

# eduroam Wireless Staff guide

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## What is eduroam?

eduroam is a secure global roaming wireless network for the research and education sector. It allows users to login using their eduroam credentials at their home institution or participating institutions for wireless network access.

This guide will assist ECU Staff connecting to the eduroam network on campus or before you visit another participating institution. **It is recommended to test your connection to eduroam on ECU campus first.**

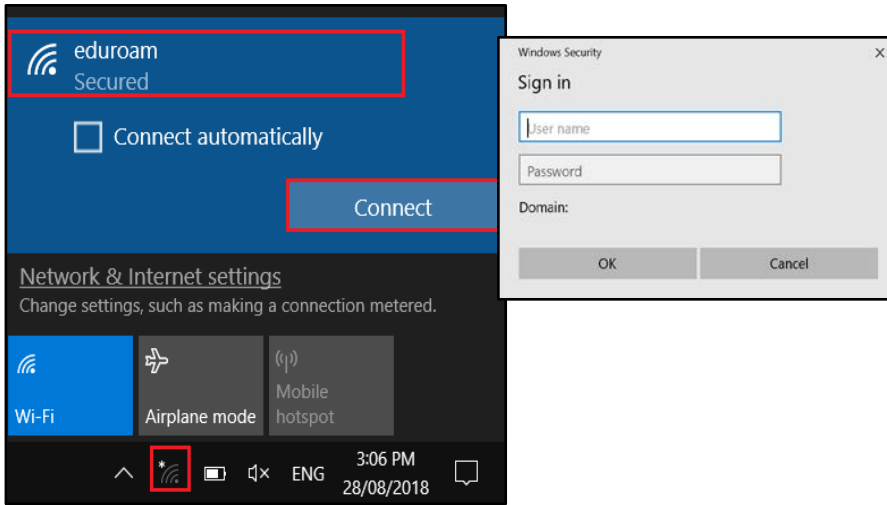
If you require access to ECU's intranet and internal resources from outside the University, make sure you have the VPN software installed and tested before you visit another institution. To find out how to connect to ECU's VPN, please visit ['Connecting remotely to ECU'](#).

Are you a visitor to ECU? If you have already set up eduroam on your device, log in using your institutions login details. If you are unsure, check with your institutions IT Department. More information about using eduroam is available on the [eduroam website](#).

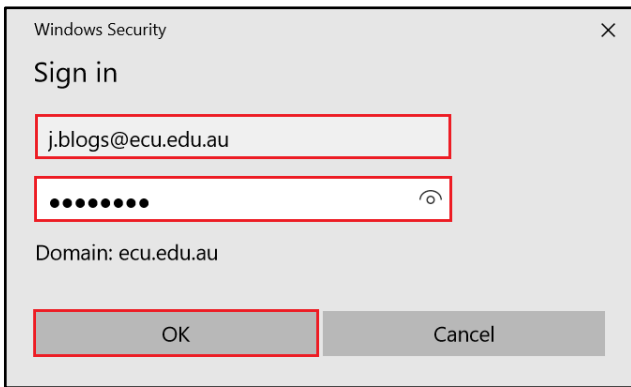
For further assistance, please contact the [IT Service Desk](#) on +61 8 6304 6000

