

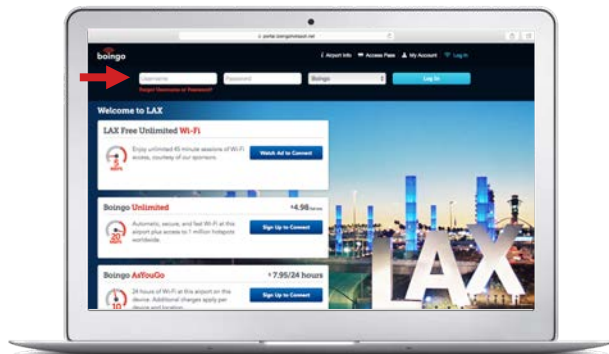
# USING BOINGO: BROWSER LOG-IN



# BROWSER LOG-IN



In your device's Wi-Fi settings, check for available hotspots and select the Boingo hotspot. Then open a browser and navigate to any preferred website. You will be automatically redirected to the Wi-Fi landing page. Select 'Log In.'



Enter your Boingo username and password to get connected. If you have forgotten your username or password, click the link in the log in area to retrieve them.



If the landing page belongs to a Boingo network partner (e.g. Charter or China Mobile), use the 'roaming' or 'other operators' option to select Boingo first before attempting to log in.



# USING BOINGO: **WI-FINDER** **APP**

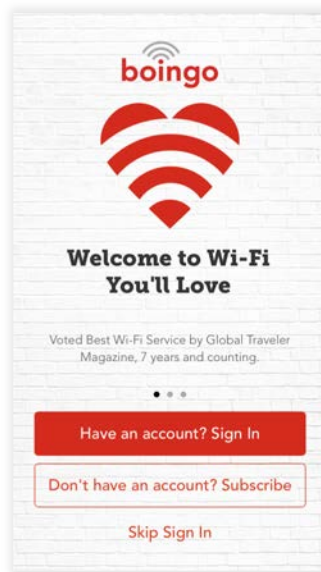




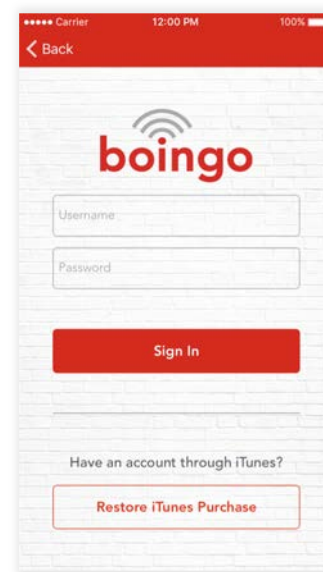
# iOS STEP 1: DOWNLOAD & SIGN IN



In the App Store, search for 'Boingo Wi-Finder.' Tap 'Get' to download and install Wi-Finder from the App Store. If you are downloading or using the app while not connected to Wi-Fi, carrier data charges may apply.



Open the app and tap 'Have an account? Sign In'. Do not select 'Don't have an account? Subscribe' as this will prompt you to purchase a new account through iTunes. If you do not have an account, register first at [mastercard.boingo.com](https://mastercard.boingo.com).



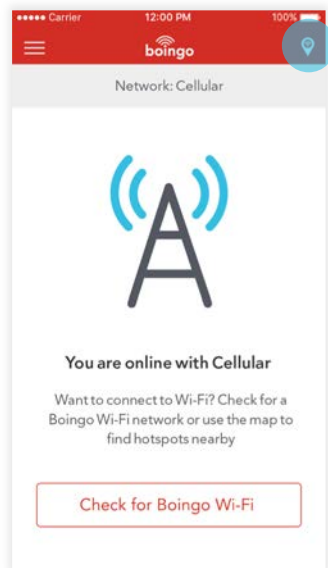
Enter your username and password, and tap 'Sign In'. Do not tap 'Restore iTunes Purchase' – this is only for users who purchased an account through iTunes.



