



## Premier Credit Card customers

### This is how you will receive free and unlimited Wi-Fi:

HSBC will provide you with a Service Activation Code via e-mail and the link to the subscriber registration page (the "Redemption Page") of iPass.

<https://www.ipass.com/hsbc/global/index-en.php#register>

- In the **Redemption Page** you will be requested to enter your details in order to redeem your HSBC Voucher.
  - credit card's BIN (Bank Identification Number), that is the first six digits of your credit card
  - Service Activation Code
  - First and Last Name as they appear on your credit card
  - E-mail Address to which the Service Activation Code and Redemption Page URL were sent
  - Country of Issue of the credit card

At the end of the page select the check box to acknowledge your acceptance of the service's terms and conditions. Press on the Continue button to proceed with your registration.

- Once your details are validated, the **iPass Subscription page** will open. Enter your details to sign up for the iPass service. Check on the Terms & Conditions Check-box and click on Register.
- You will receive an **Activation E-mail from iPass** at the e-mail address you provided in the Redemption Page. Execute the Activation Link in the email to launch the iPass Self-Service Activation Page in your default browser. The system detects automatically the device operating system and redirects to the appropriate application download page to facilitate the iPass App installation.

iPass supports Google Play, Apple App Store and a private distribution point hosted by iPass for Microsoft Windows Win32/64.

For Android and iOS devices select Download to initiate the download of the iPass application. For the Windows Laptop software or MAC you will be redirected to the Apple App Store, Google Play or the iPass hosted private software distribution point. Follow the standard app store experience or installation process to install and open the app.

- Upon first launch, the app automatically completes software configuration and service activation after which point you are enabled to use the service.

Additional tips:

1. For **Windows Laptop** click Download button and save the installation file to your desktop. Once the download is finished double-click on the file and follow the installation wizard on the screen. (Once installed the app will be activated for the first time which may take a few minutes to complete.)

The iPass icon appears on your taskbar, to launch the application double-click on it to launch the iPass app. If the iPass icon is not visible, please check your Windows notification area settings.

2. For MAC click the Download button and save the installation file to your desktop. Click Continue to Install the app. Once installed the app will be activated for the first time which may take a few minutes to complete.

### **Activation Failure**

The user launches the application and activates. Automatic activation relies on a cookie stored from the redemption pages. If a user has restrictive cookie settings, automatic activation may fail. If activation fails, the screen following "Terms of Use" will show the "Get Started" and "Activation Code" buttons. Do not proceed. Return to browser.

If Input Validation fails, you will receive an on-screen message highlighting that the entered values do not match and that you should please re-enter your details.

1) IPASS terms of use:

<https://www.ipass.com/hsbc/global/terms-of-use/>

2) IPASS Privacy Policy:

<https://www.ipass.com/hsbc/global/privacy-policy/>