

# Do you want to use the internet here? Welcome to KPN HotSpots!



## Logging in Smartphone or Tablet with Android

### Portal

1. Select 'Settings'. Select 'WiFi' and activate it.
2. Select '**KPN**' as the WiFi network.
3. Open your internet browser. This will now display the WiFi portal. If you do not see it, try going to [www.nu.nl](http://www.nu.nl). You will then automatically be forwarded to the KPN WiFi portal.
4. You can log in here with your account or code card details. If you are at a free location, you just select Start in order to log in.
5. You are now logged in to the KPN WiFi network.

### Please note

Have you lost the connection? Maybe you are no longer within range of the WiFi access point or a time-out has occurred (because you did not use the connection for a while). Open your internet browser again. If the HotSpots portal is displayed, enter your login details again; your smartphone will automatically connect to the KPN network.

### App

1. Select the 'HotSpots' app.
2. The KPN HotSpots app starting page is displayed with all KPN WiFi HotSpots within a certain radius.
3. Select 'Settings', then select 'Account'.
4. Enter your login details to log in to your KPN HotSpots account. Select 'Connect automatically' if you want your device to automatically connect to the KPN WiFi network in the future. Then select 'Ready'.
5. Return to the start screen. Select 'Settings' and activate WiFi.
6. If there is a KPN WiFi HotSpot within range, your device will connect to it.
7. You are now logged in to the KPN WiFi network.

### Please note

Have you lost the connection? Maybe you are no longer within range of the WiFi access point or a time-out has occurred (because you did not use the connection for a while). In that case the connection will be restored automatically.

### Logging out

You need to log out when you want to end your session. You can do this by means of the logout button on <http://logout.hotspots> or by using the QR code:



# Logging in

## Apple (iPad, iPod or iPhone)

### Portal

1. Select 'Settings'. Select 'WiFi' and activate it.
2. Select '**KPN**' as the WiFi network.
3. The device is now connected to the WiFi network. A pop-up (Captive Portal) will now automatically appear with the login portal. If the Captive Portal does not appear, open your internet browser and go to a random page (e.g. [www.nu.nl](http://www.nu.nl)). You can log in here with your account or code card details. If you are at a free location, you just select Start in order to log in.
4. You are now logged in to the KPN WiFi network.

### App

1. Go to the start screen.  
Select the 'HotSpots' app.
2. The KPN HotSpots app starting page is displayed with all KPN WiFi HotSpots within a certain radius.
3. Select 'Settings', then select 'Account'.
4. Enter your login details to log in to your KPN HotSpots account. Select 'Connect automatically' if you want your device to automatically connect to the KPN WiFi network in the future. Then select 'Ready'.
5. Go back to your device's start screen.  
Select 'Settings' and select WiFi.
6. If there is a KPN HotSpot within range of your device, it will appear in the list of detected networks. Select the '**KPN**' network. Your device will now connect to the KPN WiFi HotSpot.
7. You are now logged in to the KPN WiFi network.

#### Please note

Have you lost the connection? Maybe you are no longer within range of the WiFi access point or a time-out has occurred (because you did not use the connection for a while). In that case you should disconnect WiFi, then connect again and use the Captive Portal pop-up. The 'Forget network' can help here as well.

#### Please note

Have you lost the connection? Maybe you are no longer within range of the WiFi access point or a time-out has occurred (because you did not use the connection for a while). Just open the app again and the device will automatically connect to the KPN network again.

#### Logging out

You need to log out when you want to end your session. You can do this by means of the logout button on <http://logout.hotspots> or by using the QR code:



### Four tips if you are unable to log in straight away:

1. Empty your browser cache. You can do this by means of your browser settings. In the settings menu of your browser, you can opt to clear your history and browsing data, also known as the cache. Please note: this will also delete all recently visited websites and saved passwords.
2. You can now restart your device.
3. You can delete the '**KPN**' network under your WiFi settings and reconnect.
4. You can also stop the app and relaunch if you are using the HotSpots app.

# Tips for a safer internet experience via a WiFi HotSpot

KPN makes every effort to ensure our HotSpots are as secure as possible. Nevertheless, some risks remain: to make them easy to use, the KPN WiFi HotSpots are open WiFi networks. Here are some tips for enhancing your internet security:

- Check that you really are logging in to the KPN HotSpots portal by clicking on the 'padlock' in the address bar and then verifying the address and the security certificate. If the site does not have a valid security certificate, you will see a warning and no 'padlock' will be displayed.
- It is an https site, which is secured and encrypts confidential data. So you need to check the 's' in https.
- Check that the link is to the correct address (e.g. www.kpn.com rather than www.kqn.com).
- For sites that cannot be accessed with https, a VPN (virtual private network) can be established via the KPN HotSpots portal. This is a type of virtual tunnel, which is almost impossible for hackers to access, and is therefore more secure. If a device has set up a VPN, any app launched will also use it to send data.
- Regularly update the operating system (e.g. the newest Android update) to ensure you are using the latest version.
- The firewall must be activated and a virus scanner must be running (e.g. KPN Veilig).

## Please note

Logging in via the KPN HotSpots portal does not provide any additional internet security after you log in.

## How do KPN HotSpots protect internet security?

KPN HotSpots data traffic is processed differently from traffic sent over your own WiFi connection: public traffic is handled via a separate network. Furthermore, all actions taken on the portal (both logging in and paying) are secured by https. People connected on the same HotSpots network are not visible to one another. Also, KPN HotSpots does not allow incoming traffic (initiated from outside) to reach your device. Moreover, we test the security of the portal on a regular basis.

# This is how to use KPN WiFi with a secure VPN connection!

## Settings up a VPN connection on Android:

After you have connected to the KPN WiFi network, take the following steps:

1. Go to 'Settings > More (settings)/ More networks > VPN'.
2. In the menu, opt to add/modify VPN profile.
3. Under description, enter HotSpots and under the type of connection select PPTP.
4. Under Server, enter vpn.hotspotsvankpn.com.
5. Check that PPP encryption (MPPE) is on, and save the settings.
6. When the VPN has been saved you select that VPN.
7. Now enter the user name **vpn** and the password **kpn**
8. You can now connect to the VPN.

## Settings up VPN connection for iOS:

After you have connected to the KPN WiFi network, take the following steps:

1. Go to 'Settings > General > VPN'.
2. Select 'Add VPN configuration'. (You only need to do this once, after which the settings will be saved).
3. Under type of connection, select PPTP.
4. Under description, enter HotSpots, and under Server, enter vpn.hotspotsvankpn.com.
5. RSA SecureID must be off, the user name is **vpn**, and the password is **kpn**
6. The encoding level must be set to Automatic, Send All Traffic must be on and the Proxy must be off.
7. When you have entered these settings, select Done. You now return to the VPN screen.
8. In this VPN you can switch on the VPN under VPN Configurations. You are now connected via VPN.

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## Do you need assistance?

For more information go to [kpn.com/hotspots](http://kpn.com/hotspots), ask at the reception desk, or contact our Service Desk. If you make a national call from a location in your home country, you should use the number of your country, as given below. **PLEASE NOTE!** Your provider may make an extra charge for the use of your cellphone

France	0800-907823
Germany	0800-1873004
The Netherlands	0800-0414
Belgium	0800-70424

If you make a call to a country other than your home country, use +31884687768. The Service Desk is available 24 hours a day and is multilingual.

