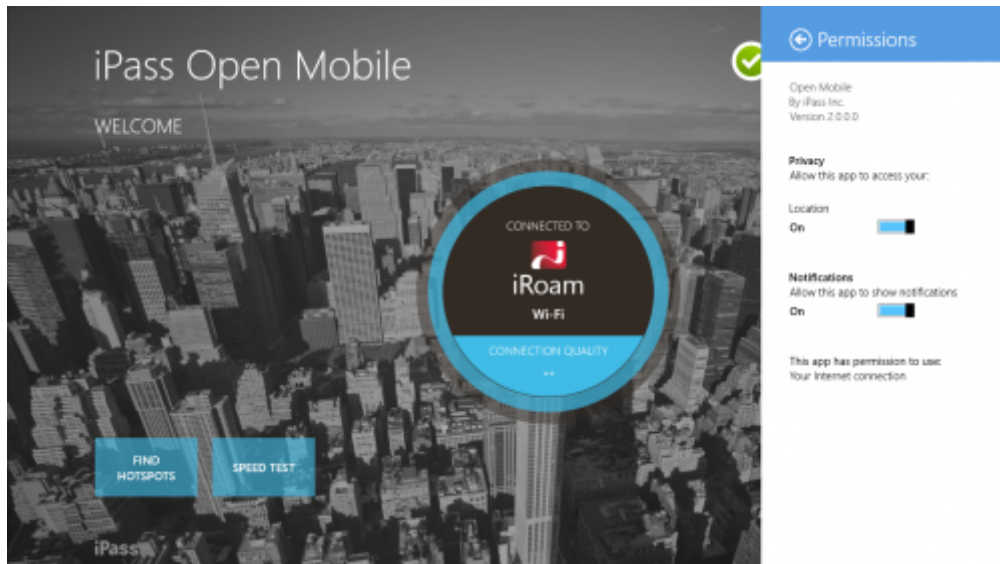
## Privacy Policy

The Privacy Policy will display information that discusses the ways iPass gathers, uses, and manages customer's data.

## Permissions

The Permissions bar displays the permissions that you have turned on for Open Mobile.

- **Privacy:** One of the permission requests is to use your location for the **Find Hotspots** feature. If you would like to use the hotspot finder to locate hotspots near your current location, turn the location permission on by sliding it to the right.
- **Notifications:** Another permission request is to allow Open Mobile to show notifications. If you would like to receive important Open Mobile notifications, turn notifications on by sliding it to the right.



## Rate and review

Tap on this option to review the Open Mobile application on the Windows store.

Go to: [Windows Touch Help](#) > [User Interface](#)

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# Account Definitions

An *account definition* is comprised of the specific credential types required for a successful login. When logging in to Open Mobile, users are prompted for the required credentials for the account definition, based on the settings you configure.

For example, one account definition may require username and password, while another may require a password and domain name but no username. Account definitions are created in the Open Mobile Portal.

You can create multiple account definitions as needed, but you must create at least one for use on the iPass network that includes username, password, and domain.

An account definition represents the attributes for all of your users' account credentials. It does not represent a particular user's login credentials.

## Credential Types

Credential types are highly configurable to accommodate a variety of login and authentication schemes. This allows you take granular control over the user's login experience. For example, you can control whether or not the user is prompted for a domain prefix when logging in, or whether the prefix is pre-supplied.

- The field labels for accounts in Open Mobile can be changed and customized. For example, you can change the label Username to another value, such as Login Name.
- The values of several attributes may be pre-populated.
- Some Field Labels can be hidden so that the information never needs to be entered by the end user.

Account credentials can be configured as follows:

- **Username:** username can be re-labeled.
- **Password:** password can be re-labeled.
- **Domain:** domain can be re-labeled. You can also choose to allow the user to enter the domain, select it from a drop-down list of previously entered domains, or use a specific domain.
- **Prefix:** prefix can be re-labeled, pre-populated, and hidden from the end user.
- **Authentication Format:** In some cases, an authentication format that differs from the standard iPass authentication may be desired. You can use any of the following tokens to assign a format to the authentication string for the profile: %a for prefix, %u for username, and %d for domain. Your iPass technical contact will be able to advise you on how to define an alternate authentication format for your Open Mobile profile.

# Account Settings

## Username

A username is required for authentication on the iPass network. In addition to authentication, this username will be used in reporting statistics. You can configure Username as follows:

Option	Description
<b>Field Label</b>	The label for the Username field can be changed. For example, if your organization uses employee IDs for user accounts, the label for the username field can be changed to read Employee ID, which would help instruct the user as to what value to use for this account.