# How to connect to eduroam on Windows 10

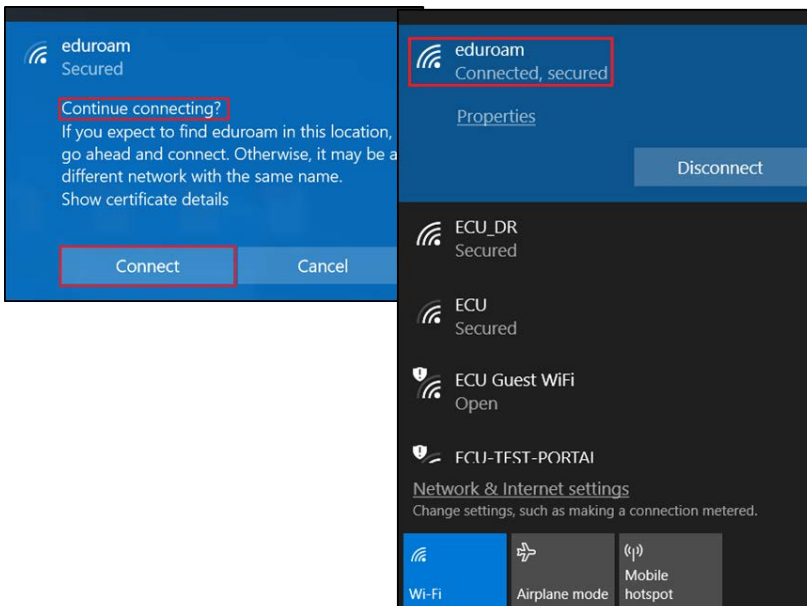
1. Select the **Wi-Fi** icon on your task bar, click on **eduroam** and then click **Connect**. A **Sign in** box should appear for you.



2. In the **Sign in** box enter the following:
  - For **ECU Staff**: Enter your **ECU email address** and **ECU password**, then click **Ok**.
  - For **ECC Staff**: Enter your **ECU username** in the format **ECUusername@ecu.edu.au** and your **ECU password**, then click **Ok**.



3. If you receive a message **“Continue Connecting?”** press **Connect**. If successful **eduroam** will then show **Connected**.

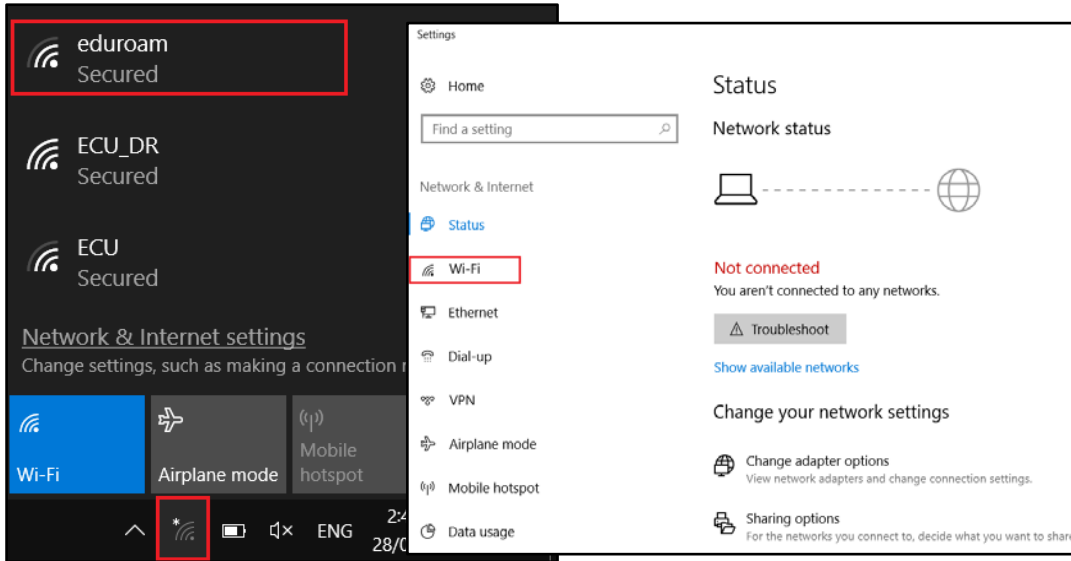


- Once you have been connected if you require access to ECU's internal resources then you will need to run the [ECU VPN connection](#). This step is required for ECU staff members if they are trying to access an ECU Shared drive or ECU internal applications. It is not required for Web browsing, email, or accessing Blackboard.

