

IKEV2 INSTALLATION GUIDE IPAD & IPHONE

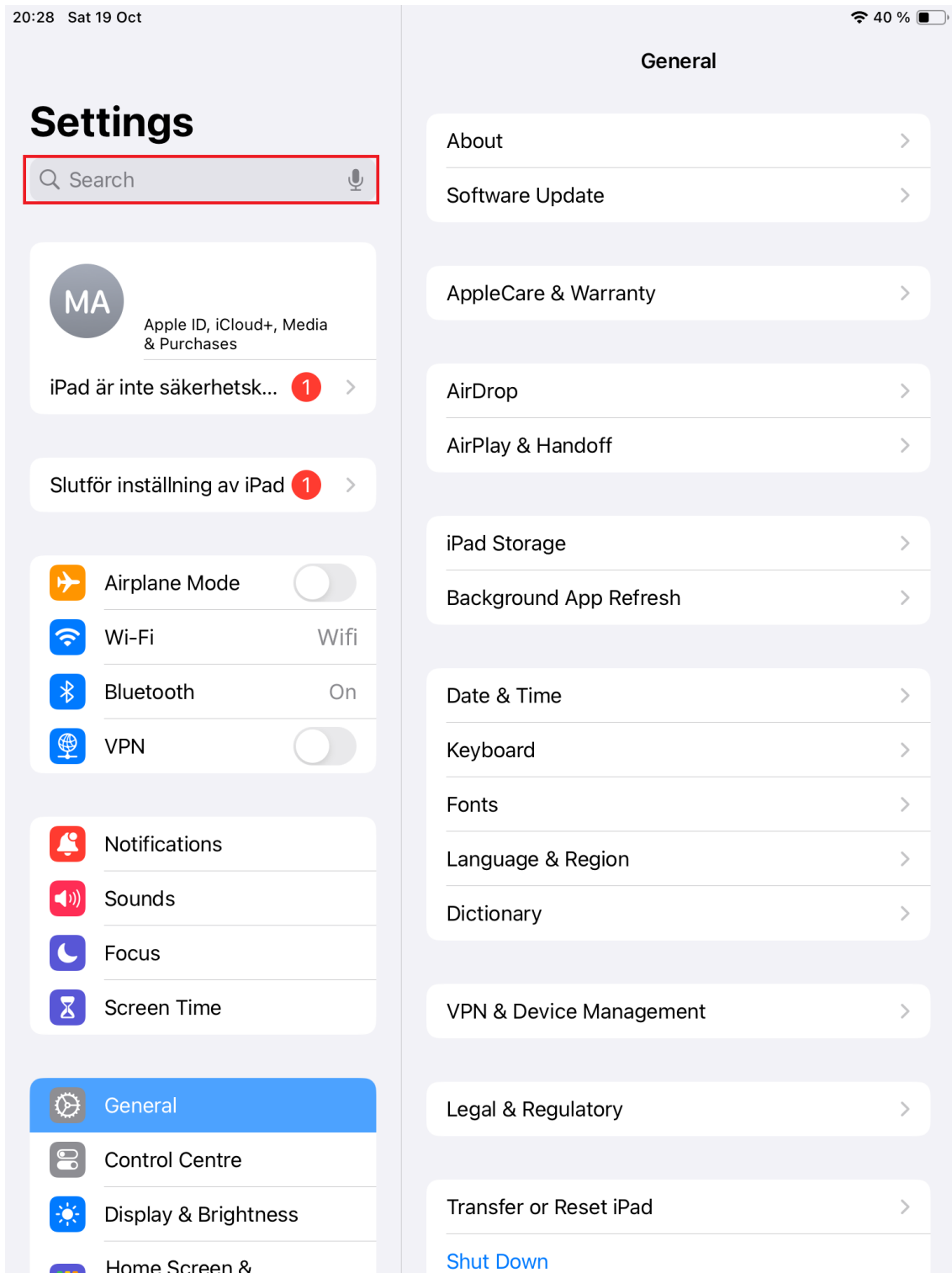
This guide will help you to set up the connection to our servers in a few simple steps. You only need to do this once, when you are about to use Hidden24 for the first time.

You'll also receive some instructions on how to connect and disconnect the VPN connection, and some troubleshooting tips if needed.