## Password

A password is required for authentication on the iPass network. Although an Open Mobile password can be any number of characters in length, some iPass providers support only a RADIUS limit of 15 characters for password size. As a result, Open Mobile users with passwords longer than 15 characters may encounter issues at some network locations. You can configure Password as follows:

Option	Description
<b>Field Label</b>	The label for the Password field can be changed. For example, if you configured the label for username to be <i>Email Username</i> or <i>Email Password</i> .

## Password Encryption

An Open Mobile is encrypted in three ways when it is stored locally: first, by characteristics derived from the user; second, by machine characteristics; and third, using an AES 256 key.

## Valid Password Values

An Open Mobile password (for client connections or Portal logins) may include any of these characters:

- Alphanumeric: A-Z, a-z, 0-9.
- Special: accent mark (`), approximation mark (~), exclamation point (!), at-sign (@), pound sign (#), dollar sign (\$), percentage (%), carat (^), ampersand (&), asterisk (\*), left or right parenthesis, dash (-), underscore (\_), equals sign( = ), plus sign (+), left or right bracket ({, }), left or right square bracket ([, ]), slash (/), backslash (\), pipe (|), colon( : ), semicolon(;), question mark (?), period (.), apostrophe ('), comma (,), quotation mark ("), greater than sign(>), less than sign (<), space ( ).

Unicode characters are not supported for Open Mobile passwords.

## Domain

A routing domain is required for iPass authentication. The routing domain is used to differentiate one customer's users from another and is established during the initial setup of iPass service.

The routing domain does not have to be a registered Internet domain or even in the format of an Internet domain. However, It must be unique across the iPass customer base.

If the routing domain field is not used for iPass authentication routing, it can be used for authentication routing on the customer network. For instance, in a multiple domain Active Directory model, a domain name may be necessary to differentiate usernames that might exist in more than one domain (for example, jdoe@europe.acme.com instead of jdoe@asia.acme.com).

**Fully Qualified Domains:** A pre-filled domain may be fully qualified. However, you can only configure domains with a root suffix that matches a domain which is already registered to you. For example, if you were configuring a domain for example1.com, then sales.example1.com would be an acceptable fully qualified domain, but sales.example2.com would not be.

Options	Description
<b>Display Name</b>	The label for the Domain field can be changed.
<b>Pre-Filled Domain</b>	You can choose to pre-fill the domain field with a fixed value. If the domain field is used for iPass authentication and only one domain is to be used, then pre-filling the domain field (and making it non-editable) will ensure that the user always has the correct domain name.
<b>Drop-Down List</b>	You can choose to pre-configure a list of domains for the user.
<b>User Text Entry</b>	Allows users to type in their own domain name. (If the user could be part of a large list of domains, or the profile is shared among multiple customers, then this is the most desirable option.)
<b>Allow Edit</b>	If enabled, the user can edit the pre-populated domain.
<b>Hide Field</b>	You can choose to hide a pre-filled domain field from users completely.

## Prefix

If the routing domain field is needed for customer authentication routing, then a routing prefix field can be enabled. This value must be unique across the iPass customer base. A routing prefix can be used to differentiate one customer's users from another. This prefix is typically established during the initial establishment of iPass service.

Options	Description
<b>Field Label</b>	The label for the Prefix field can be changed.
<b>User Text Entry</b>	Allows users to type in the prefix name. <b>Note:</b> <i>If the prefix is not recognized by iPass, the connection will not succeed. As a result, it is recommended that you disable this option.</i>
<b>Pre-Filled Prefix</b>	Administrators can choose to pre-fill the prefix field with a fixed value. This is the most commonly used option.
<b>Allow Edit</b>	If enabled, the user can edit the pre-populated prefix. <b>Note:</b> <i>If the prefix is not recognized by iPass, the connection will not succeed. As a result, it is recommended that you disable this option.</i>



<b>Hide Field</b>	You can choose to hide a pre-filled prefix field from users completely. This is the most commonly used option.
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## Authentication Format

In some cases, an authentication format that differs from the standard iPass authentication may be desired. You can use any of the following tokens to assign a format to the authentication string for the profile: %a for prefix, %u for username, and %d for domain.

Your iPass technical contact can advise you on how to define an alternate authentication format for an Open Mobile profile.

Go to: [Open Mobile for Windows Touch Help](#)

[authentication format](#), [password](#), [username](#), [accounts](#), [credentials](#), [domain prefix](#)

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# Networks and Policies

After Open Mobile is installed, it works in the background with Windows to connect you to hundreds of thousands of iPass hotspots around the world. Simply connect to an iPass Wi-Fi hotspot using Windows 8, and iPass will authenticate you in the background.

