eduroam Wireless

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Purpose

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

Audience

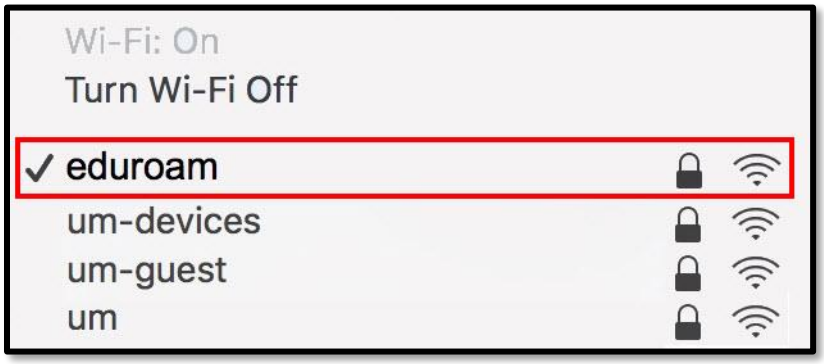
University of Memphis faculty, staff, or students that will be connecting to the on-campus **eduroam** wireless network.

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.*

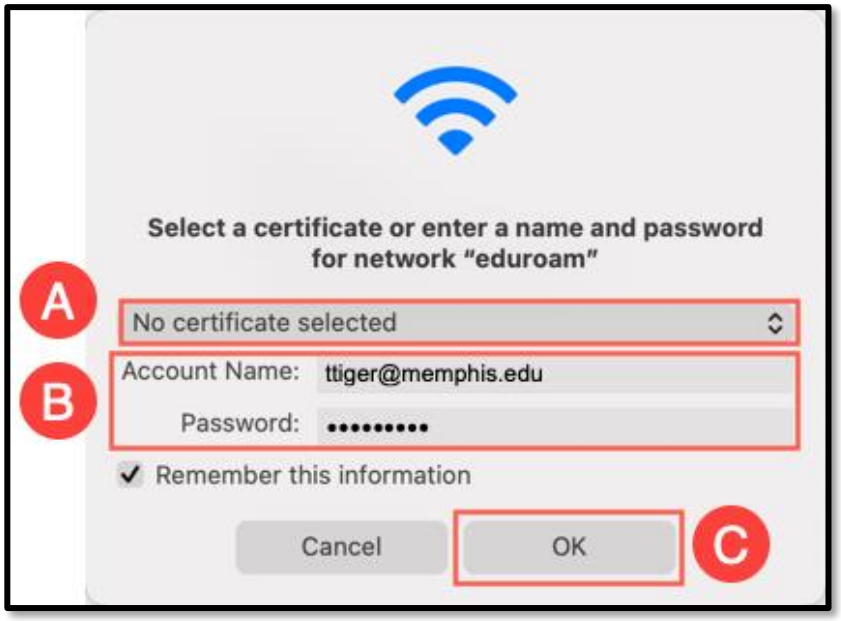
eduroam Wireless

Connecting on a Mac

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



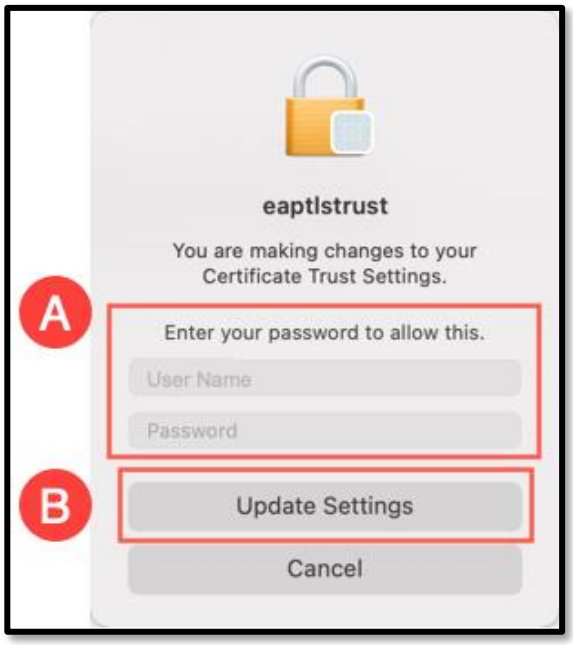
2. **A)** Make sure **No Certificate Needed** is selected. **B)** Enter your **university email (for Account Name)** and the associated password. **C)** Click **OK**.