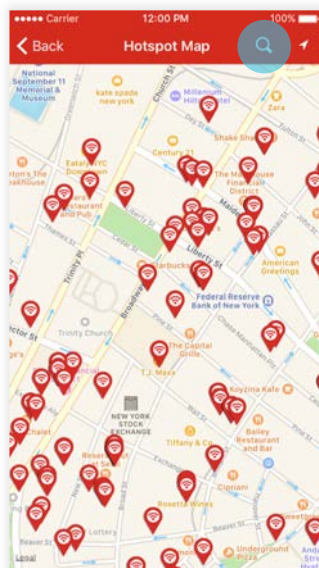
Note: You must be connected to Wi-Fi or a cellular network in order to download the app and search for hotspots.



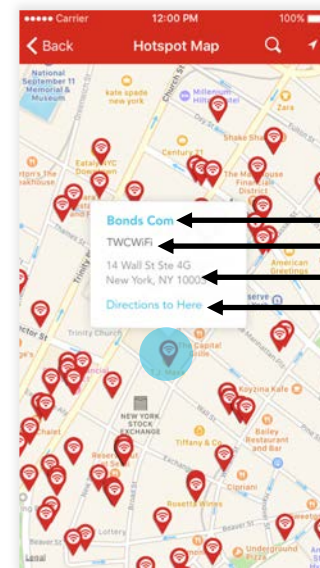
# iOS STEP 2: FIND HOT SPOTS WITH MAP



To access the hotspot map, tap the pin icon at the top right.



Use the map to locate hotspots near you. You can also search for other locations by tapping the magnifying glass icon at the top right.



Location name  
Network name  
Physical address  
Tap to open directions in your device's map app

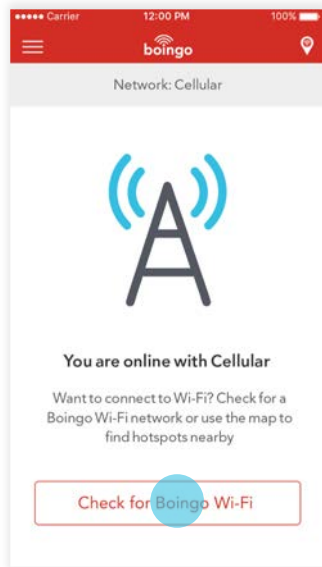
Tap an individual map pin to learn more about that hotspot and directions to get to it. The details display on the map in-line.



Note: You must be connected to Wi-Fi or a cellular network in order to download the app and search for hotspots.



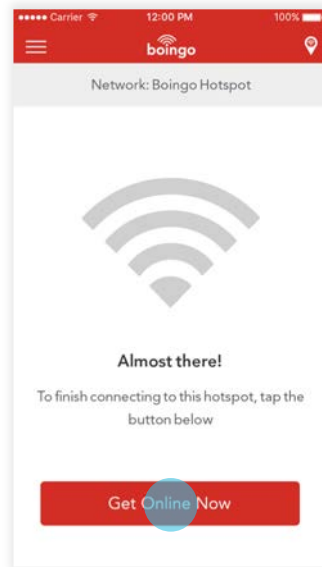
# iOS STEP 3: GET CONNECTED



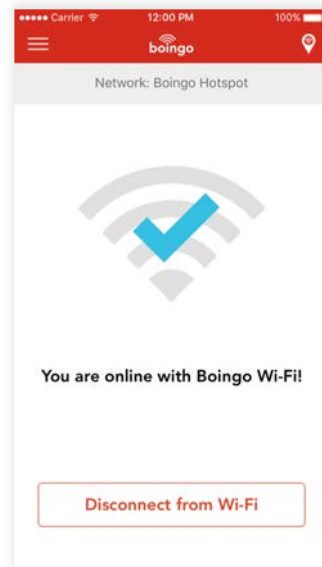
Tap 'Check for Boingo Wi-Fi' to get started. This button takes you directly to your device's Wi-Fi settings.



Ensure your Wi-Fi is toggled ON and select the Boingo hotspot network. Note that networks from partner operators will not have Boingo in the name – these network names will be annotated with 'Check for Boingo Wi-Fi.'



Return to the Wi-Finder app and tap 'Get Online Now.'



You are now connected to this Boingo hotspot.



