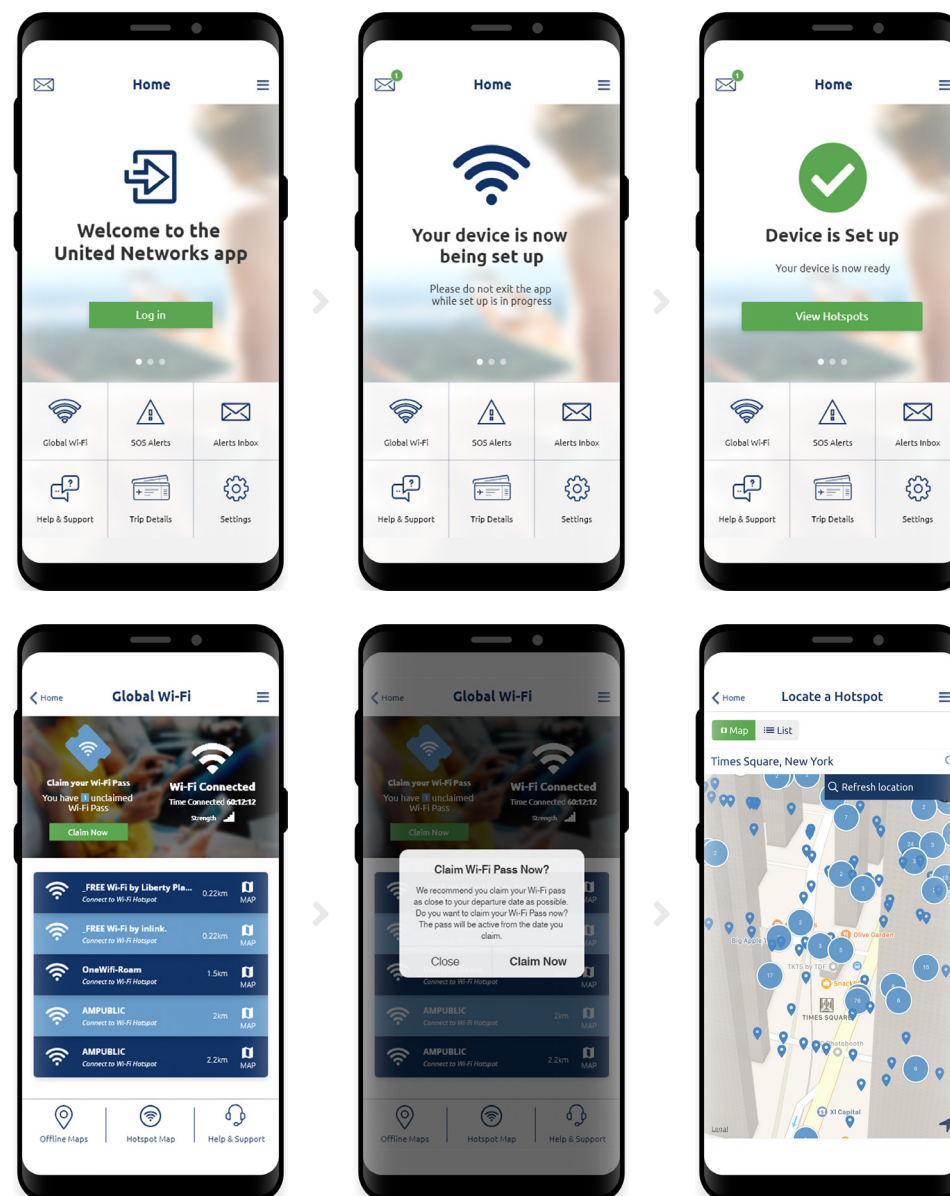


1. To get started, download the United Networks app.
2. Register an account on the app or via our website at www.unitednetworks.net.au
3. Purchase a Wi-Fi pass via the Shop section of our website or mobile app (*Android only*).
4. Login to the United Networks app.
5. If you have purchased your Wi-Fi pass as a voucher, navigate to the Wi-Fi page on the app to redeem it. Your Wi-Fi pass will be active as soon as the voucher is claimed, so we recommend you do this step as close to your departure date as possible.
***If you selected the "Start Now" option when purchasing the Wi-Fi pass, your pass is already active and you can skip this step.*
6. When your pass is active, you will see a screen advising your device is being set up. This process might take a couple of minutes. Please do not exit or close the app until you receive a confirmation that your device is now set up and ready to go.
7. Make sure you have Wi-Fi enabled in the Settings section of your device. This will allow your device to pick up the signals of Wi-Fi networks at your location.
8. On Android devices, your handset will connect automatically to supported hotspots.
9. You can also manually select a supported hotspot from the list of available Wi-Fi networks in your device's Settings.
10. You can view your app settings and account information within the app.



Basic troubleshooting:

Completed the steps above and still have difficulties connecting to supported hotspots? Please try the steps below:

- Restart your device and relaunch the app.
- Ensure you have the latest version of the app installed by going into the app Settings and select *"Check for updates"*.
- Log out of the app, log back in, and wait until you receive the confirmation that your device is set up.
- If you have issues with a particular network, send us the logs by going into Settings on the app and select Log Network Faults.
- Remember to check the Wi-Fi Coverage Map before your trip to ensure there are available Wi-Fi hotspots at your destination(s).

Remember to check the Wi-Fi Coverage Map before your trip to ensure your location has available Wi-Fi Hotspot.

Need some more help?

- 🌐 unitednetworks.net.au
- ✉️ wifi@unitednetworks.net.au
- 📞 1300 299 698 or +61 2 9003 9555 (from Australia)
- 📞 1-855-277-1644 (from Canada)