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

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

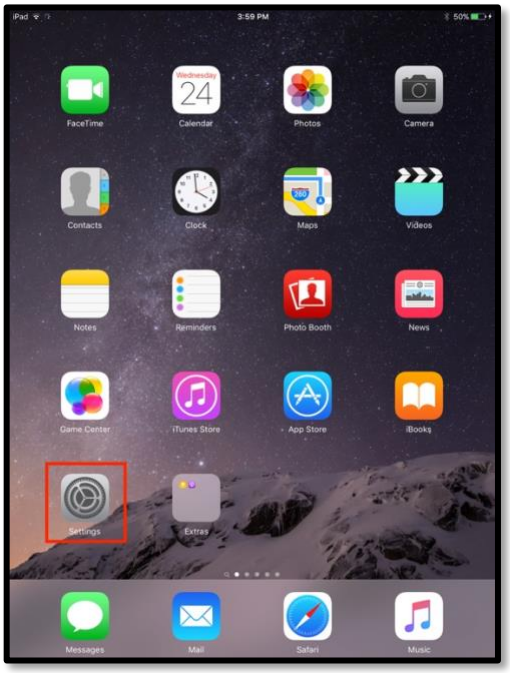
4. **A)** Next, enter the administrative Username and Password for your Computer **B)** Click Update Settings.



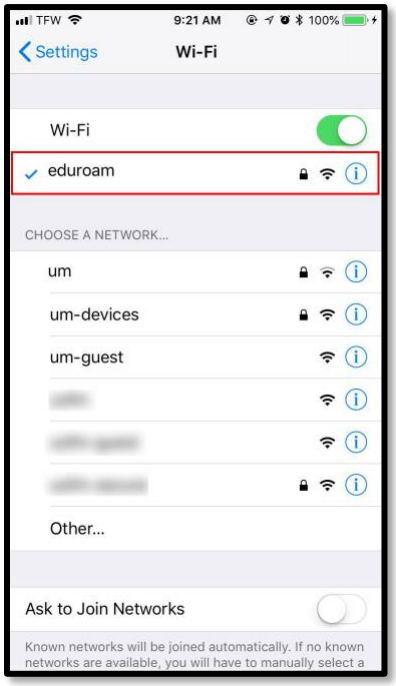
5. You are now connected to the eduroam wireless network.