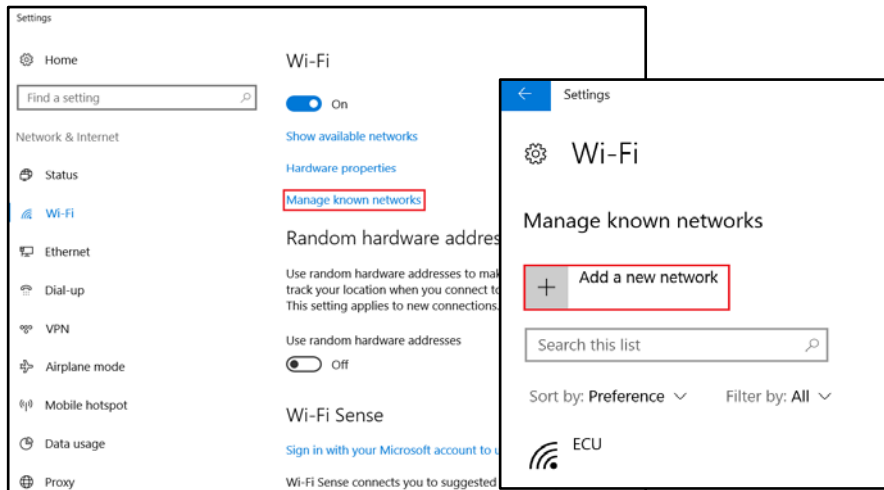
If you were unable to connect using the steps above, you can try setting up eduroam manually, follow the instructions below, or contact the IT Service desk on +61 8 6304 6000

## How to connect to eduroam on Windows 10 (Manual Setup)

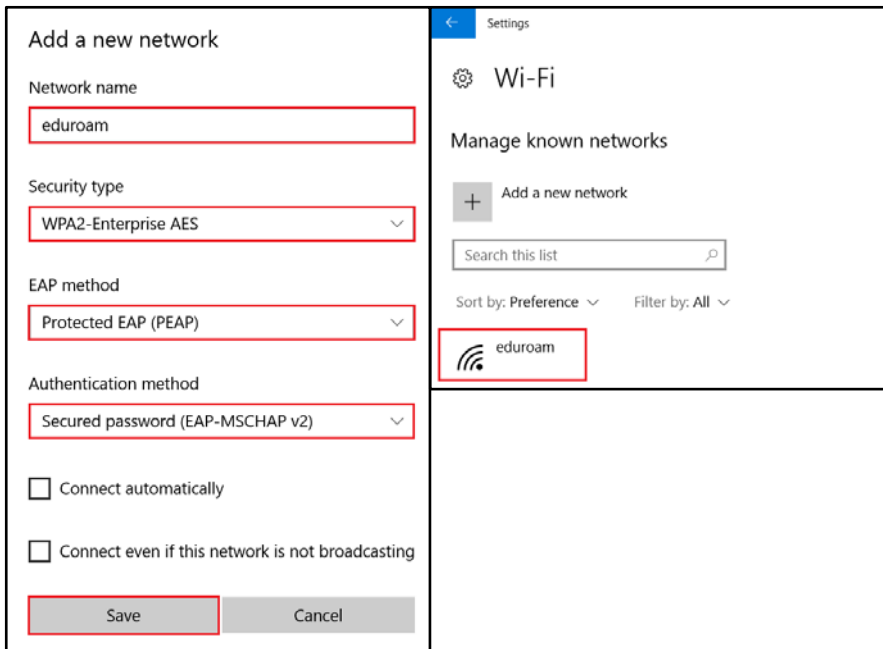
- Select the **Wi-Fi** icon on your task bar and click **Network & Internet settings**. On the **Network & Internet** settings page click on **Wi-Fi**.



