eduroam Wireless

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Purpose

This training material highlights how to access the **eduroam** wireless network. The eduroam wireless network allows you to connect to other universities' wireless networks with your UofM credentials.

Audience

University of Memphis faculty, staff, or students that will be connecting to the on campus **eduroam** wireless network.

Note: If out of State or out of the country it may be necessary to contact the institution's IT department for assistance connecting if for any reason these instructions do not work.
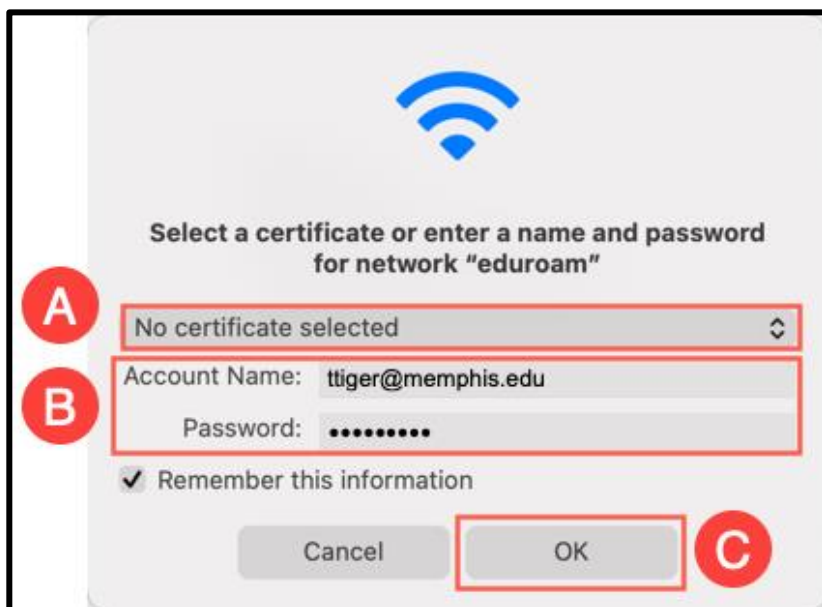
eduroam Wireless

Connecting on a Mac

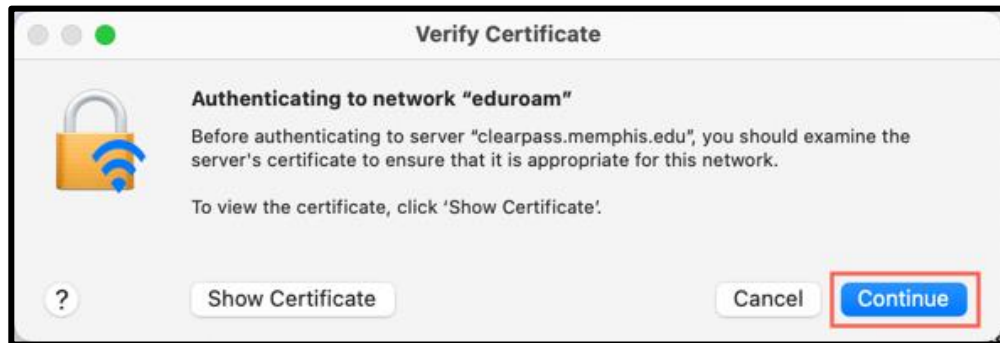1. Select **eduroam** wireless from the wireless network menu in the top-right corner of the screen.