Connecting on an iPad or iPhone

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

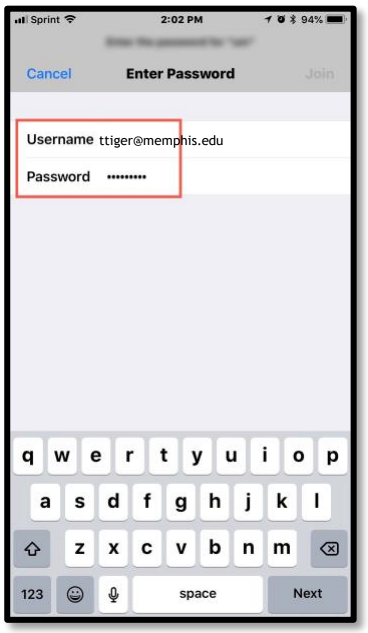


2. Select **Wi-Fi,** then choose **eduroam** from the list of network choices.

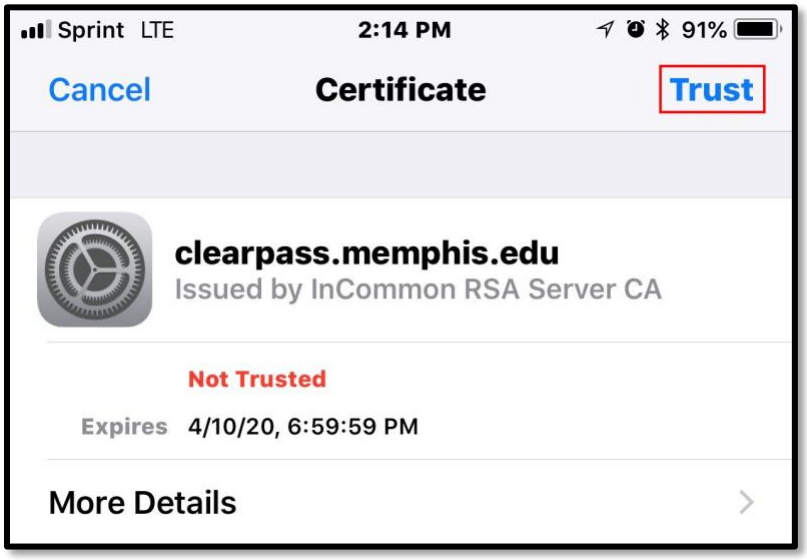


Enter your **university email** and **password**. Tom Tiger's username (ttiger@memphis.edu) is used. Uuid does not include a preferred email address.
Sign into SSO and authenticate with DUO.

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



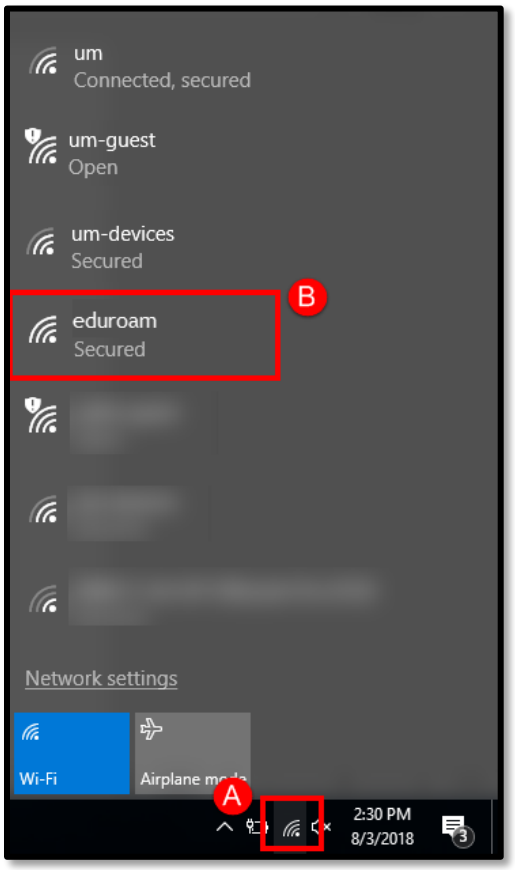
3. A window will pop up asking you to trust the certificate; click **Trust**.



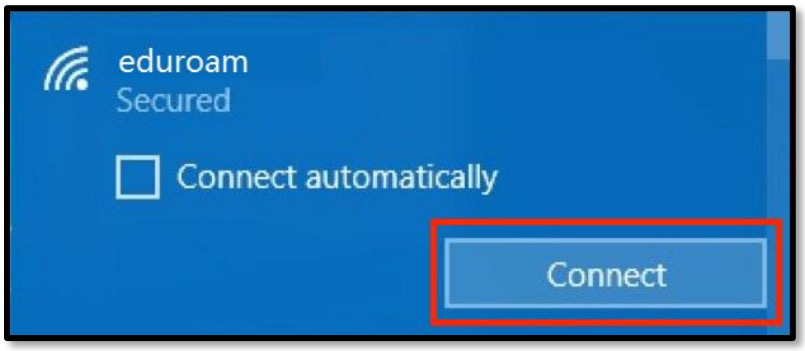
4. You are now connected to the eduroam wireless network.