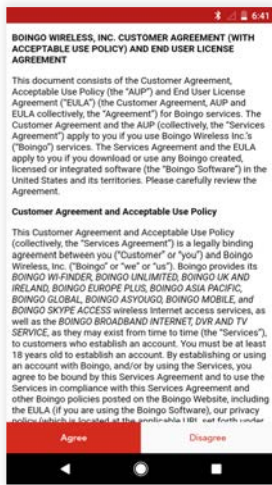
Note: You must be connected to Wi-Fi or a cellular network in order to download the app and search for hotspots.



# ANDROID STEP 1: DOWNLOAD & SIGN IN



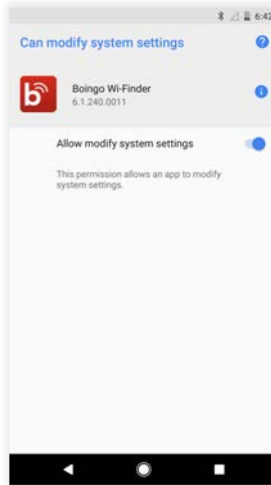
In the Google Play App Store, search for 'Boingo Wi-Finder.' Tap 'Install' to download and install. If you are downloading or using the app while not connected to Wi-Fi, carrier data charges may apply.



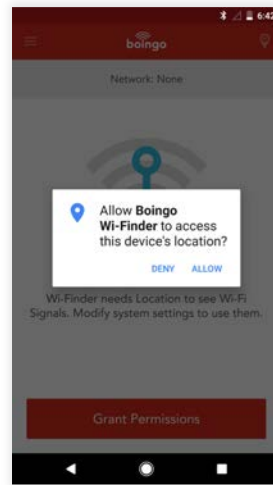
Read Boingo's customer agreement and end user license agreement and then tap 'Agree.'



Tap 'Grant Permissions' to allow Wi-Finder to access your device's location.



You will be forwarded to your settings. Toggle 'Allow modify system settings' to ON.



Tap 'Allow' to allow Wi-Finder to access the device's location.



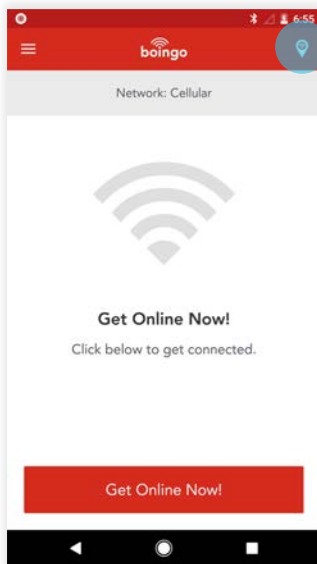
Open the app, tap 'Have an account? Sign In' and enter your account credentials. If you do not have an account, register first at [mastercard.boingo.com](https://mastercard.boingo.com).



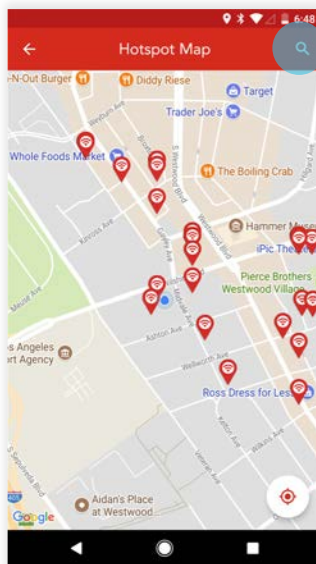
Note: You must be connected to Wi-Fi or a cellular network in order to download the app and search for hotspots.



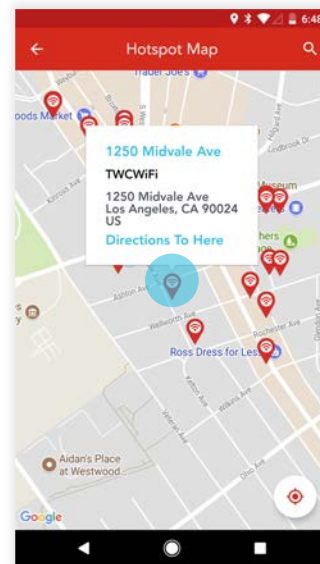
# ANDROID STEP 2: FIND HOT SPOTS WITH MAP



To access the hotspot map, tap the pin icon at the top right.



