

# Mac 2.8.0 Client Installation Instructions

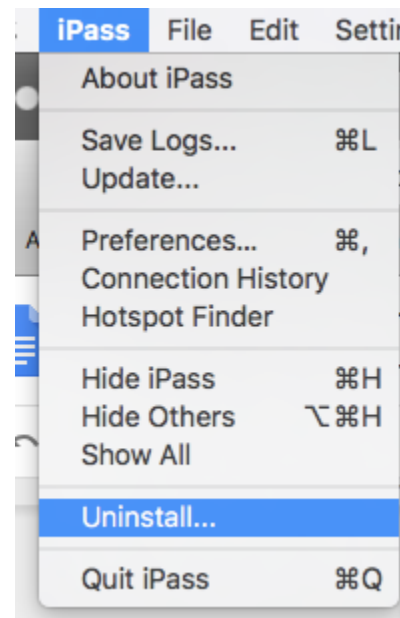
**NOTE:** Please make sure to uninstall the existing installed client on your machine before installing the new client since there are features that require a fresh install.

## Download the latest client:

You can download the latest Mac client version 2.8.0 (608) from [https://cdn-static-prod.qakr0.net/packages/iPass\\_Mac.dmg](https://cdn-static-prod.qakr0.net/packages/iPass_Mac.dmg)

## How to Install:

1. **Uninstall the existing client.** If you already have iPass installed on your machine, select the Uninstall option from the iPass menu to remove it and start fresh. **Note: Please make sure you have already downloaded the install package if you are using a Wi-Fi connection. Once you remove iPass you may have difficulty reconnecting to Wi-Fi.**

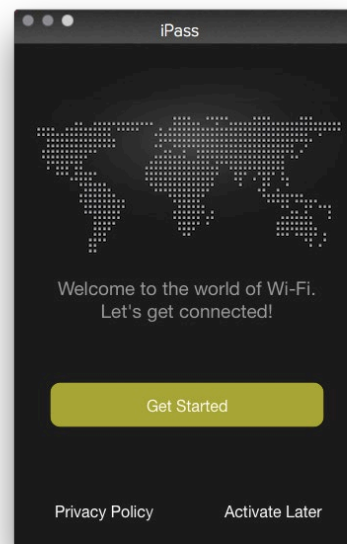


2. **Remove cookies.** Follow the instructions below to remove all cookies from your browsers (Safari & Chrome) if you have used them for activating our app before.

- **Chrome:** <https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en>
- **Safari:** <http://www.allaboutcookies.org/manage-cookies/safari.html>

3. **Install new client.** After downloading the new client from the download location, double click on the dmg file to open and install the app using the installer. Then follow the on-screen instructions.

4. **Begin activation.** Once installed, Accept the terms and conditions and click on the Get Started button.



5. **Finish activation.** Follow the prompts for entering your company email and credentials (if requested) to complete the activation process.

## How to tell if you are using version 2.8.0:

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To check whether the latest version is installed, choose “About iPass” from the iPass menu and look for the version number in the window that pops up. It should read 2.8.0 (608). This is the latest version of the Mac app available at this time.

## How to save your logs and report issues:

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1. Launch the app and press “cmd+L” or navigate to “iPass main menu -> Save Logs”
2. Logs will be saved to your desktop (Ex: 09102018\_1705\_iPassLogs.zip)

Send logs to to [help@ipass.com](mailto:help@ipass.com). **Note: If you are seeing any UI related issue, please attach a relevant screenshot along with your logs.**