Connecting on a PC - Windows 10

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



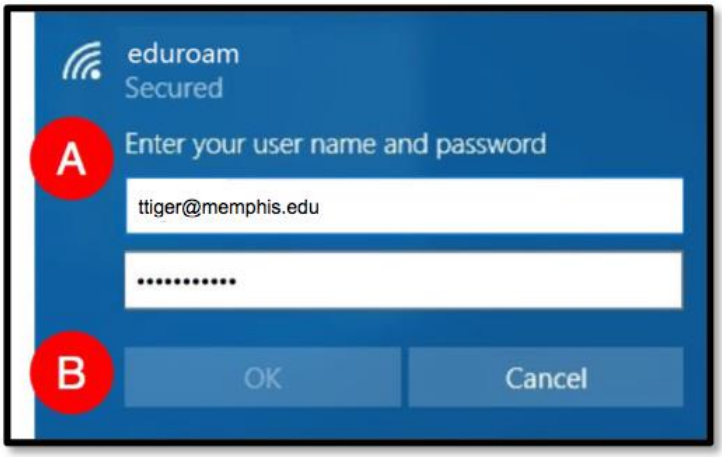
2. Click, **Connect**.



You will be prompted to **A)** Enter your **university email** and **password**. *Uuid does not include a 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**.

