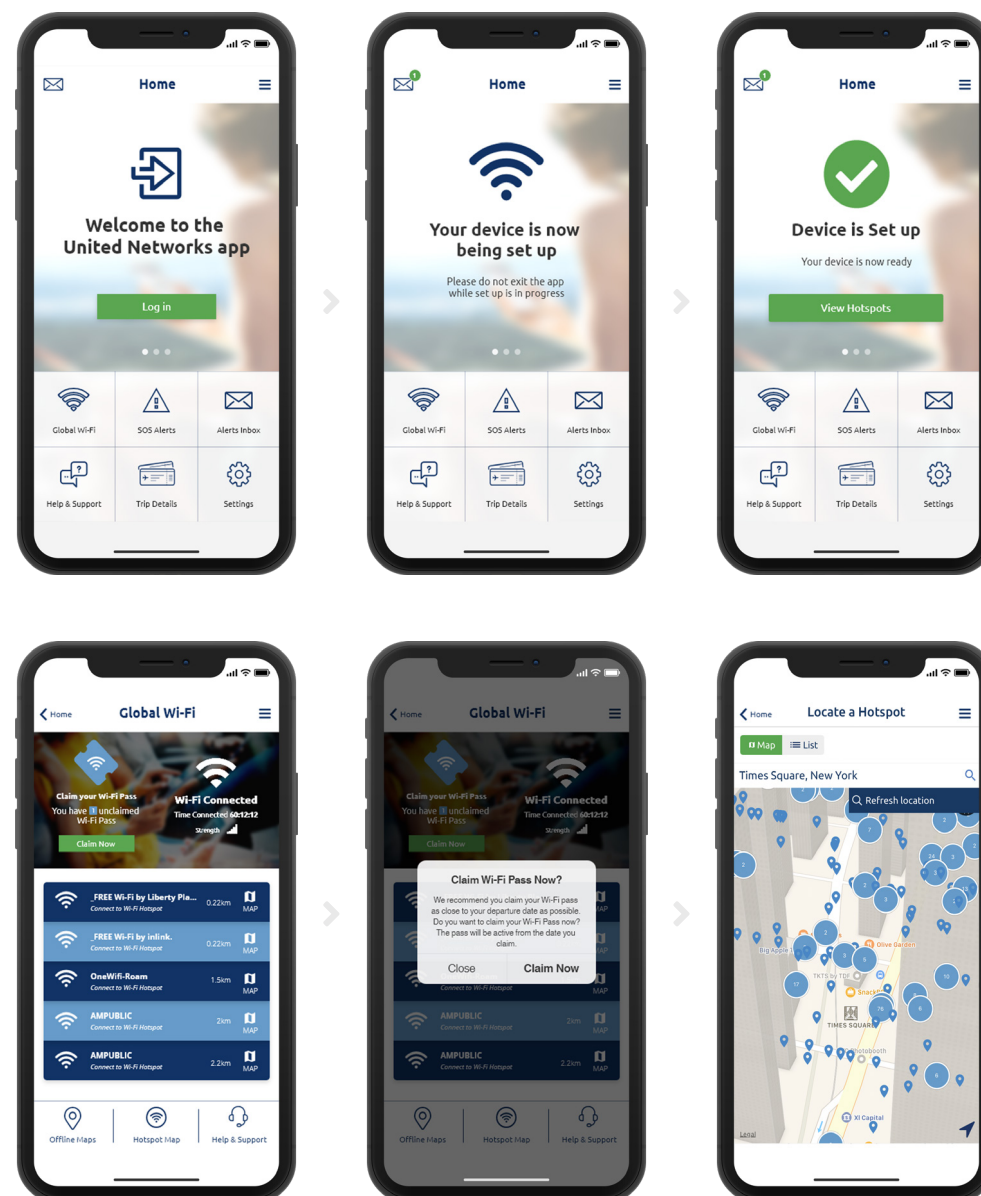


1. To get started, register an account at www.unitednetworks.net.au
2. Purchase a Wi-Fi pass from the Shop section of our website.
3. Download the United Networks app and login.
4. If you have purchased your Wi-Fi pass as a voucher, navigate to the Wi-Fi page on the app to redeem it. Your Wi-Fi pass 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.*
5. 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.
6. Go into your device's Settings and ensure you have Wi-Fi enabled. This will allow your device to pick up the signals of Wi-Fi networks at your location.
7. To connect to a Wi-Fi hotspot, go to your device's Settings > Wi-Fi and select a "United Wi-Fi" marked network.
8. You can view your app settings and account information within the app.

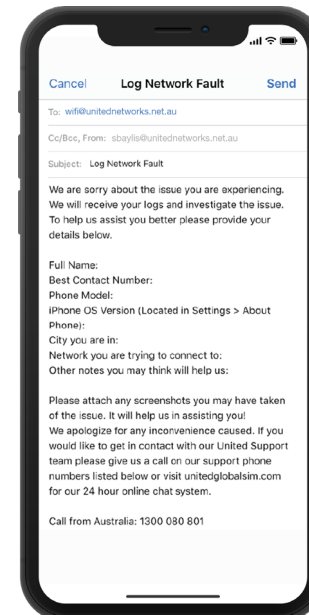
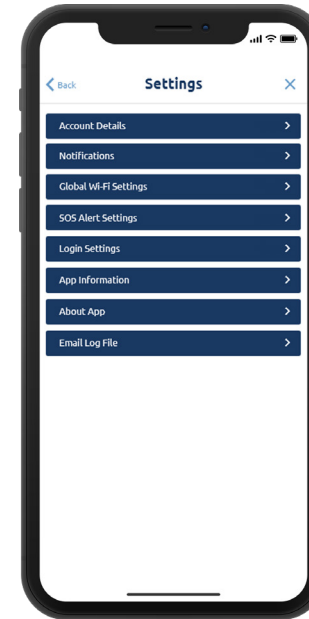


Basic troubleshooting:

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?

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