Use the map to locate hotspots near you. You can also search for other locations by tapping the magnifying glass icon at the top right.



Tap an individual map pin to learn more about that hotspot and directions to get to it. The details display on the map in-line.

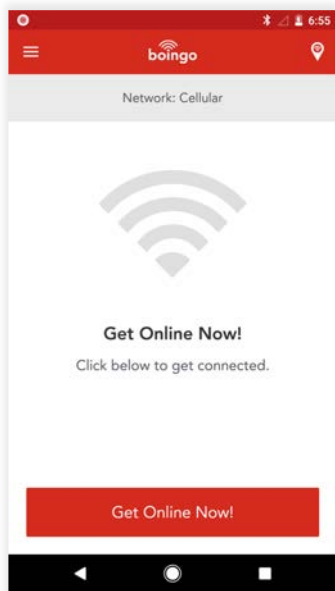


Note: You must be connected to Wi-Fi or a cellular network in order to download the app and search for hotspots.

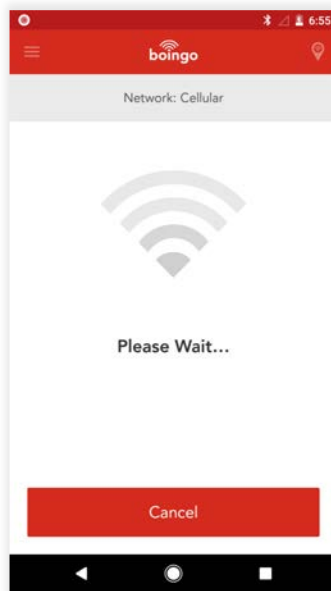




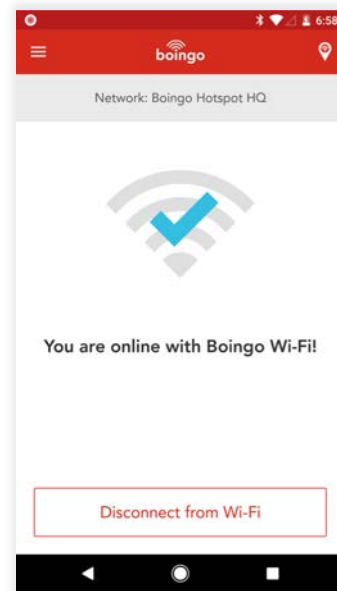
# ANDROID STEP 3: GET CONNECTED



When in range of a Boingo hotspot, tap 'Get Online Now!'



Wait while the app connects you to the hotspot.



You are now connected to this Boingo Wi-Fi hotspot.



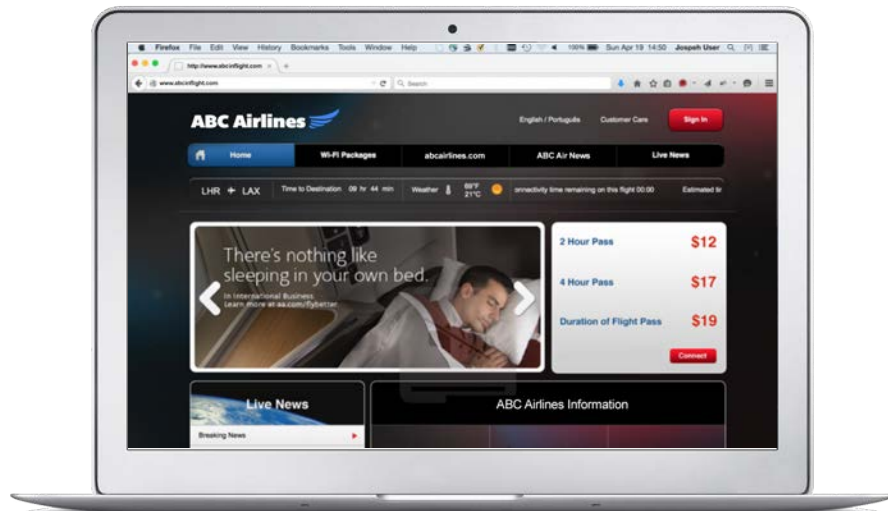
Note: You must be connected to Wi-Fi or a cellular network in order to download the app and search for hotspots.