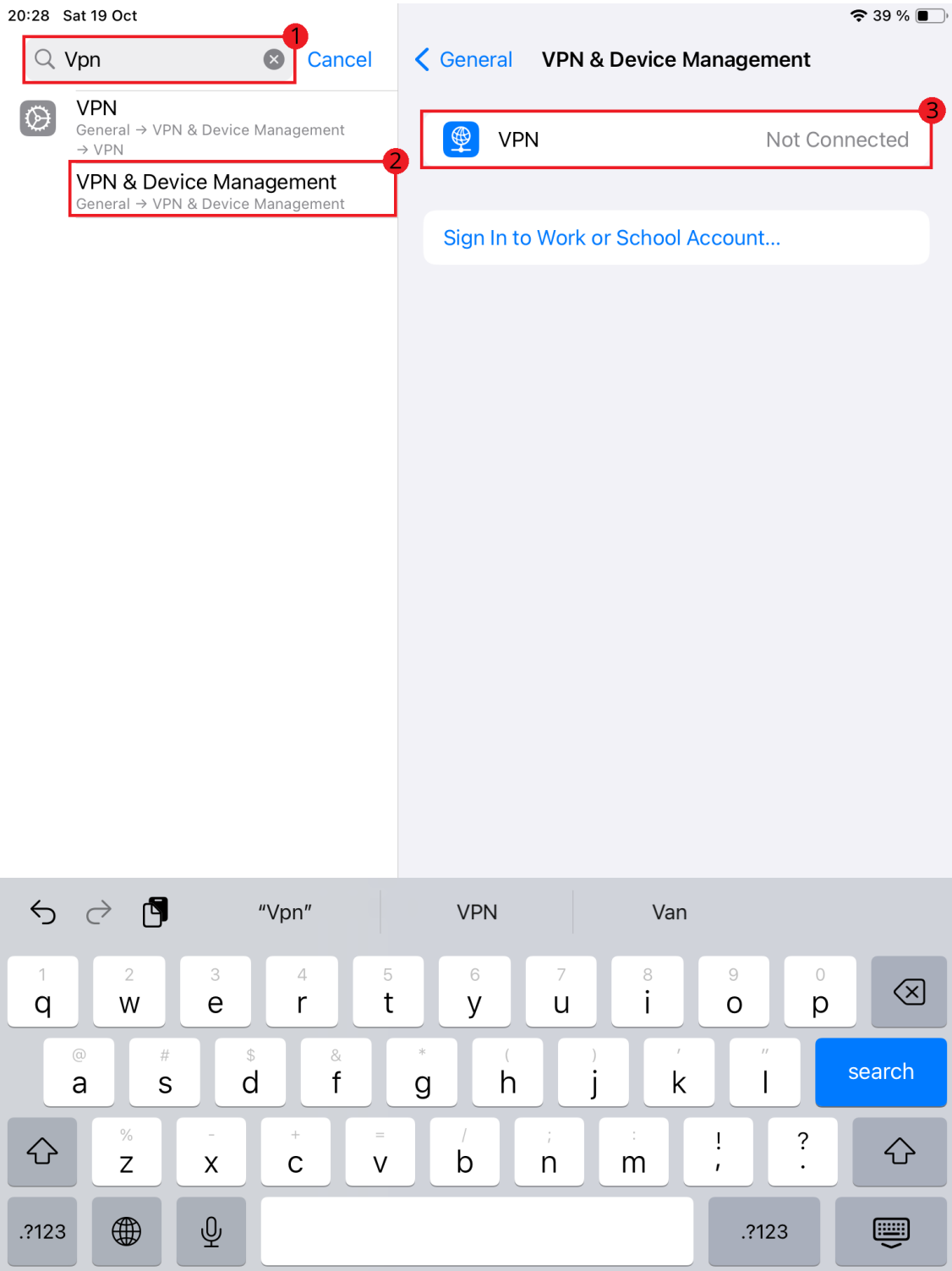
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PART 1: CREATE A VPN CONNECTION

