

14c - Eduroam - iPhones and Android phones

What is Eduroam?

Eduroam (education roaming) is the secure, world-wide roaming access service developed for the international research and education community.

It can be used by visitors from other Universities to connect to wireless, or by Warwick University members travelling to other Universities:

<https://warwick.ac.uk/services/its/servicessupport/networkservices/wifi/eduroam/>

Eduroam users should be aware of the JANET acceptable use policy:

<https://warwick.ac.uk/services/its/servicessupport/networkservices/wifi/>

Members of Warwick while on campus should connect to the hotspot-secure network.

Connection instructions for iPhone and iPad

Select the **Settings** icon and tap **Wi-Fi**.

Select **eduroam** from the list of networks

When prompted, enter your **ITS username** e.g. u1512345 followed by @warwick.ac.uk and your **ITS password**.

[Visitors need to use their ITS username@their uni domain.ac.uk e.g. username@bham.ac.uk]

A prompt may appear asking you to accept one or more certificates. It is important that you review the certificates to make sure that they are the correct ones.

Click **More Details** to review the certificate properties.

The correct certificates are: **eap.warwick.ac.uk** and the root certificate is **AAA Certificate Services**.

If you are satisfied that the certificates are correct then press **Accept or Trust** to connect to Eduroam

If the iPhone doesn't prompt for a usercode, but only a password, or if it won't connect, you need to add the network again.

To add the network, select **Settings, Wi-Fi** then tap Other and type **eduroam**. Security is **WPA2 Enterprise**, tap Back then type in **username@warwick.ac.uk** and **password**, tap **Join** to save settings.



Connection instructions for Android phones

Go to the **Settings** menu and tap **Connections**

Tap **Wi-Fi** and select **eduroam**, from the list of connections.

When prompted, enter the following details:

EAP method: **PEAP**

Phase 2 authentication: **MSCHAPv2**.

CA certificate: Select **Use System Certificates**

Domain: **warwick.ac.uk**

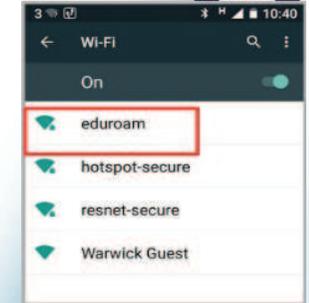
Identity: Enter your **ITS username** e.g. u1512345@warwick.ac.uk

Visitors need to use their ITS username@their uni domain.ac.uk e.g. username@bham.ac.uk]

Anonymous identity: Leave as blank.

Password: Enter your **ITS password**.

Online certificate status: **Request Status**



Note: Android versions from Android 11 have introduced new ways of handling CA certificates. Select **Use system certificates** to use the certificates that come pre-installed on your device. There may be occasions where your device does not include the correct certificate and you will need to install the certificate manually. There are instructions on the following web page on how to do this:

<https://warwick.ac.uk/services/its/servicessupport/networkservices/wifi/eduroam/android/certificate>

Once you are happy that you have the correct certificate, click on Connect

If you still have problems connecting, please contact the **ITS helpdesk on 02476 573737** or visit the **ITS drop-in centre on the 1st floor of the University Library**.

IT Services Help Desk

✉ helpdesk@warwick.ac.uk

🖥 warwick.ac.uk/its