# USING BOINGO: IN-FLIGHT

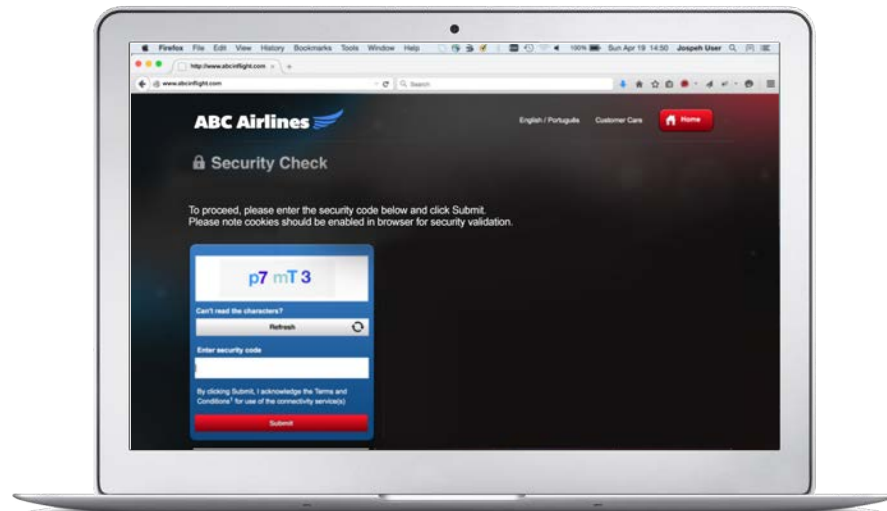


# INFLIGHT – BROWSER



While in flight, turn Wi-Fi on, check for the availability of a hotspot and select the hotspot annotated 'Check for Boingo Wi-Fi.' Access is only available in flight while above 10,000 feet, not while the plane is on the ground.

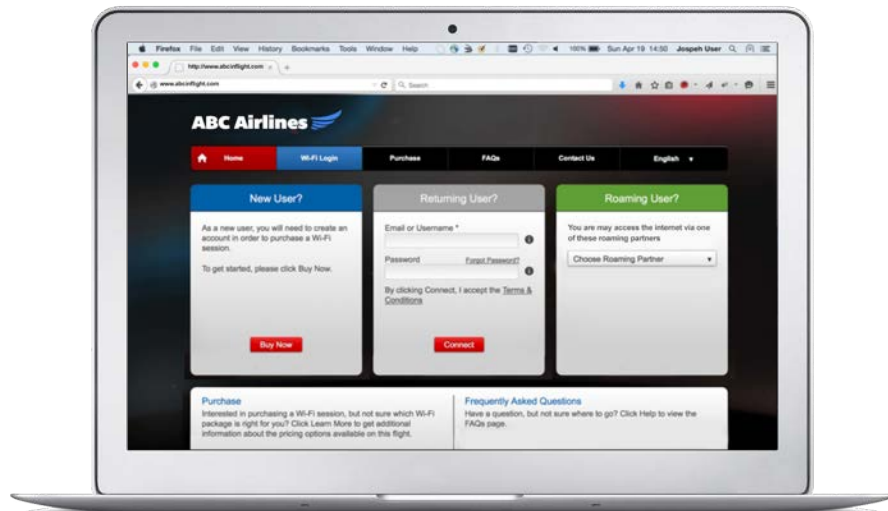
Open a browser and navigate to any preferred website to be redirected to the Wi-Fi landing page.