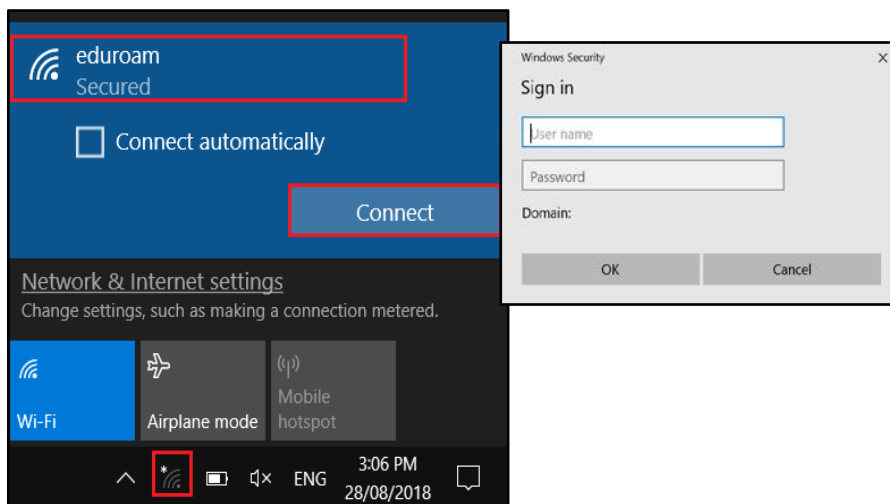
- Click on **Manage known networks** and then click **Add a new network**.



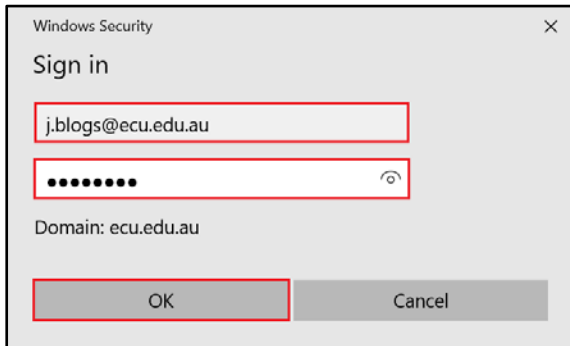
- Enter the following details and click **Save**. You should then see **eduroam** listed under **Manage known networks**.
  - Network name:** eduroam
  - Security type:** WPA2-Enterprise AES
  - EAP method:** Protected EAP (PEAP)
  - Authentication method:** Secured password (EAP-MSCHAP v2)



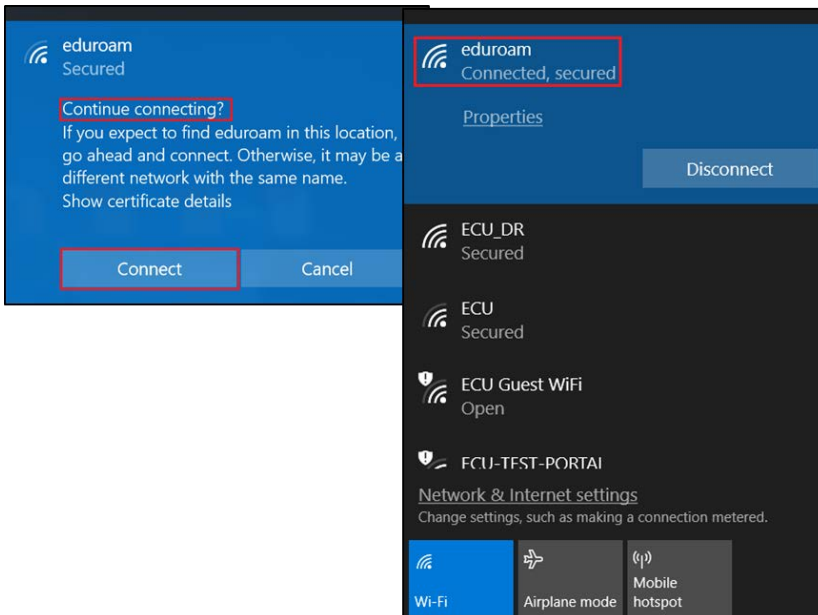
- Select the **Wi-Fi** icon on your task bar, click on **eduroam** and then click **Connect**. A **Sign in** screen should appear for you.



5. In the **Sign in** box enter the following:
- For **ECU Staff**: Enter your **ECU email address** and **ECU password**, then click **Ok**.
  - For **ECC Staff**: Enter your **ECU username** in the format **ECUusername@ecu.edu.au** and your **ECU password**, then click **Ok**.



6. If you receive a message “**Continue Connecting?**” press **Connect**. If successful **eduroam** will then show **Connected**.