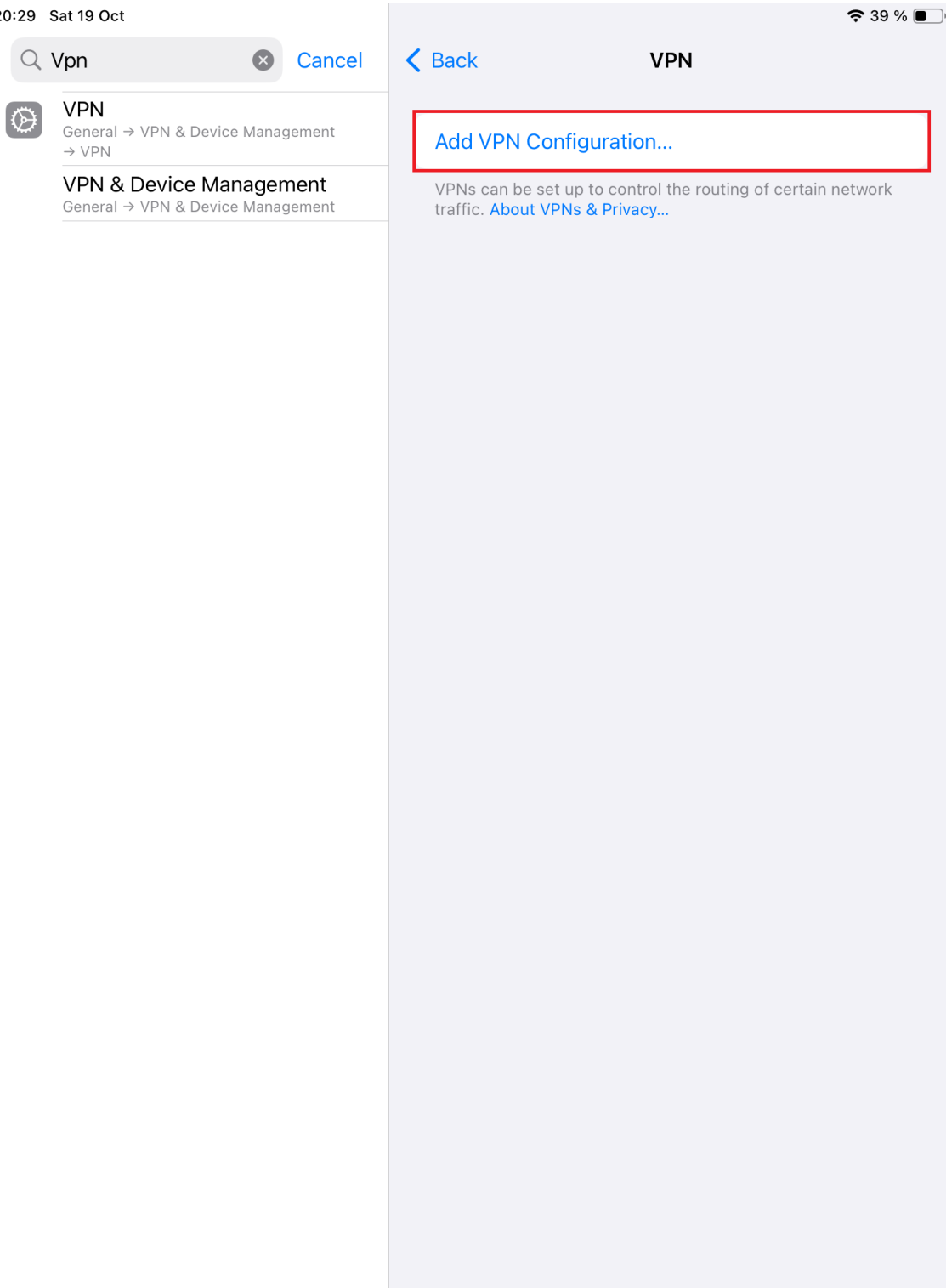


Step 1: Find your settings app and locate the search bar.



Step 2: Type **"vpn"** in the **search bar**(1). Select **"VPN & Device Management"**(2), and then tap **"VPN"** (3).

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Step 3: Tap on "Add VPN Configuration".

