

# AT&T Global Network Client for Apple iOS™ Devices – Requirements, Installation, and License Agreement

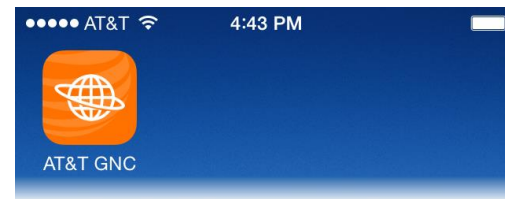
The AT&T Global Network Client app enables Apple iPhones or iPads to access corporate networks over VPN, enables access AT&T Wi-Fi hotspots all over the world, and provides offline Wi-Fi hotspot directory browsing. The app requires one of the following AT&T services: AT&T SD-WAN Static Network Based, AT&T SD-WAN Static Over the Top, or AT&T Business Internet Service. Please contact your company's IT administrator or AT&T Sales Representative for information.

## Requirements for Installation & License Agreement

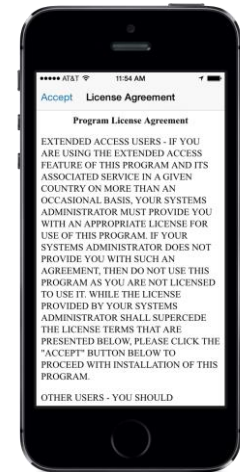
- Any iOS device with iOS 11 or later that supports Wi-Fi, including the iPhone™ and iPad™ product lines.
- AT&T Global Network Client (AGNC) Account Log On and Password. If you are missing any information, contact your Help Desk or Administrator.

1. Go to the App Store™ on your iOS wireless device or you can download it when connected to iTunes™.
  - a. Tap the “App Store” icon from your wireless device.
  - b. Tap the “Magnifying Glass /Search” button.
  - c. Type “AT&T Global Network Client” in the Search window.
  - d. Tap the “Search” button.
  - e. The “AT&T Global Network Client” will appear.
  - f. Tap the “Install” button.
  - g. If you have not signed in to your iTunes account, you may need to sign in with your iTunes account id and password to continue.
  - h. The AT&T Global Network Client will begin installing.

2. After installation, tap the AT&T GNC icon from the App page on device.

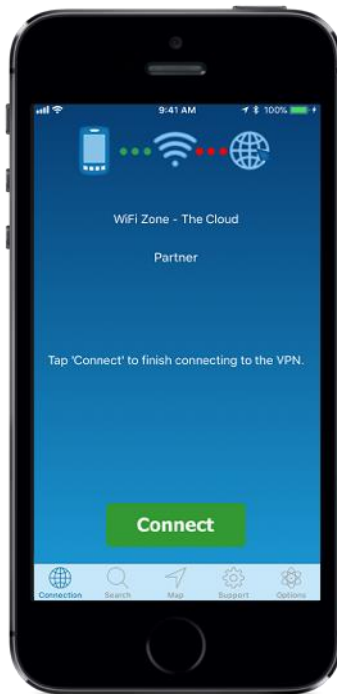


Read & Tap “Accept” button for the License Agreement.



# AT&T Global Network Client for Apple iOS™ Devices - Connecting

Ready to  
Connect



← Wi-Fi icon

← VPN Status

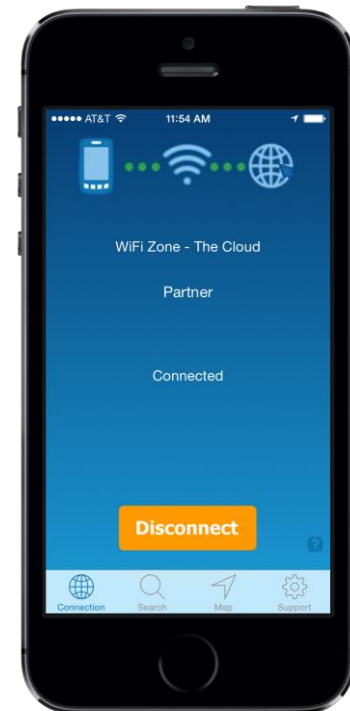
- Tap the “Connect” button when displayed to connect with VPN and/or connect to the hotspot. Depending on service configuration.
- Input your “Account” and “User ID” and tap the “Go” button.
- Input your “Password”, when prompted.
- Tap the “OK” button.
- Once your Account, User ID and Password have been authenticated, you should be connected to the VPN and/or hotspot.

- Tap “Disconnect” when you want to end your session.
- You will be prompted with a question verifying that you want to disconnect from the VPN. Tap “Yes” or “No” as you prefer.
- If you need assistance getting your connection established, please contact your company’s Helpdesk. The designated company administrator for your account may contact AT&T helpdesk at 800-727-2222.

Enter Credentials



Connected



# AT&T Global Network Client for Apple iOS™ Devices – Connecting to AT&T Wi-Fi Hotspots

## Connecting to the Network

### Connecting to an AT&T Hotspot in the US (SSID=attwifi)

1. If you are using an iOS device that has a SIM, such as an iPhone or an iPad, your device should automatically associate to and authenticate with AT&T Wi-Fi hotspots. You will not need to use the AT&T Global Network Client to connect to AT&T Wi-Fi hotspots.
2. If you do run the AT&T GNC, it will show that you are already connected to the Internet through the AT&T Wi-Fi hot spot. The Connect button will not be shown, as the device is already connected to the Wi-Fi network.
3. If using an iOS device that does not have cellular data access, or is a non-AT&T device, follow the procedures below for “Connecting to an AT&T Partner Hotspot”.

### Selecting a hotspot



## Connecting to an AT&T Partner Hotspot

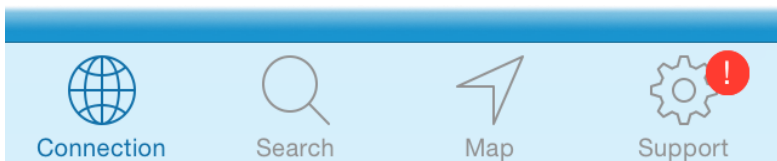
1. When using an iOS device without a SIM card/no cellular data access or at an AT&T Partner Hotspot location, you will need to connect to the network in the following steps:
2. Associate to the Wi-Fi Hotspot using the device's Hotspot Settings;
  - a. Tap on the AT&T Global Network Client (AGN) app on the device.
  - b. iOS will pop up the “Select a Wireless Network” panel and search for an AT&T or AT&T partner Wi-Fi hotspot near you and list them.
  - c. Select one of the hotspots to associate to that hot spot.



# AT&T Global Network Client for Apple iOS™ Devices – Hotspot Directory Download

## Initial Hotspot Region Directory Download

An active hotspot region directory is required to use the Search and Map features. Because of this, a red warning badge with an exclamation point will remain on the Support tab until at least one region is downloaded.



You can download a hotspot region directory by going to the Support tab and tapping the Hotspot and Helpdesk Directories row. On the Directories screen, select one or more of the hotspot regions from the list by sliding the switch to the right. After at least one region has been selected, the download button will appear on the right side of the top row (provided there is an active data connection). Tapping the download button will initiate the region download. After the region has been downloaded the warning badges will be cleared. The download will proceed in the background, so it is not necessary to remain on the Directories screen.

