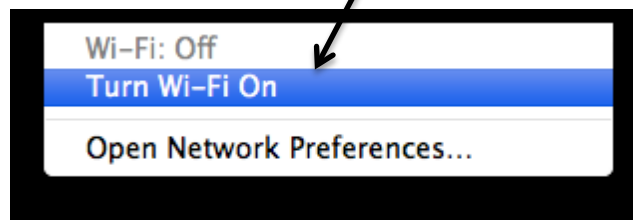
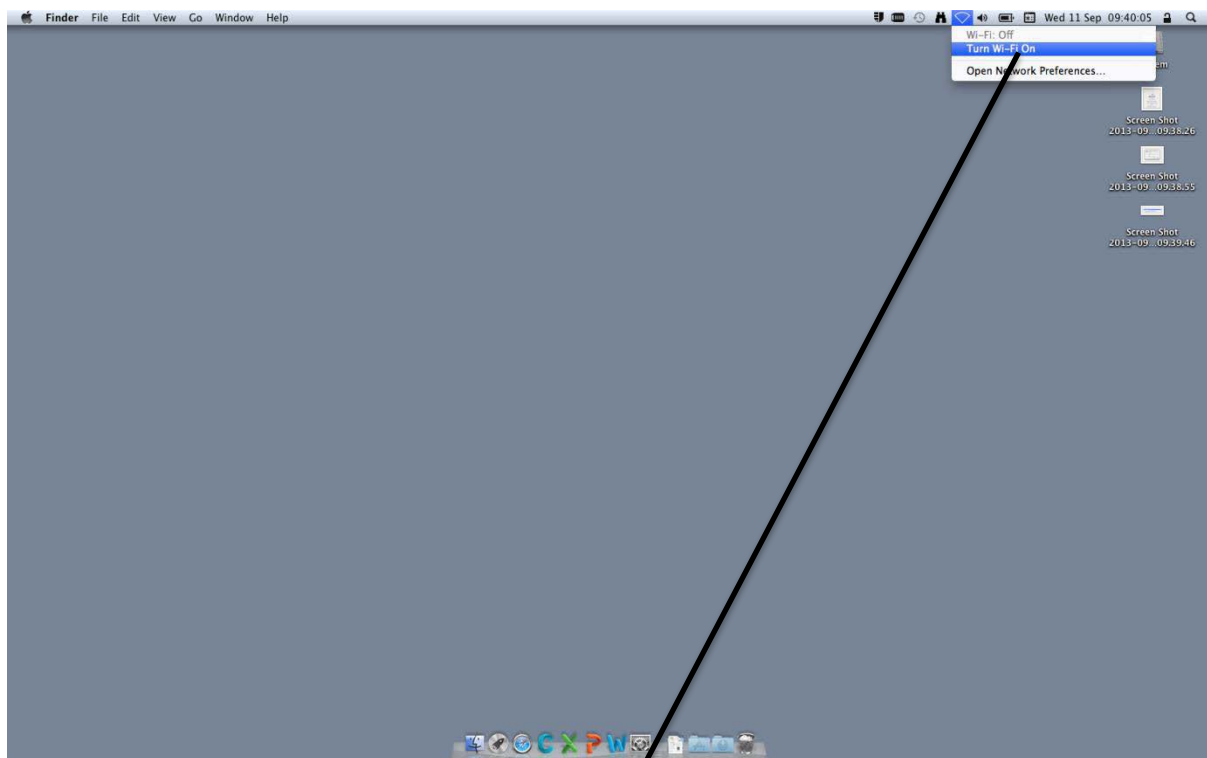


# Mac OS X WiFi Setup

**\*Please note that these instructions have been created using a MacBook running Mac OS X 10.7 (Lion). You might see slightly different screens and/or wording if you are using a different version of Mac OS X.**