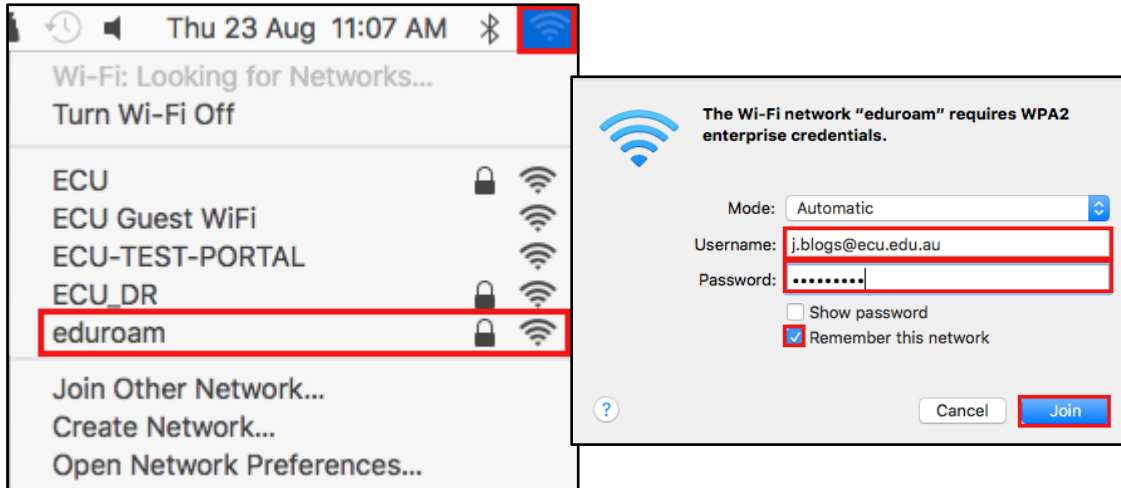
7. Once you have been connected if you require access to ECU’s internal resources then you will need to run the [ECU VPN connection](#). This step is required for ECU staff members if they are trying to access an ECU Shared drive or ECU internal applications. It is not required for Web browsing, email, or accessing Blackboard.

# How to connect to eduroam on Mac OS X

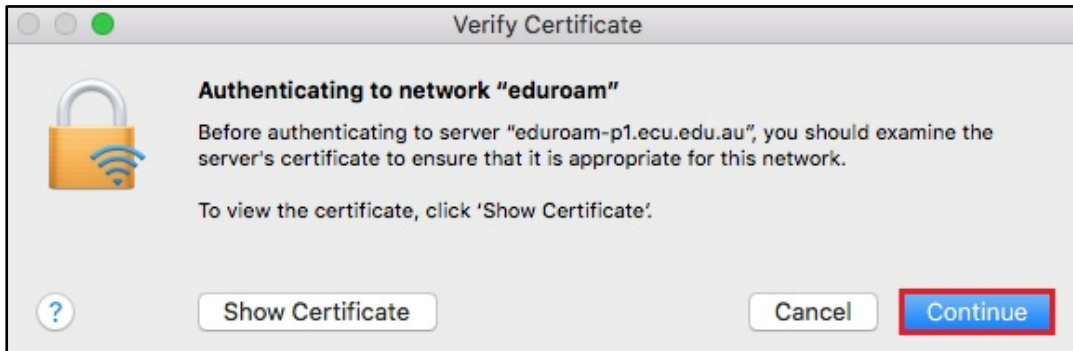
1. Select the **Wi-Fi** icon from your menu bar and click **eduroam** from your list of connections.

Enter the following:

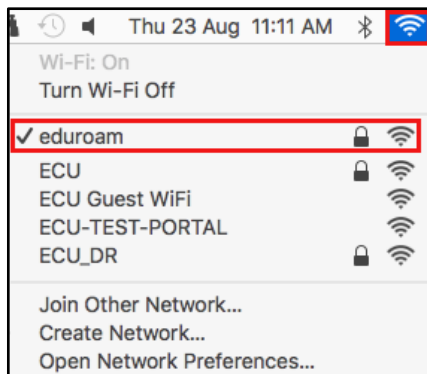
- For **ECU Staff**: Enter your **ECU email address** and **ECU password**, tick **Remember this network** and then click **Join**.
- For **ECC Staff**: Enter your **ECU username** in the format **ECUusername@ecu.edu.au** and your **ECU password**, tick **Remember this network** and then click **Join**.



