# Table of Contents

- Connecting on a Mac ................................................................. 3  
- Connecting on an iPad or iPhone .............................................. 4  
- Connecting on a PC - Windows 7 ............................................. 6  
- Can’t connect using first method for Windows 7? Use this one: ............. 7  
- Connecting on a PC - Windows 10 .......................................... 15  
- Connecting on an Android or Tablet ........................................ 17  
- Service Desk Request ............................................................... 20  
  - Submitting a Ticket ................................................................. 20  
  - Call the ITS Service Desk (901.678.8888) any day of the week! .......... 20  
    (Excluding Some Holidays) .................................................... 20  
- Important Links ........................................................................ 20
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.
eduroam Wireless

Connecting on a Mac

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

![Wi-Fi menu with eduroam selected]

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

3. 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.
3. Enter your university email and password. 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.

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

5. You are now connected to the eduroam wireless network.
Connecting on a PC - Windows 7

1. From the (A) **Network settings**, (B) choose **eduroam** from the list of available wireless networks. Check the **Connect Automatically** box and click **Connect**.

![Network settings](image1)

2. Enter your **university email** and **Password**. 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**.

![Windows Security](image2)
4. Next, you will receive a Windows Security Alert - *The connection attempt could not be completed*. Click Connect.

![Windows Security Alert](image)

*Note: Although it says “The Credentials provided by the server could not be validated. We recommend that you terminate the connection and contact your administrator with the information provided in the details. You may still connect but doing so exposes you to security risk by a possible rogue server.”, nothing you send will be in cleartext and your connection will still be secure and encrypted.*

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

**Can’t connect using first method for Windows 7? Use this one:**

1. Open *Wireless Network Settings*.
2. From wireless settings, Click **Open Network and Sharing Center**.

3. In the **Network and Sharing Center**, select **Manage Wireless Networks**.
4. From **Manage Wireless Networks**, select **Add**.

![Manage Wireless Networks](image1)

5. Select **Manually Create a network profile**.

![Manually connect to a wireless network](image2)

6. Now enter information for the wireless network **eduroam**. A) Type um for **Network Name**. For **Security Type**, Select **WPA2-Enterprise**. For **Encryption type**, select **AES**. B) Click **Next**.

![Enter information for the wireless network you want to add](image3)
7. From the Security tab, check the box, Remember my credentials for this connection each time I’m logged on. Click on Settings.

8. From Protected EAP Properties, select Configure.
9. A) Make sure the box under “When connecting: Automatically use my windows logon name and password (and domain if any).” is NOT checked. B) Click, OK.

![EAP MSCHAPv2 Properties]

10. Next, click on **Advanced Settings**.

![Wireless Network Properties]
11. A) Make sure the box is checked beside Specify Authentication Mode. Select User Authentication from drop-down menu. B) Click OK.

12. A) A Windows Security window will appear. Enter your university user name (first part of your email address) and password. B) Click OK.

Note: This is NOT the administrative password for your computer. Your Username will be the first part of your university email address and password associated with it.
13. Next, the advanced settings window will appear. Click OK.

14. You will then receive a Windows Security Alert. The Alert will say “The connection attempt could not be completed”. Click Connect.
15. Next a window should pop up asking you to set Network Location. Select Public Network.

16. You are now connected to the um 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.
3. You will be prompted to (A) Enter your university email and password. 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.

4. (B) Click OK.

5. 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. Some Android users may have to tell the device not to validate the certificate. From the CA certificate menu Select certificate from the drop-down menu.
5. From the **CA Certificate** drop-down menu select **Don’t Validate**.

![Certificate dropdown menu]

*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.
   *Note: This is NOT the administrative password for your device. Your **Identity** (user name) will be your university user name and the password associated with it. In this example, Tom Tiger’s user name is used (ttiger).*

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

![Identity and password form]

8. You are now connected to the um wireless network.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation