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.

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

6. Enter your UofM 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 UofM email and Password.

2. (B) Click OK.
3. Next, you will receive a Windows Security Alert - *The connection attempt could not be completed*. Click Connect.

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.
3. You will be prompted to (A) Enter your UofM 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 UofM email and Password.

4. (B) Click OK.

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

4. You are now connected to the eduroam wireless network.
Connecting on an Android or Tablet

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

![Android Settings Screen]

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

![Wi-Fi Activation Screen]
3. Select **eduroam** from the wireless networks.
7. **(A)** Enter your **UofM email**, under **Identity 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 UofM email and Password.*

4. **(B)** Click **Connect**.

5. You are now connected to the eduroam 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