1. Go to AirPort icon on the top right-hand corner of the screen and make sure that the Wi-Fi is switched on:

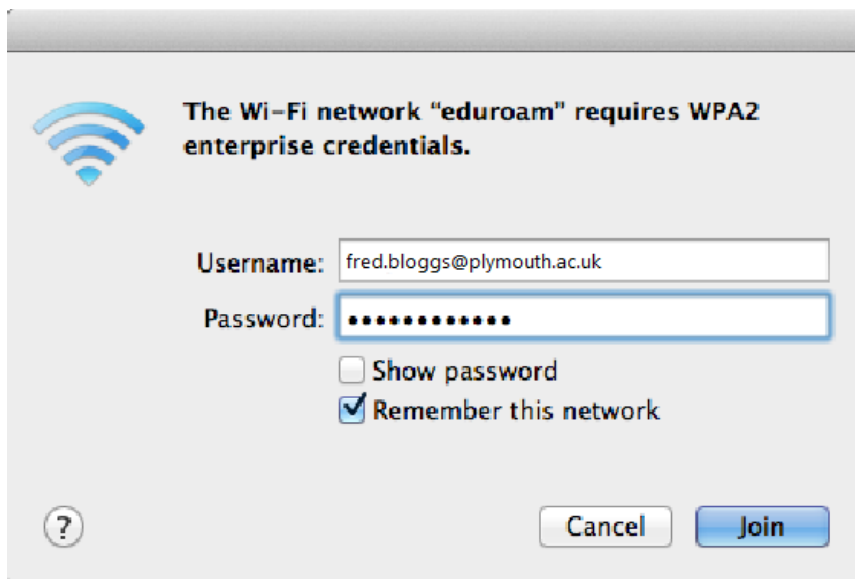


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2. Select 'eduroam' from the list:



3. When asked to login you should use your full email address as your username, and include a dot between your first name/initial and last name before the @: fred.bloggs@plymouth.ac.uk or f.bloggs@plymouth.ac.uk and enter your password in the password field and click 'Join':



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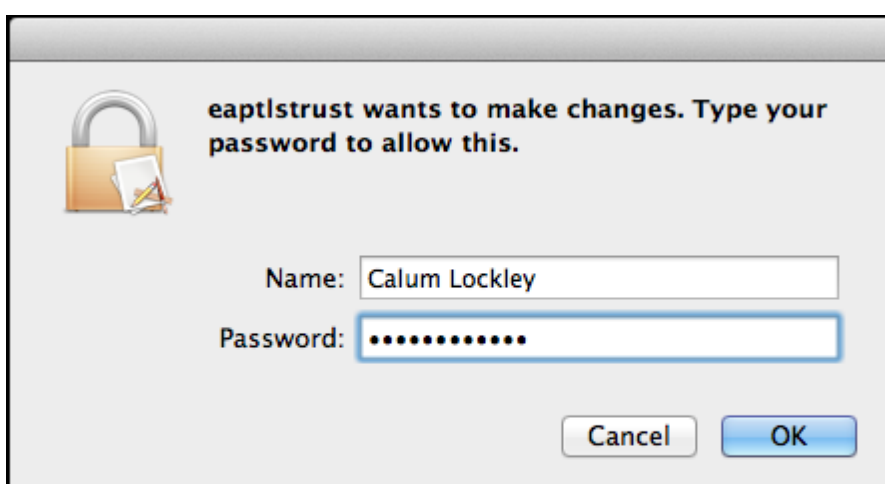
4. When connecting to eduroam you may be presented with a message asking about the new certificates.



