HOLLAND AMERICA LINE
(((CONNECT)))

SAVE 40% AND UP WITH A VOYAGE PACKAGE!

CONNECT

1. Put your device in airplane mode.

2. Turn Wi-Fi "on" and connect to the Koningsdam-Guest network.

3. Open your web browser and type "Login.com".

4. Choose "Connect to Paid Internet" in Holland America Line Navigator™ menu, then select one of the following options:

PREMIUM Supports audio/video calling and streaming*

From e-mail to streaming, enjoy truly Premium access!

Day Package: $29.99

SURF May not allow for audio/video streaming

Surf your favorite sites including e-mail, news, sports and more.

Day Package: $24.99

SOCIAL Does not allow for audio/video streaming

Access the most popular social websites and applications.

Day Package: $14.99

KEEP IN MIND

• Satellite transmissions are inherently slower than land-based connections.

• You'll find a select number of free sites under "Complimentary Browsing."

• For more information please see Frequently Asked Questions or one of our Guest Services team members.

• Each package comes with an unlimited volume of data on each day of your voyage. Transmission speeds for each package are subject to change depending on network usage. For a current listing of the amount of data provided for the superior speed, see the Purchase an Internet Plan page.

*May not allow for video streaming of high bandwidth using applications such as Netflix®, Amazon Prime®, and similar.

Disclaimer: All internet usage is subject to Holland America Line's standard policies which may limit browsing of sites due to network security and bandwidth usage. Applications that use high bandwidth may be blocked and offerings subject to change. Full details including Terms and Conditions may be found on Holland America Line Navigator, or by contacting the Guest Services Team. All trademarks property of their respective owners. All rights reserved. Copyright ©2018, Holland America Line.

Holland America Line
SAVOR THE JOURNEY

FAQ

How do I connect my device to the Wi-Fi network?
Most devices that can connect to Wi-Fi can be used to purchase an internet plan. Make sure that your Wi-Fi is turned on and connect to the Koningsdam-Guest network, which should show up automatically. If connecting via a smartphone or tablet, you may turn on airplane mode then turn on Wi-Fi. If you have any difficulties turning on airplane mode, please ask one of our team members to help.

Any quick tips to make experience better?
Email Access: Use webmail (http://mail2web.com/) if having access issues

Pause auto-updates:

• Apple Devices - Tap settings General → iTunes & App Store → Toggle all options to off

• Android Devices - Visit Playstore → Settings → Auto Update Apps → Select "Do not auto-update apps"

Can someone help me with my device?
Our Guest Services team is always available to assist with common issues concerning the satellite internet service; however, they cannot troubleshoot or repair your device beyond the most basic concerns.

What if I didn't bring my own device, how can I print anything on board?
Computer workstations are available on board 24-hours a day. You are able to purchase and use an internet plan on these workstations. You can also print using workstations. Printing is not available from your personal device.

How will I be billed? Are there any free websites?
Billing is integrated with your stateroom account. You can access free websites listed under the **"Complimentary Websites"** link on the pull-down menu of Navigator. These include access to the Holland America Line blog and website.

What should I do if my registration fails?
Various factors can contribute to login failures, including inactive accounts, incorrect credentials such as a date of birth that doesn't match our system or parental blocks. Ensure that all data is correct and check with anyone from the Guest Services team if you continue to experience difficulties.

Why is the internet slower than on land?
Your data transmissions (e.g., news, emails, Facebook posts, etc.) travel via a radio communications satellite that is over 20,000 miles away before landing at a relay station on Earth and tracing the path back to complete the original request. The time taken for this transmission (also known as latency) slows the experience. Latency is not a factor when accessing internet on land.

Moreover, obstructions, such as fjords, or bad weather may also impact connections as the ship moves. Transmissions are subject to demand spikes from an increase in connections. In case you notice issues, close all open browser windows/tabs and log back in through Navigator.

Will I always be able to purchase a package that lasts my entire voyage?
Voyage packages are available for up to 31 days in length. If your voyage lasts more than 31 days, you can purchase a voyage package if the option is available.

Why can't I access certain web content on board?
We reserve the right to filter certain content accessed via the ship's internet services to maintain network stability and to be in regulatory compliance.

Are there ADA-compliant options available for internet access on board?
Every ship is equipped with a dedicated ADA-compliant computer workstation. This workstation is wheelchair accessible and is clearly marked by the universally recognizable ADA sign. Additionally, it features JAWS reading software for guests who are blind or whose vision is impaired.

Do I need to log out?
Not any more, however our recommendation is to log out when not online to preserve your fellow guests' experience.

EMAIL • NEWS • WEB • APPS • SOCIAL