Which wifi network to select

Hotspot-secure is the main campus wireless network and is available in all campus buildings. https://warwick.ac.uk/services/its/servicesupport/networkservices/wifi/hotspot-secure/

Resnet-secure is the wireless network available in most campus residences, for Warwick University members. https://warwick.ac.uk/services/its/servicesupport/networkservices/wifi/resnet-secure

Connection instructions for Mac

On your laptop, click the wi-fi icon to show the list of wireless networks then click hotspot-secure or resnet-secure as required. Enter your ITS username e.g. u1512345 and password to connect to the network.

Troubleshooting connection issues

Open System Preferences. Click on Network then select Wi-Fi on the left.

Click the Turn Wi-Fi On button in the top left of the Network window.

Click Advanced and then click on the + sign to add a new network

Click Show Networks and select hotspot-secure from the list of available networks.

(Note: you need to be in range of the hotspot-secure network to be able to complete this step.)

Enter your ITS username and password when prompted. Click Add. You may see a screen asking to verify the certificate provided. Ensure that the server is either warwick-wireless1.warwick.ac.uk or warwick-wireless2.warwick.ac.uk signed by QuoVadis Root CA2 G3 and press Trust/Accept.

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 press Other and type in hotspot-secure. Security is WPA2 Enterprise, press Back then type in username and password, press Join to save settings.

Repeat if necessary for resnet-secure.

If you still have problems connecting, please visit us in the IT Services Help Desk Drop in Centre on the 1st floor in the Library.
Which wifi network to select

Hotspot-secure is the main campus wireless network and is available in all campus buildings. [https://warwick.ac.uk/services/its/servicesupport/networkservices/wifi/hotspot-secure/](https://warwick.ac.uk/services/its/servicessupport/networkservices/wifi/hotspot-secure/)

Resnet-secure is the wireless network available in most campus residences, for Warwick University members. [https://warwick.ac.uk/services/its/servicessupport/networkservices/wifi/resnet-secure](https://warwick.ac.uk/services/its/servicessupport/networkservices/wifi/resnet-secure)

Connection instructions for Mac

On your laptop, click the wi-fi icon to show the list of wireless networks then click hotspot-secure or resnet-secure as required. Enter your ITS username e.g. u1512345 and password to connect to the network.

Troubleshooting connection issues

Open System Preferences. Click on Network then select Wi-Fi on the left.

Click the Turn Wi-Fi On button in the top left of the Network window.

Click Advanced and then click on the + sign to add a new network.

Click Show Networks and select hotspot-secure from the list of available networks.

(Note: you need to be in range of the hotspot-secure network to be able to complete this step.)

Enter your ITS username and password when prompted. Click Add. You may see a screen asking to verify the certificate provided.

Ensure that the server is either warwick-wireless1.warwick.ac.uk or warwick-wireless2.warwick.ac.uk signed by QuoVadis Root CA G3 and press Trust/Accept.

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 press Other and type in hotspot-secure. Security is WPA2 Enterprise, press Back then type in username and password, press Join to save settings.

Repeat if necessary for resnet-secure.

If you still have problems connecting, please visit us in the IT Services Help Desk Drop in Centre on the 1st floor in the Library.

Further troubleshooting

Remove profiles: If you still can’t connect, in System Preferences, click Profiles. If it lists Eduroam, click – to remove this profile and click Apply. Enter your laptop password to allow this change. Try connecting to hotspot-secure again.

Remove stored passwords in Keychain Access: Search for Keychain Access then check the list for hotspot-secure or resnet-secure – you can either delete the entry (as it recreates it when you sign into the hotspot again, or edit it to check that your usercode and password are correct.

Recent usercodes generally start with u so make sure you typed the u.

Connection instructions for iPhone and iPad

Select the Settings icon and press Wi-Fi. Select hotspot-secure from the list of networks. When prompted, enter your ITS username e.g. u1512345 and password.

A prompt may appear asking to verify the server certificate. Ensure that the server is either warwick-wireless1.warwick.ac.uk or warwick-wireless2.warwick.ac.uk signed by QuoVadis Root CA2 G3 and press Trust/Accept.

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 press Other and type in hotspot-secure. Security is WPA2 Enterprise, press Back then type in username and password, press Join to save settings.

Repeat if necessary for resnet-secure.

If you still have problems connecting, please visit us in the IT Services Help Desk Drop in Centre on the 1st floor in the Library.