5. Click 'Continue' to accept the certificate:



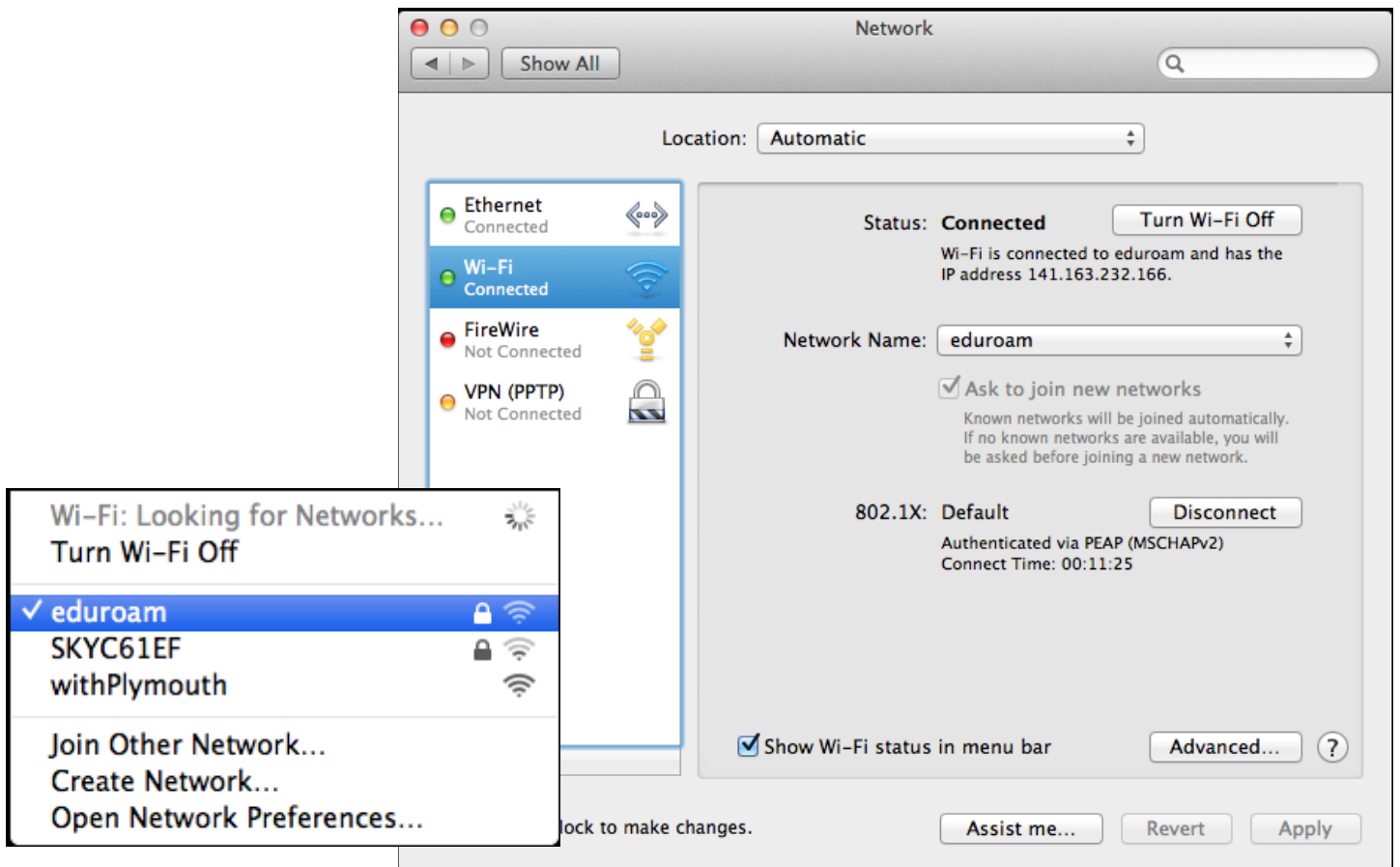
6. Enter your Mac username and password and click 'OK' to make the changes:



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7. You should now be connected to eduroam:



## Troubleshooting

If after following all of the steps, you still cannot connect, try the following:

### Username and password

Make sure the username and password you are using is correct, you can check this by trying to login to any Open Access PC. If you have forgotten your login details phone +44 (0)1752 588588.

### Enable wireless

It could be that wireless may be disabled on your device:

- Ensure Wi-Fi/Airport is switched 'on'
- Ensure Airplane mode is switched 'off'

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### Remove the network profile and connect again

Click the Airport icon on the desktop menu and select 'Open Network Preferences'. Ensure 'Wi-Fi' is selected on the left and click on the 'Advanced...' button. Select 'eduroam' within the list of networks and click on the minus (-) button underneath to remove the network. Save the changes and try again.

### Keep up-to-date

Make sure that your device is fully up-to-date. You can check this by clicking on the Apple icon on the desktop menu, and selecting 'About This Mac'. Click 'Software Update...' to start the update process.

### Connect another device to eduroam

To ensure there isn't a problem with eduroam, see if you can connect another device to eduroam, i.e. a smartphone or a tablet.

**If you're still experiencing problems please call +44(0)1752 588588 or visit the Open Access information desk in Babbage 102.**

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