2. **A)** Make sure **No Certificate Needed** is selected. **B)** Enter your **university email (for Account Name)** and **Password** associated with that email. **C)** Click **OK**.
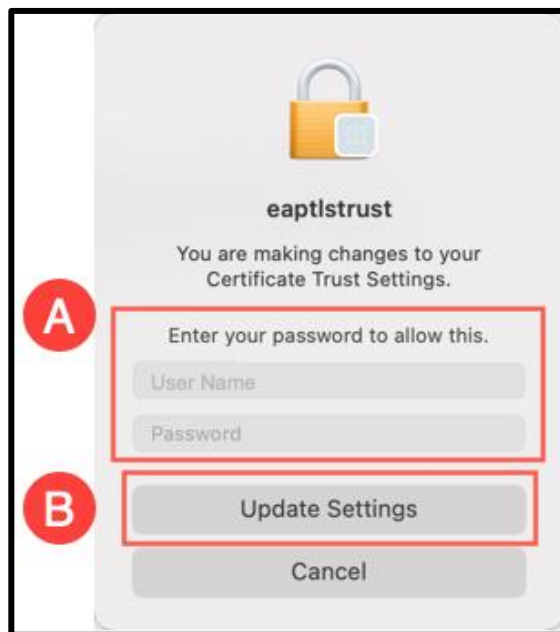

Note: This is NOT the administrative password for your mobile device it is your **university** *email and* **Password**. *Uuid does not include preferred email address.*

3. Next, Verify Certificate by authenticating to network "eduroam" by clicking **Continue**.
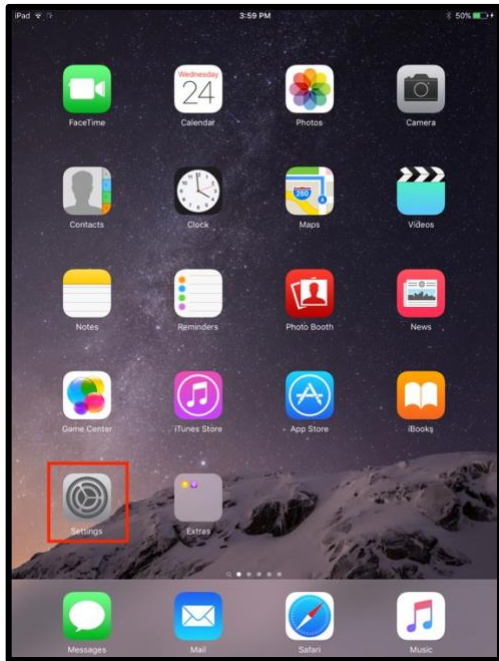

4. **A)** Next enter the administrative Username and Password for your Computer, **B)** Click Update Settings.
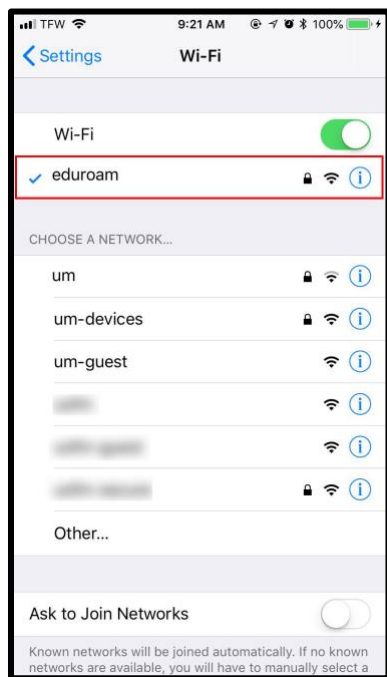

5. You are now connected to the eduroam wireless network.

Connecting on an iPad or iPhone

1. Go to your system **Settings**.

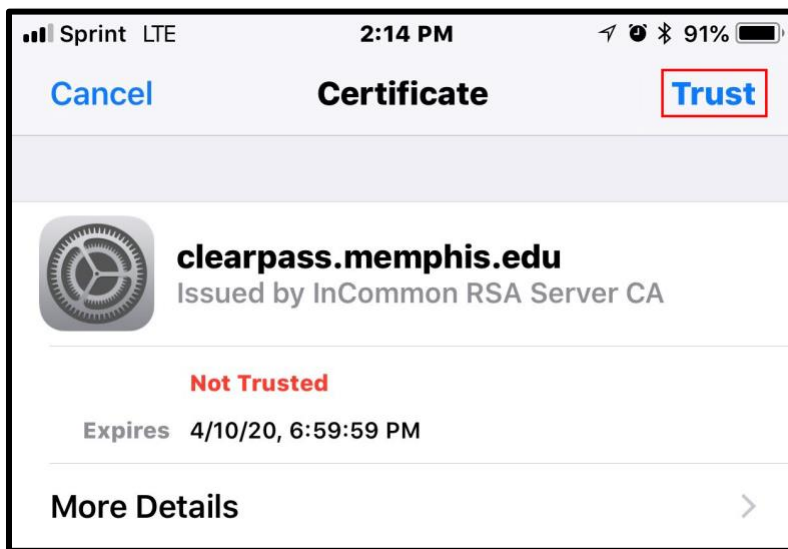2. Select **Wi-Fi,** then choose **eduroam** from the list of network choices.