2. If you receive a message **Authenticating to network "eduroam"** press **Continue**.



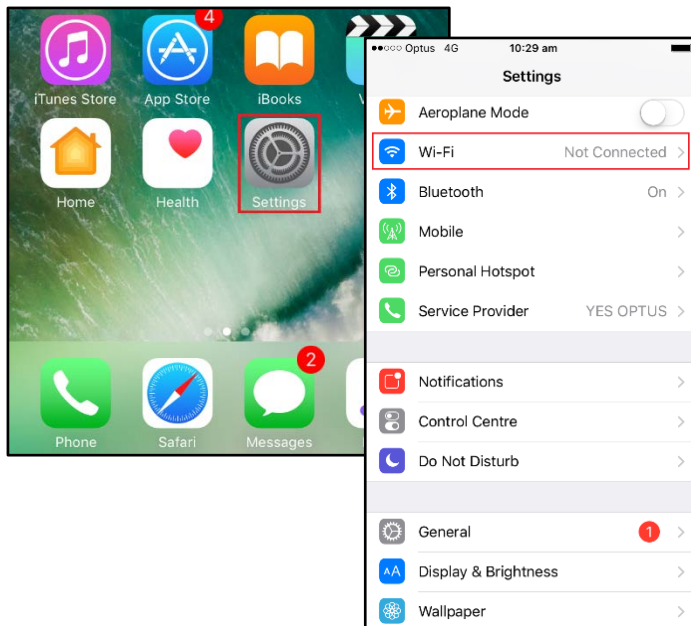
3. The **Wi-Fi icon** on your menu bar should go **solid** and **eduroam** should now be connected.



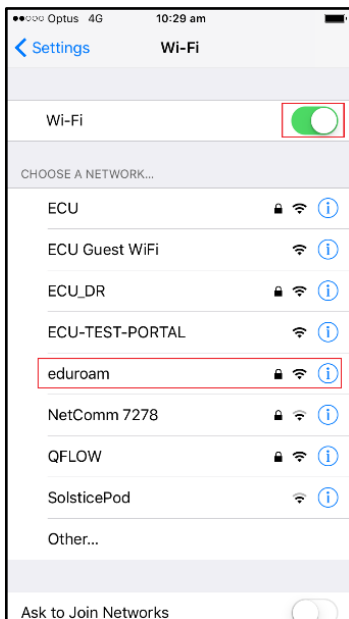
4. Once you have been connected if you require access to ECU's internal resources then you will need to run the [ECU VPN connection](#). This step is required for ECU staff members if they are trying to access an ECU Shared drive or ECU internal applications. It is not required for Web browsing, email, or accessing Blackboard.

# How to connect to eduroam on iPhone

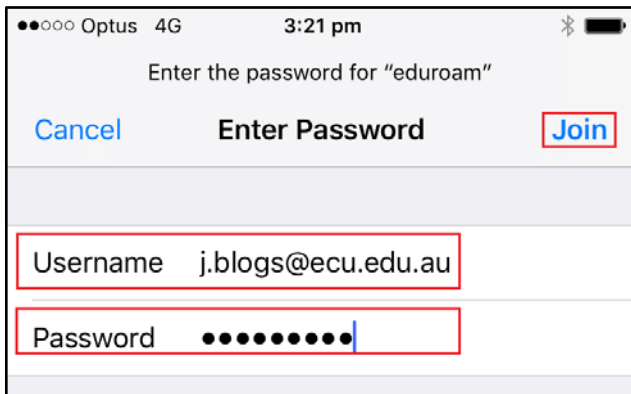
1. Tap on **Settings** icon, then select **Wi-Fi** on your iPhone.



