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.
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 showing 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**.

![Setting screen]

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

![Wi-Fi selection screen]
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 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. Android users below OS 11 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**.

![CA Certificate dropdown menu with Don’t Validate highlighted]

**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**.

![Password input field with Tom Tiger’s user name highlighted]

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. Upon completing the training covered in this course, faculty, staff, and students can 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 hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- 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 8:00 p.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 umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Search Our Solutions Page