Enter your **university email** and **password**. Tom Tiger's username is used (ttiger@memphis.edu). *Uuid does not include preferred email address.* Sign into SSO, authenticate with DUO.

*Note: This is NOT the administrative password for your mobile device it is your **university email** and **password**.*
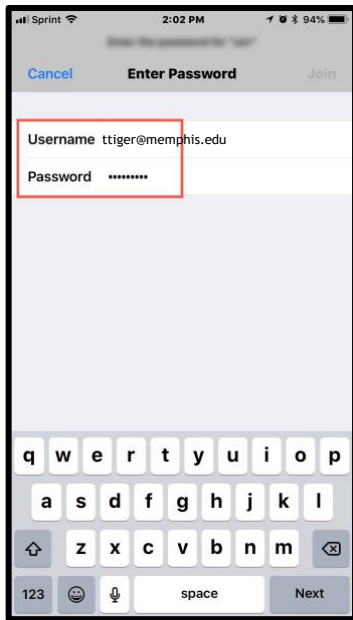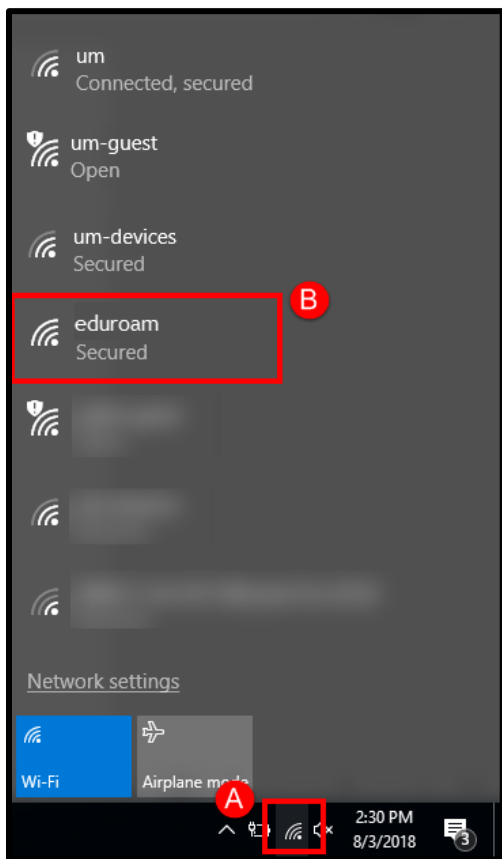