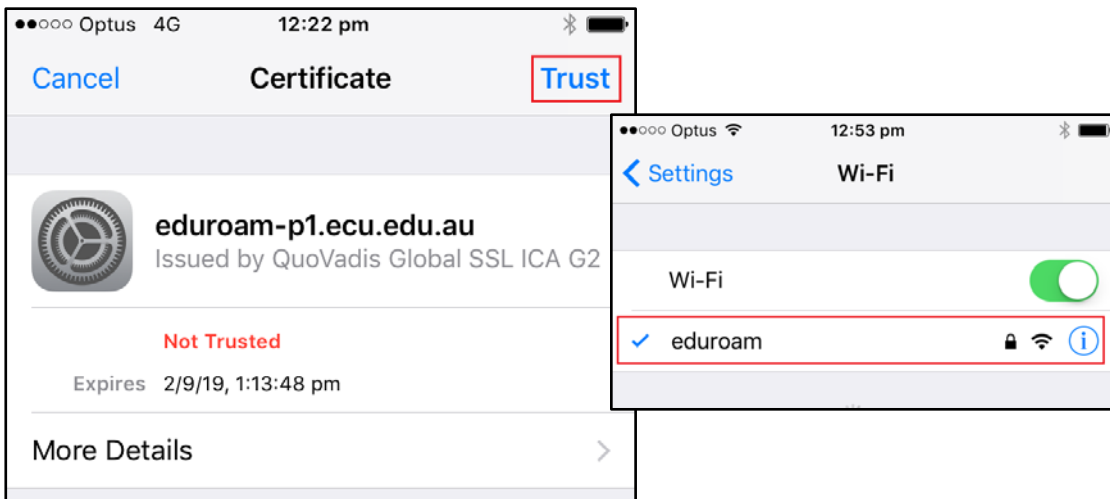
2. Make sure your **Wi-Fi** is turned **on**. Tap on **eduroam**.



3. Enter the following:
- For **ECU Staff**: Enter your **ECU email address** and **ECU password** and Tap **Join**.
  - For **ECC Staff**: Enter your **ECU username** in the format **ECUusername@ecu.edu.au** and your **ECU password**, and Tap **Join**.



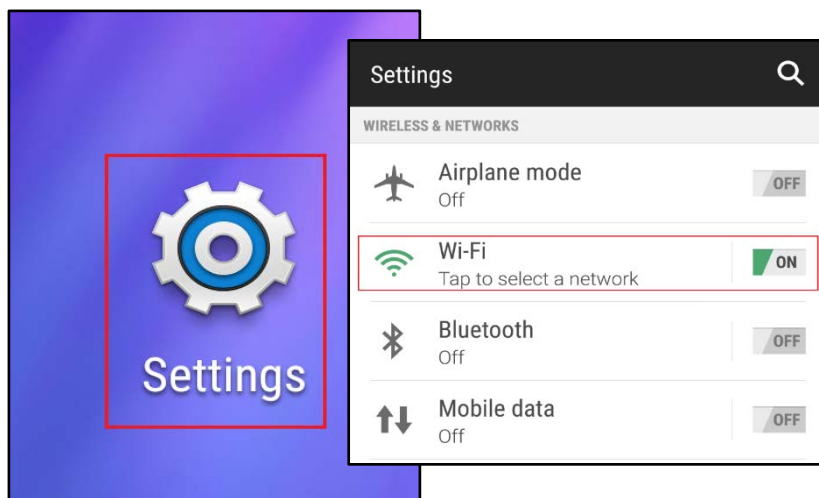
4. If you receive a **Certificate** message from eduroam, Tap **Trust**. If you are successful eduroam will have a tick showing connected.



