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:
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 you 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’: 

![Login Screen](image-url)
4. When connecting to eduroam you may be presented with a message asking about the new certificates.

![Verify Certificate](image1)

5. Click ‘Continue’ to accept the certificate:

![Verify Certificate](image2)

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

![eaptrust](image3)

**Staff**: Technology and Information Services Babbage 321, Plymouth University, Plymouth, PL4 8AA | Email: servicedesk@plymouth.ac.uk

**Student**: Email: libraryandITenquiries@plymouth.ac.uk
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.