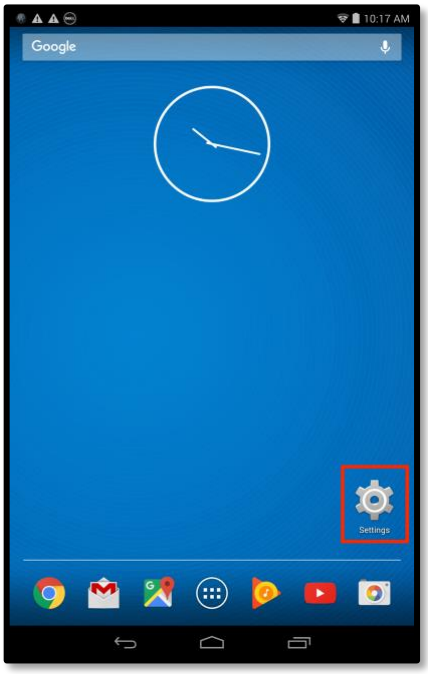


4. Next, you will receive a Windows Security Alert - **Continue connecting?** Click **Connect**.

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

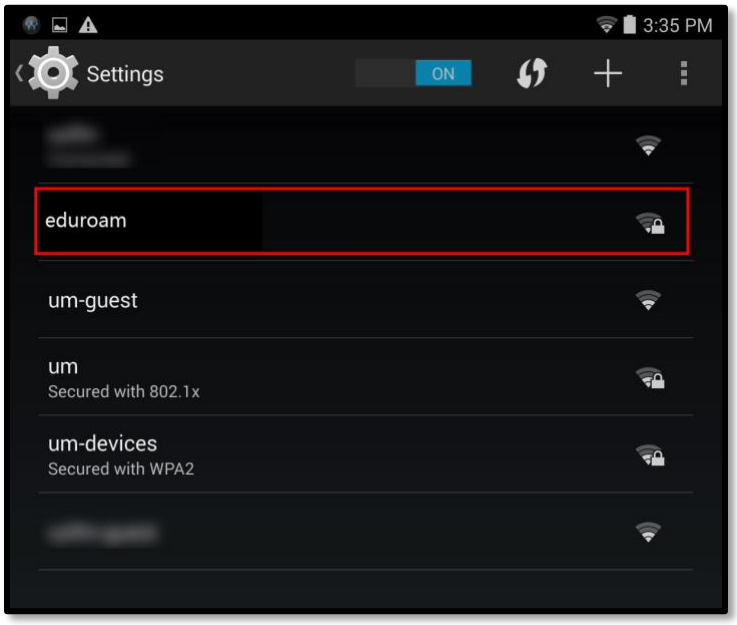
Connecting on an Android or Tablet

1. Go to your device **Settings**.

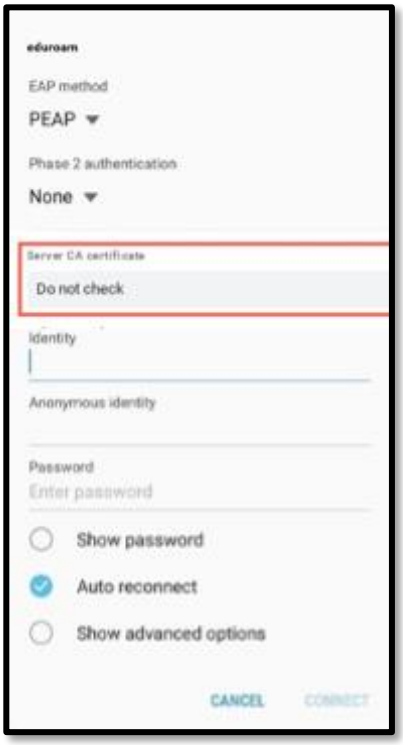


2. Make sure that your **Wi-Fi** has been activated for the device.

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.

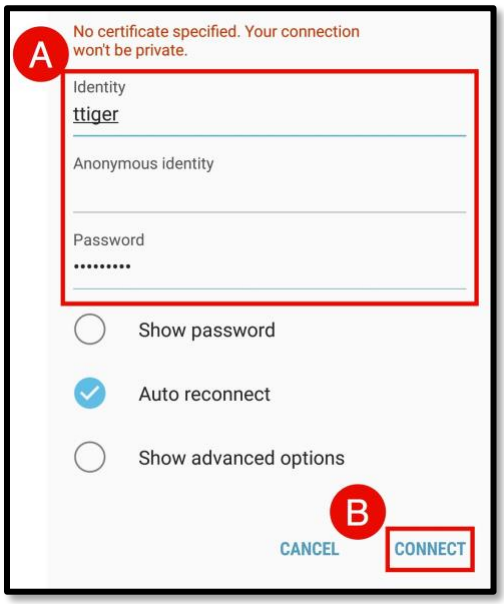


5. From the **CA Certificate** drop-down menu select **Don't Validate**.

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 a preferred email address.*
   Note: *This is NOT the administrative password for your device. Your* ***Identity*** *(username) will be your university username and associated password. In this example, Tom Tiger's use name is used (ttiger).*

7. B) Make sure **Auto Reconnect** is selected, then click **Connect**.

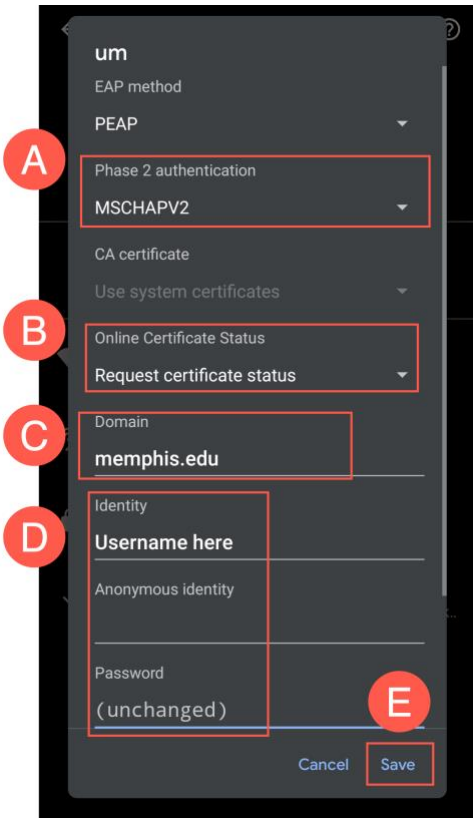


8. You are now connected to the um wireless network.

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)** Android 11 users will now select **Online Certificate Status** from the drop-down menu. This must 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 technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request
Login URL: Click here to access our service desk ticketing system. After logging in, choose the appropriate form to request 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. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or submit a service request.

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

Important Links

Explore the umTech Website
Search the Solutions Page