3. A window will pop up asking you to trust the certificate, click **Trust**.
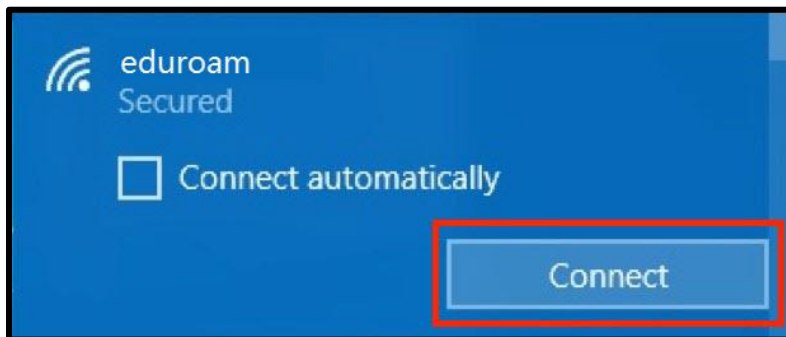

4. You are now connected to the eduroam wireless network.

Connecting on a PC - Windows 10

1. From the **A) Network settings**, **B)** select **eduroam** from the list of available wireless networks.
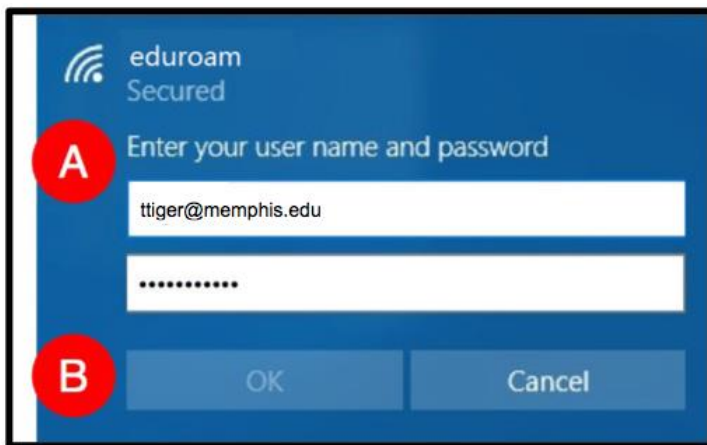

2. Click, **Connect**.

You will be prompted to **A)** Enter your **university email** and **password.** *Uuid does not include preferred email address.* Tom Tiger's username is used (ttiger@memphis.edu).

> *Note: This is NOT the administrative password for your mobile device it is your university email and Password.*

3. **B)** Click **OK.**

4. Next, you will receive a Windows Security Alert - **Continue connecting?** Click **Connect.**

6. You are now connected to the eduroam wireless network.
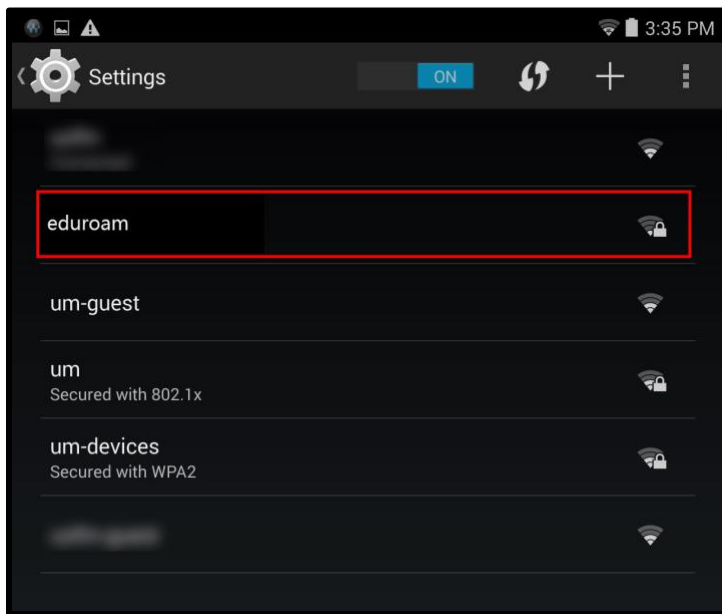
Connecting on an Android or Tablet
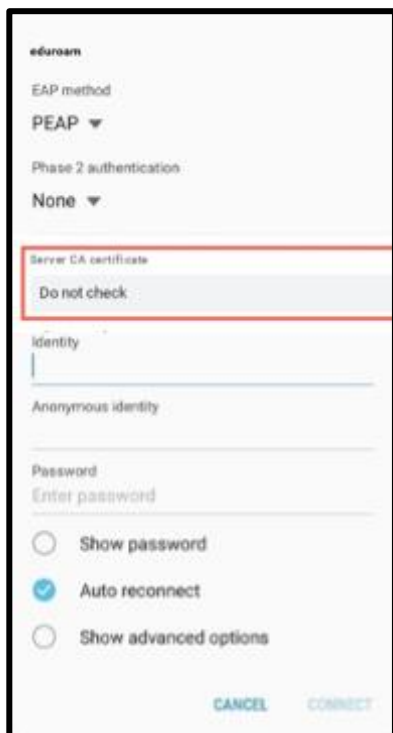
1. Go to your device **Settings**.