Due to a limitation in Windows 8, Open Mobile has to work in the background with the operating system to connect users to iPass hotspots. Unlike other versions of the client, users cannot choose a hotspot and connect directly through Open Mobile.

## Configuring Wi-Fi

Wi-Fi is enabled by default (and cannot be disabled).

To assign directories to this profile, select each one from the Available Lists (on the left), and click the right arrow (>) button to add them to the Assigned Lists (on the right). You can add iPass and custom directories. When you are finished, click **Save**.

Even though OpenAccess and iPass Inflight directories may be listed as available, these networks might not work with this version of Open Mobile. Please see the latest version of the [Release Notes](#) for more details.

## Authentication Settings

After network lists have been assigned, authentication format overrides can be applied by clicking **Authentication Settings** above the Assigned Lists. Accounts are generally assigned to an entire profile, and connections made using the account will use the authorization format defined for the account. However, accounts can be assigned for directories. Any authorization formats assigned to such accounts will override the more general one.

## Hotspot Finder

The **In-App Hotspot Finder** provides the user with detailed venue information, a map, and directions to hotspot locations, and other features described [here](#). This option also gives your users access to the [Offline Hotspot Finder](#).

There is an option to configure the Hotspot Finder but this feature is not currently available for Open Mobile for Windows Touch.

## Speed Test

Test the speed and quality of your connection with the [Connection Profiler](#) feature.

Go to: [Open Mobile for Windows Touch Help](#)

[hotspot finder](#), [network policies](#), [authentication format overrides](#)

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# Custom Profile Attachments

*Available for: Windows Touch 2.1.0 clients and later*

The Custom Profile Attachments feature enables you to attach any necessary scripts and executable files to an Open Mobile profile. Custom Profile Attachments may be used for special actions (such as an Event Action or Quick Launch) that require a separate script or executable file.

## Migrating Profiles

You should only add Custom Profile Attachments to newly created Windows Touch 2.1.0 or later profiles. Adding Custom Profile Attachments to a profile that you are migrating from a previous version could prevent the attachment from downloading properly (depending on when attachment is added and when the user upgrades). See [Custom Profile Attachments](#) for more information.

## Attachment Types

You can attach any file or script that meets the size limit requirement: 1 MB per file and a total of 2 MB for the folder. Note that there is no way of validating that the attached files function as intended, and, as a result, you should test any Custom Profile Attachments before deploying the profile to users.

You should not use Custom Profile Attachments for files or scripts that stay in use for extended periods of time (or do not have a way of automatically exiting). If the attachment is running during a profile update, it will cause the profile update to fail (because it will not be able to update the file in use).

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# Support

This section describes the following features that can be helpful if your users require technical assistance:

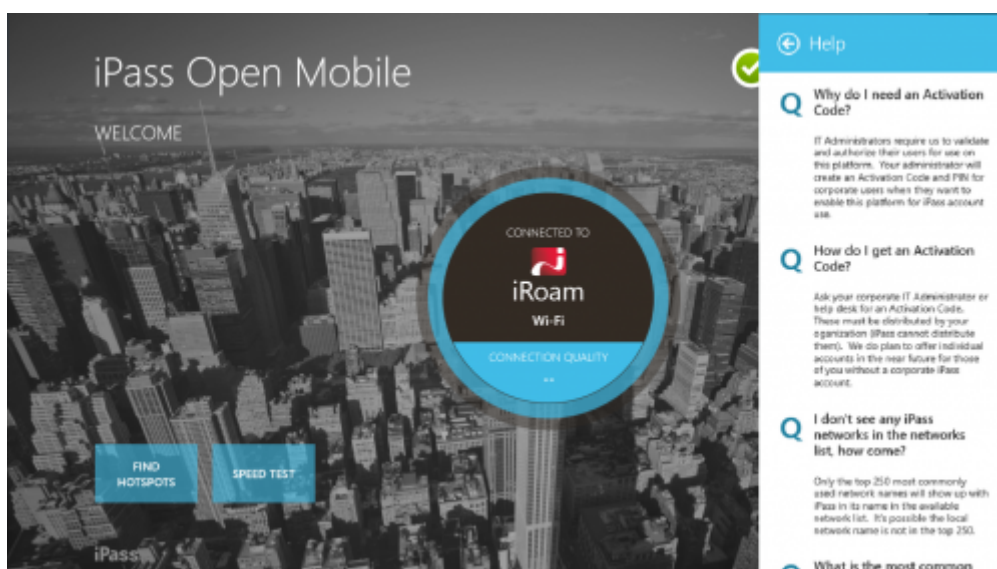
- [Help](#)
- [Connecting to Gogo Inflight](#)
- [About](#)
- [Logs](#)
- [Troubleshooting Tips](#)
  - [Failed Connection](#)
  - [Back-End Infrastructure Issues](#)

## Help

The help bar includes a comprehensive list of answers to frequently asked questions. If your users are experiencing any issues with Open Mobile or they have any questions about how Open Mobile works, they should check here first.

