

Eduroam

Advice for University of Roehampton staff and students visiting other institutions

Check that the institution you are visiting is listed here:

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

All Roehampton staff and student accounts are enabled for *eduroam*

Connection settings for Eduroam

Ensure that your wireless is turned on & your wireless adaptor connection is enabled

Network name/SSID	eduroam (case sensitive)
Security type	WPA2-Enterprise/802.1x
WPA settings encryption type (if required)	AES
WPA authentication	PEAP-MSCHAP v2
Domain	none

You may only be able to get limited help at the institution you are visiting so the set-up and preparation for using eduroam service should be done before your visit. Please log a ServiceDesk ticket if you need further advice:

<https://servicedesk.roehampton.ac.uk/support/tickets/new>

Logging on

- Your *eduroam* username is your Roehampton username@roehampton.ac.uk (NOTE in a small number of cases, this may be different to your email address)
- Your *eduroam* password is your usual Roehampton network account password.

Support

If you have problems connecting to *eduroam* at the institution you are visiting:

- Check with the host institution that you are using that you are using the correct *eduroam* connection settings as their local settings may be slightly different to the above.
- Ensure you are using the correct UoR username (followed by @roehampton.ac.uk) and a working password. You can use Password Self Service to reset your password or unlock your account: <https://passwordreset.microsoftonline.com/>
- Contact the ServiceDesk at Roehampton for advice if you still cannot connect.
Please be aware that troubleshooting eduroam problems can take time.

Conditions of Use

You must abide by these policies

- University of Roehampton IT Terms and Conditions of use: <https://www.roehampton.ac.uk/globalassets/documents/corporate-information/policies/roehampton-it-policy.pdf/>
- JANET Eduroam policies: <https://community.jisc.ac.uk/library/janet-policies>