eduroam Wireless

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Revised: 5/17/23
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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.

![Verify Certificate](image)

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

![Update Settings](image)

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 user name 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.


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.

![CA Certificate](image)

**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.

![Auto Reconnect](image)

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 Walk-In hours (Admin Building Room 100):**
  - Monday - Friday 8:00 am - 4:30 pm

- **The ITS Service Desk Call Center hours:**
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm

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](mailto:umtech@memphis.edu). *(Using this email will automatically generate a service request).*

**Important Links**
- [Explore the umTech Website](#)
- [Search the Solutions Page](#)