



eduroam User Guide

Table of Contents

What is eduroam?.....	2
Where can I use eduroam?	2
How do I connect my device to eduroam?	2
Mobile Device	2
Laptop	3
I need help, what do I do?	4

What is eduroam?

eduroam is an international roaming service that gives users access to WiFi at a large number of research, higher education and further education institutes around the world.

Wherever you are whenever you see the eduroam WiFi network you can connect using your HESA credentials.

Where can I use eduroam?

As mentioned above eduroam is an international service so you can use the service around the world. A list of participating organisations can be found here:

UK

<https://www.jisc.ac.uk/eduroam/participating-organisations>

World (the links on this page will direct you to the provider for that country)

<https://www.eduroam.org/where/>

There is also an app available for iOS and Android developed by Jisc, it can be downloaded below:



How do I connect my device to eduroam?

The method of connecting will differ depending on the device you're using, please see the guides below.

The network name will always be **eduroam**.

Mobile Device

The exact steps may differ slightly depending on your phone but the general concept is the same.

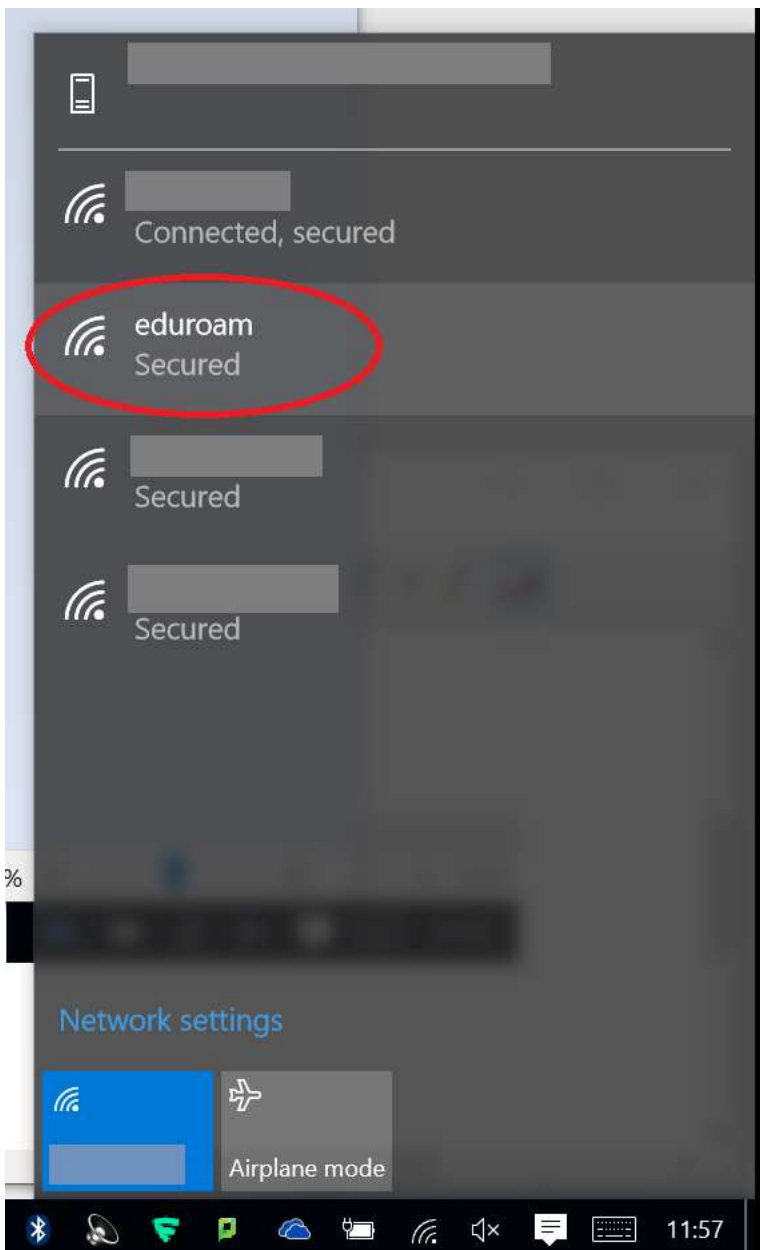
- 1- Click on "Settings"
- 2- Click on "Wi-Fi"
- 3- On the network list select "eduroam"
- 4- Enter your HESA username & password, the same credentials you use on your workstation.
- 5- If you're prompted about the Certificate click on "Trust".
- 6- You're now connected to eduroam.

Laptop

- 1- In the bottom click on the wireless icon in the system tray



- 2- Click on the “eduroam” network



- 3- Enter your HESA username & password, the same credentials you use on your workstation.
- 4- If you're prompted about the Certificate click on “Trust”.
- 5- You're now connected to eduroam.



I need help, what do I do?

If you're at offsite and can't connect to eduroam you will need to contact the HESA IT team in the first instance. The provider's IT teams won't be able to assist as the authentication takes place on the HESA network. If the HESA IT team advise you to speak to the provider, then you can do so.

The same applies for people visiting HESA, they will need to contact their IT team first and only then can we look at it.