Want to go online at this location?
Welcome to HotSpots from KPN!

KPN WiFi

Tips for a safer internet experience via a WiFi HotSpot

KPN is making every effort to ensure our HotSpots are as secure as possible. Nevertheless, some risks remain. The ease of use of the KPN HotSpots is obtained through open WiFi networks. The following tips can increase your internet security:

- Check that you really are logging in to the KPN HotSpots portal by verifying the address and the security certificate by clicking on the 'padlock' in the address bar. If the site does not have a valid security certificate, a warning will be displayed and no 'padlock' will be displayed.
- An https site is secured and encrypts confidential data. Therefore, note the 's' in https.
- Check that the link is to the correct address (e.g. www.kpn.com instead of www.kpn.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 (almost totally) blocks access by possible hackers, 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's PC Veilig).

> **Please note:**
> Logging in via the KPN HotSpots portal does not provide any additional internet security following login.

How do KPN HotSpots protect internet security?
KPN HotSpots data traffic is processed differently to 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 https-secure.
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.

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

Android

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

1. Select 'more networks' under settings and select VPN.
2. Select the plus sign at the top right.
3. At description, enter HotSpots; the drop-down menu must indicate PPTP.
4. At Server, enter VPN.Hotspotsvankpn.com.
5. Click 'connect' at the bottom.
6. Account is your HotSpots account* and at password enter the password of your HotSpots account*.

iOS

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

1. Select under settings: General, and then under Network: VPN.
2. Select 'add VPN configuration' (You only need to do this once, after which the settings will be saved).
3. Select PPTP in the topmost bar.
4. At description, enter HotSpots, and at Server, enter VPN.Hotspotsvankpn.com.
5. Account is your HotSpots account*, and at password enter the password of your HotSpots account*.
6. Slide the square button next to VPN to the right so that it turns blue.

* HotSpots account is a KPN account. If you do not have one, you can create one for free at www.kpn.com/hotspots

Do you need assistance?

For more information, go to kpn.com/hotspots. Or ask your question at the reception desk. You can also phone the help desk on +31 884687768 available 24/7.

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Logging in

Smartphone or Tablet with Android 4.3 & 4.4

Portal

1. Select **Settings**. Select **WiFi** and activate it.
2. Available KPN WiFi HotSpots networks within the range of your device appear as 'KPN' in the list of detected networks. Select 'KPN'.
3. Open your internet browser 🌐. This will now display the HotSpots portal. If you do not see this, try browsing to, for example, www.nu.nl. You will then automatically be forwarded to the KPN HotSpots portal.
4. You can log in here with your account or scratch card details. At a free location, you only need to accept the conditions. You can also check 'stay logged in' here if you want your device to automatically connect to the KPN WiFi network in the future.
5. The device is now connected to the KPN WiFi HotSpots network.

App

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

Please note:
Have you lost the connection? Because, for example, you are no longer in the range of the WiFi access point or a time-out has occurred (because you did not use the connection for a period). Open your internet browser 🌐 again. If the HotSpots portal is displayed, accept the conditions and enter your details again; your smartphone will automatically connect to the KPN network.

Please note:
Have you lost the connection? Because, for example, you are no longer in the range of the WiFi access point or a time-out has occurred (because you did not use the connection for a period). In that case, it will reconnect automatically.

Four tips if logging in does not work straight away:

1. Empty your browser cache. Open your internet browser 🌐 and click on the left-hand menu button to open the settings. Select 'privacy' in the settings submenu. At the button of the list that appears, you will see 'delete personal details'. Select this. A pop-screen will then appear. Select all options, as that will guarantee the cache is emptied. (Note: this will also delete all recently visited websites and passwords).
2. You can now restart your smartphone.
3. Or you can delete the 'KPN' network under your WiFi settings and then reconnect.
4. You can also stop the app and relaunch it.

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Logging in

Apple (iPad or iPhone) with iOS7 and iOS8

Portal

1. Select Settings. Select WiFi and activate it.
2. Available KPN WiFi HotSpots networks within the range of your device appear as 'KPN' in the list of detected networks. Select 'KPN'.
3. The device is now connected to the WiFi network. A pop-up (Captive Portal) will now automatically appear with a login window in which you can enter your HotSpots login details. In the case of free internet, you only need to accept the general conditions. Then click on 'log in'. Check 'stay logged in' if you want your device to automatically connect to the KPN WiFi network in the future.
4. The device is now connected to the KPN WiFi HotSpots network.

App

1. Go to the start screen. Select the HotSpots app.
2. The KPN HotSpots app opening page is displayed with all KPN HotSpots within a certain radius.
3. Select Settings and select Account.
4. Enter your login details to log in to your KPN HotSpots account and select Save. Check 'connect automatically' if you want your device to automatically connect to the KPN HotSpots network in the future.
5. Go back to your device's start screen. Select settings and select WiFi.
6. If a KPN HotSpot is available within the 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 HotSpot.
7. The device is now connected to the KPN WiFi HotSpots network.

Please note:
Have you lost the connection? Because, for example, you are no longer in the range of the WiFi access point or a time-out has occurred (because you did not use the connection for a period). In that case, you can switch WiFi off and on again, and use the Captive Portal pop-up. Deleting the network under your settings may also help.

Please note:
Have you lost the connection? Because, for example, you are no longer in the range of the WiFi access point or a time-out has occurred (because you did not use the connection for a period). Launch the app again and the device will automatically connect to the KPN network.

Four tips if logging in does not work straight away:

1. Empty your browser cache. Select Safari under settings. You will see two options: Delete history (NOTE: this will delete all recently visited websites) and delete cookies and data (this will delete all data that can be used to trace you, but also saved passwords for certain websites). If you select both - i.e. history as well as cookies and data - you will be able to log in one more time afterwards.
2. You can also restart your device and try the above steps one more time.
3. Or you delete the 'KPN' network under your WiFi settings and reconnect.
4. And you can stop the app and relaunch it.

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