2. Make sure that your **Wi-Fi** has been activated for the device.

3. Select **eduroam** from the wireless networks.

4. Android users below OS 11 may have to tell the device not to validate the certificate. From the **CA certificate** menu **Do not check** from the drop-down menu.

5. From the **CA Certificate** drop-down menu select **Don't Validate**.

Note: Although it says "No certificate specified. Your connection won't be private.", nothing you send will be in cleartext and your connection will still be secure and encrypted.

6. A) Enter your UUID (first part of your email address) and password. *Uuid does not include preferred email address.*
*Note: This is NOT the administrative password for your device. Your **Identity** (username) will be your university username and the password associated with it. In this example, Tom Tiger's use name is used (ttiger).*

7. B) Make sure **Auto Reconnect** is selected, then click **Connect**.
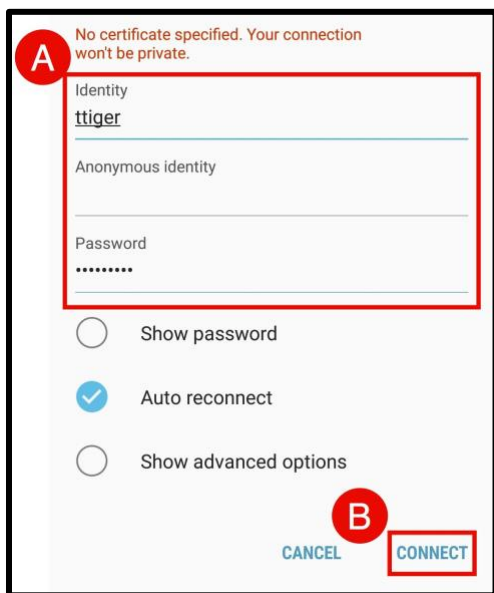
8. You are now connected to the um wireless network.

For Android users 11 or higher

1. **For Android users 11 or higher**

2. **A)** Clients will now need to select MSCHAPV2 under Phase 2 authentication and **B)** For _Android 11 users only_, they will now select **Online Certificate Status** from the drop-down menu. This will need to be set to **"Request certificate status"** instead of Do not Validate. **C)** Type in **"memphis.edu"** in the domain field. **D)** Enter your **UUID** and **Password**. E) Click **Save.**
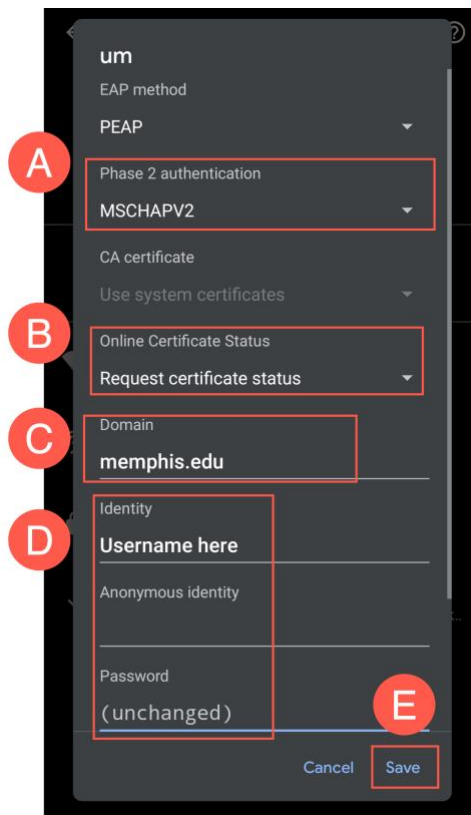
You are now connected to the um wireless network.

Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request

Login URL: Click here for our service desk ticketing system. After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Hours

Contact the Service Desk for assistance with technical login problems or issues. ALL incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at umtech@memphis.edu. *(Using this email will automatically generate a service request).*

Important Links

Explore the umTech Website

Search the Solutions Page