### To view the Help bar:

1. Open the Charms bar by swiping your finger from the right edge of the screen or holding the cursor on the top-right corner of the screen (if you are using a mouse) until it appears.
2. Tap or click **Settings**.
3. Tap or click **Help**.



# Connecting to Gogo Inflight

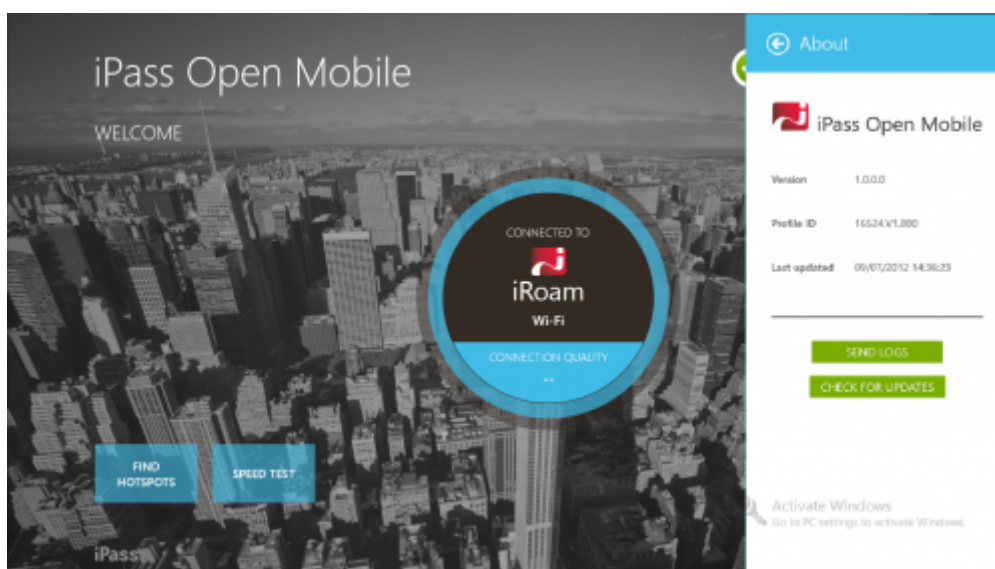
If you experience any trouble connecting to a Gogo Inflight network, please refer to our [Gogo Inflight on Windows Touch](#) help page.

## About

Before they contact support, your users should have all of the details about their version of Open Mobile. The About bar displays the version of Open Mobile, the Profile ID, and the date when your profile was last updated.

### To view the About bar:

1. Open the Charms bar by swiping your finger from the right edge of the screen or holding the cursor on the top-right corner of the screen (if you are using a mouse) until it appears.
2. Tap or click **Settings**.
3. Tap or click **About**.



## Logs

Your users may have to send the logs to support. They can do this from the About bar.

### To send logs:

1. Open the Charms bar by swiping your finger from the right edge of the screen or holding the cursor on the top-right corner of the screen (if you are using a mouse) until it appears.
2. Tap or click **Settings**.
3. Tap or click **About**.
4. Tap or click the **SEND LOGS** button.

5. You will have the option to send logs by:

- **Mail:** This will automatically launch your mail app and attach the logs to an email message.
- **SkyDrive:** This will automatically launch your SkyDrive app where you can upload the logs.

## Troubleshooting Tips

These tips may be helpful to users attempting to connect over Wi-Fi.

## Failed Connection

The most common cause of connection failure is an incorrect username or password. Due to a current limitation with Window 8, Open Mobile does not receive notice that authentication failed and is unable to prompt the user to enter the correct username and password. If a connection fails, users should first check to make sure their username and password is correct by navigating to **Settings > Account**.

On occasion, an association to a Wi-Fi hotspot is successful, but the log in fails because of a timeout or some other error with the hotspot. A weak signal can cause a failed connection and simply moving to a location with a stronger signal may result in a successful connection.

## Back-End Infrastructure Issues

Authentication errors can occur if the back-end authentication infrastructure is not available. This could be an outage at the hotspot provider or with your company's RoamServer or AAA system.

Go to: [Open Mobile for Windows Touch Help](#)

[support](#), [troubleshooting](#)

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