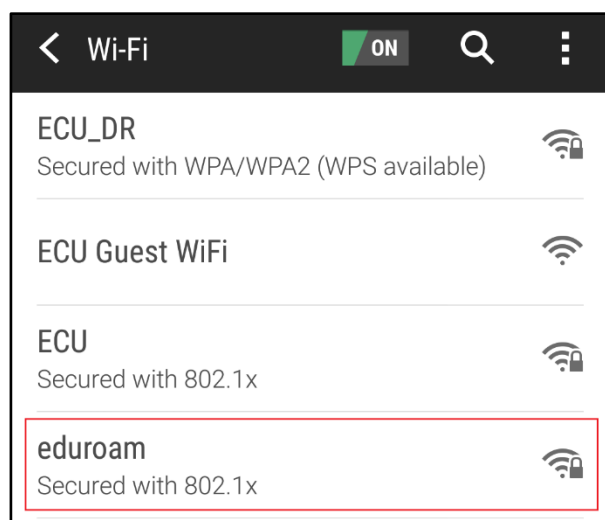


## How to connect to eduroam on Android

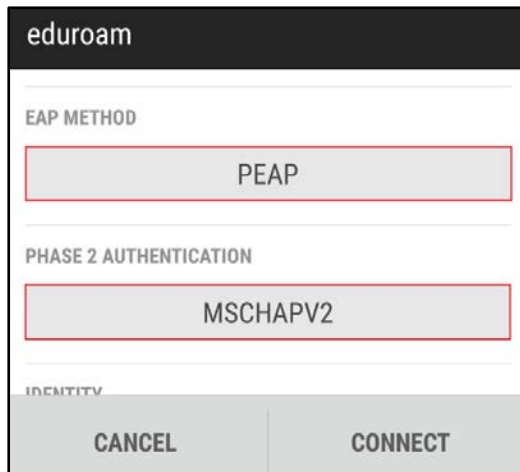
1. Go to **Settings** on your device, and Tap **Wi-Fi**. If Wi-fi is turned off, please turn it **on**.



2. Tap on **eduroam** to bring up the connection screen on your device.

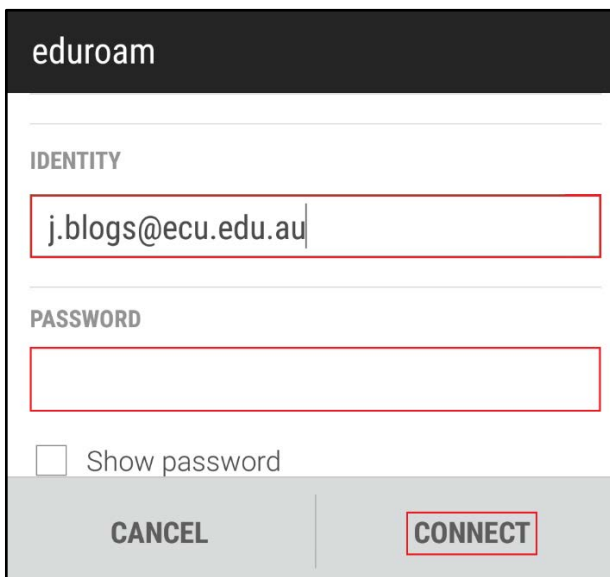


3. Setup **eduroam** to authenticate as follows:
- **EAP method:** Protected EAP (PEAP)
  - **Phase 2 Authentication:** Secured password (EAP-MSCHAP v2)
  - **CA Certificate:** Some devices require this to be set before you can press connect. Select “Don’t validate” if you have no other options.



The screenshot shows the 'eduroam' configuration interface. Under the heading 'EAP METHOD', the option 'PEAP' is selected. Under the heading 'PHASE 2 AUTHENTICATION', the option 'MSCHAPV2' is selected. At the bottom, there are two buttons: 'CANCEL' and 'CONNECT'.

4. Enter the following:
- For **ECU Staff**: Enter your **ECU email address** and **ECU password** and Tap **Connect**.
  - For **ECC Staff**: Enter your **ECU username** in the format **ECUusername@ecu.edu.au** and your **ECU password**, and Tap **Connect**.



The screenshot shows the 'eduroam' configuration interface. The 'IDENTITY' field is filled with the text 'j.blogs@ecu.edu.au'. The 'PASSWORD' field is empty. Below the password field, there is a checkbox labeled 'Show password' which is currently unchecked. At the bottom, there are two buttons: 'CANCEL' and 'CONNECT'.

5. Once successfully connected your Android device will show the connection status on the Wi-Fi settings screen as **eduroam connected**.