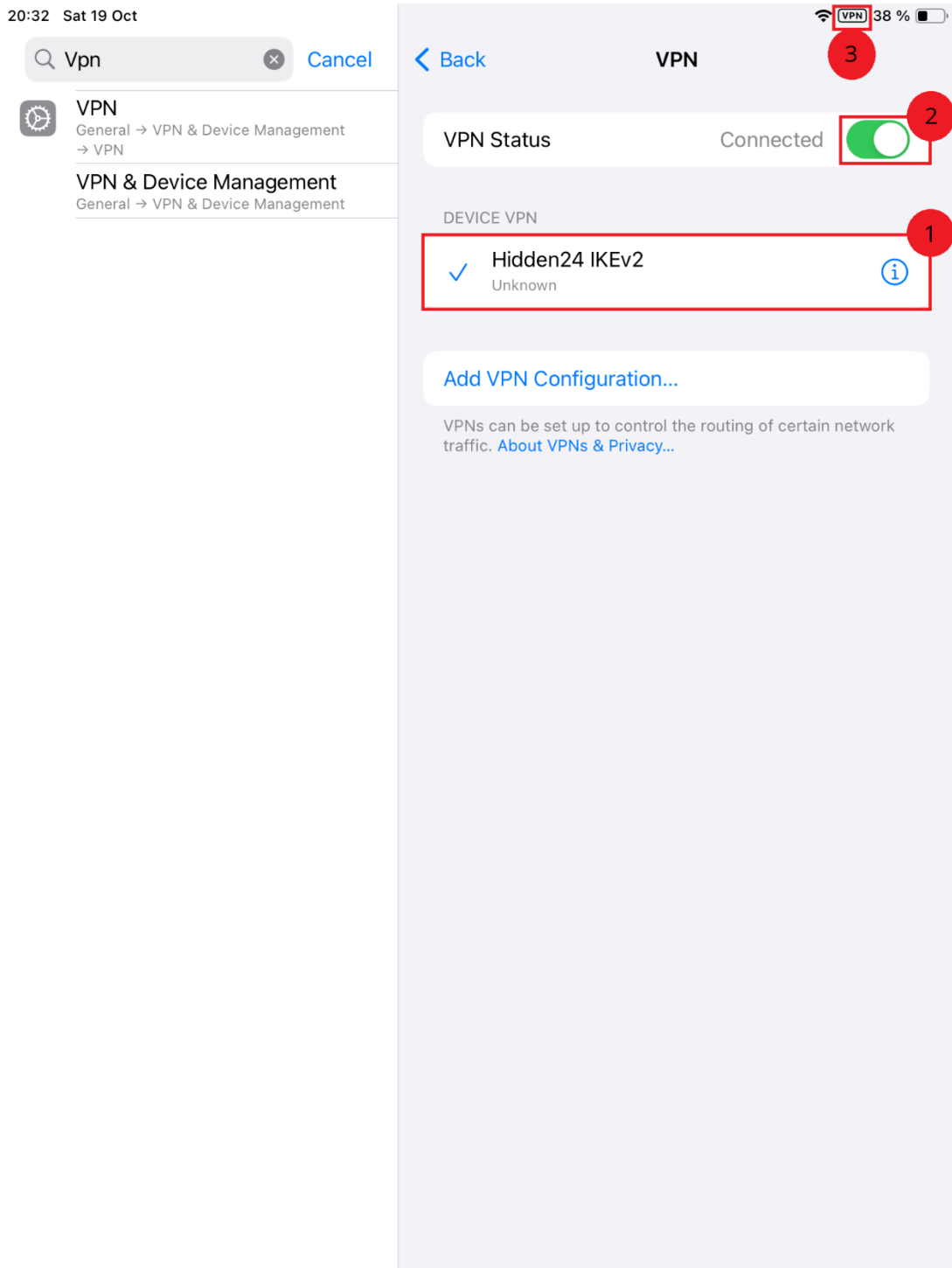
The screenshot shows the configuration interface for an IKEv2 connection. The fields are as follows:

- Type:** IKEv2
- Description:** Hidden24 IKEv2
- Server:** ikev2-uk.hidden24.co.uk
- Remote ID:** ikev2-uk.hidden24.co.uk
- Local ID:** (empty)
- Authentication:**
 - User Authentication:** Username
 - Username:** customerservice
 - Password:** (masked with 12 dots)
- Proxy:** Off (selected), Manual, Auto

Step 4:

- (1) In the field "**Type**", it should be **IKEv2** by default. If not, select it.
- (2) In the field "**Description**", you give your connection a name. This needs to be unique which means no other connection can't have the same name. We recommend that you name it "**Hidden24 IKEv2**", but you can give it any name you'd like.
- (3) In the field "**Server**", enter the server address "**ikev2-uk.hidden24.co.uk**".
- (4) In the field "**Remote ID**", enter the server address "**ikev2-uk.hidden24.co.uk**".
- (5) In the field "**Username**", enter your username that you chose when creating your account.
- (6) In the field "**Password**", enter your password that you chose when creating your account.
- (7) Finally, you click "**Done**" in the top right.

PART 2: CONNECTING TO HIDDEN24



Once you've saved your connection, you'll be returned to your VPN-Connections and from here you can choose the connection you want to use (1) and tap the **sliding button** to connect(2). To disconnect, simply press the same sliding button.

When connected, you will see "**Connected**" next to the **sliding button**(2) and the **VPN icon**(3) in your toolbar on the top.

FEEDBACK ON THE GUIDE OR DO YOU NEED MORE HELP?

Please reach out to us by creating a ticket on our website or send us an email on customerservice@hidden24.co.uk and we'll help you!

We wish you lots of secure and safe browsing with Hidden24!