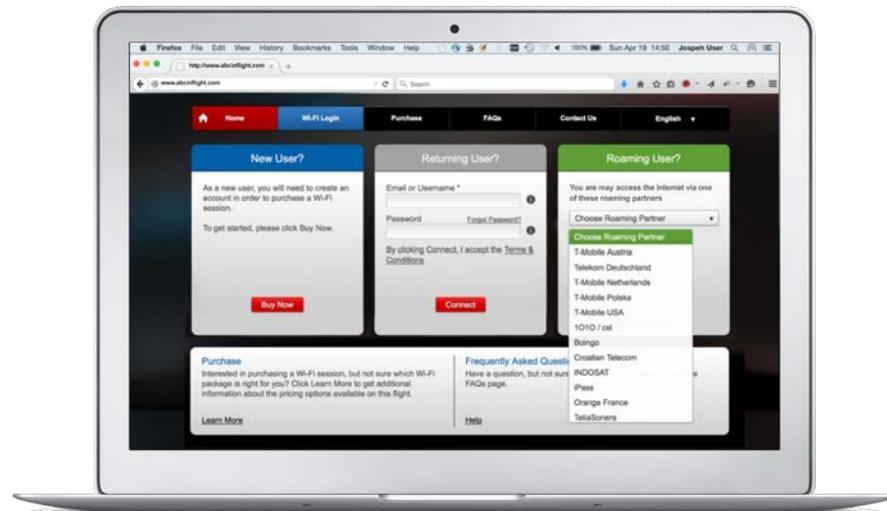
Select 'Sign In' and enter the CAPTCHA code to continue.



# INFLIGHT – BROWSER



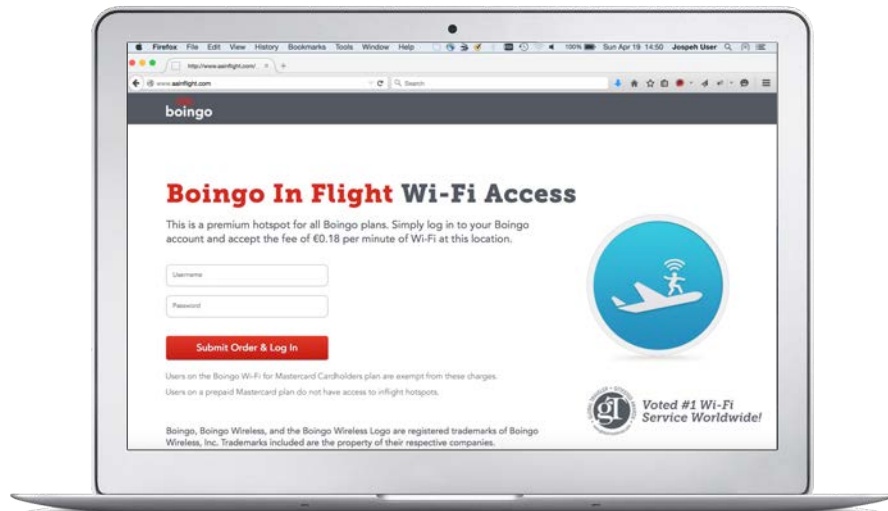
Navigate to the 'Roaming' section of the landing page. This section may also be called network partners or network operators.



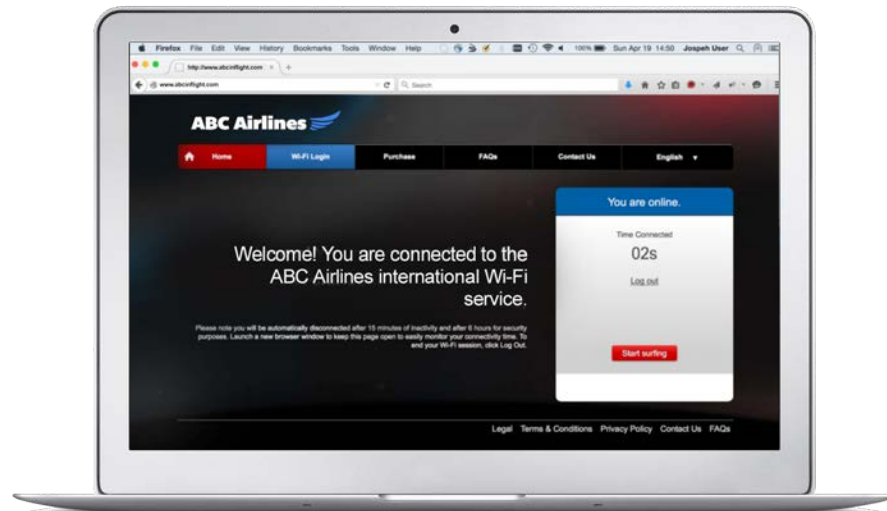
Select Boingo from the list of roaming partners.



# INFLIGHT – BROWSER



Enter your Boingo username and password and hit Submit. As stated on this site, users on the Mastercard plan are exempt from additional charges. The pricing listed will not apply.



You are now connected to a Boingo Wi-Fi hotspot. If the connection is not successful, you may see an airline-specific error message.

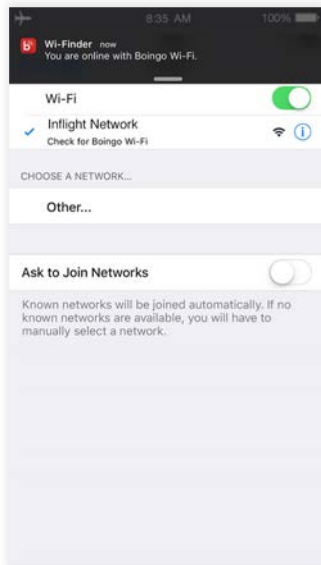


# INFLIGHT – WI-FINDER APP

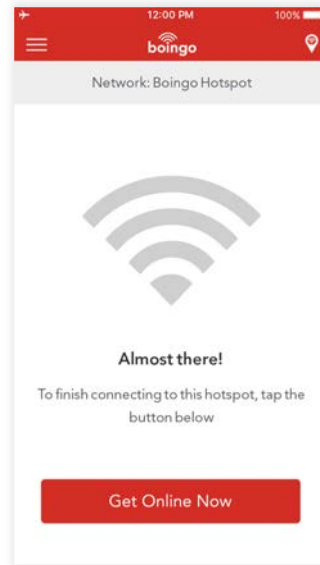
Note that access via the Wi-Finder app may not be available on all flights. If it is not available on a select flight, please try connecting through a browser using the instructions in the previous section.



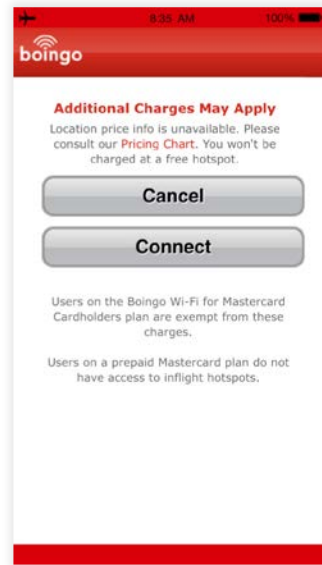
While in flight, toggle Airplane Mode on your device to ON. Access is only available in flight while above 10,000 feet, not while the plane is on the ground.



Toggle Wi-Fi ON and select the network annotated with 'Check for Boingo Wi-Fi.'



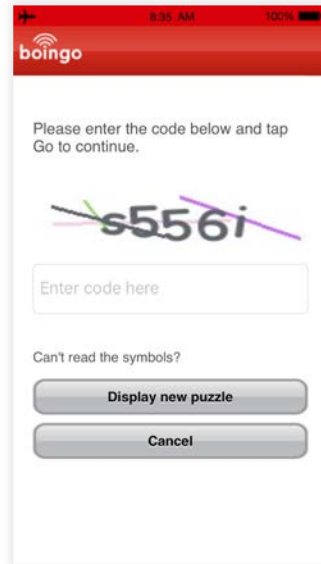
Open the Boingo Wi-Finder app and tap 'Get Online Now'



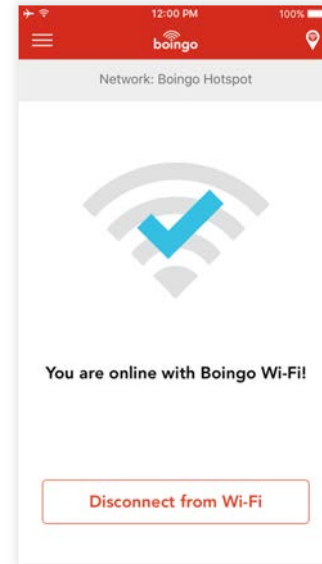
Tap 'Connect' on the disclaimer page regarding additional charges. **Users on the Mastercard plan are exempt from these charges.**



# INFLIGHT – WI-FINDER APP



Enter the CAPTCHA code to continue.



You are now connected to a Boingo Wi-Fi hotspot.