iOS (iPhone/iPad/iPod) WiFi Setup

1. Go to Settings
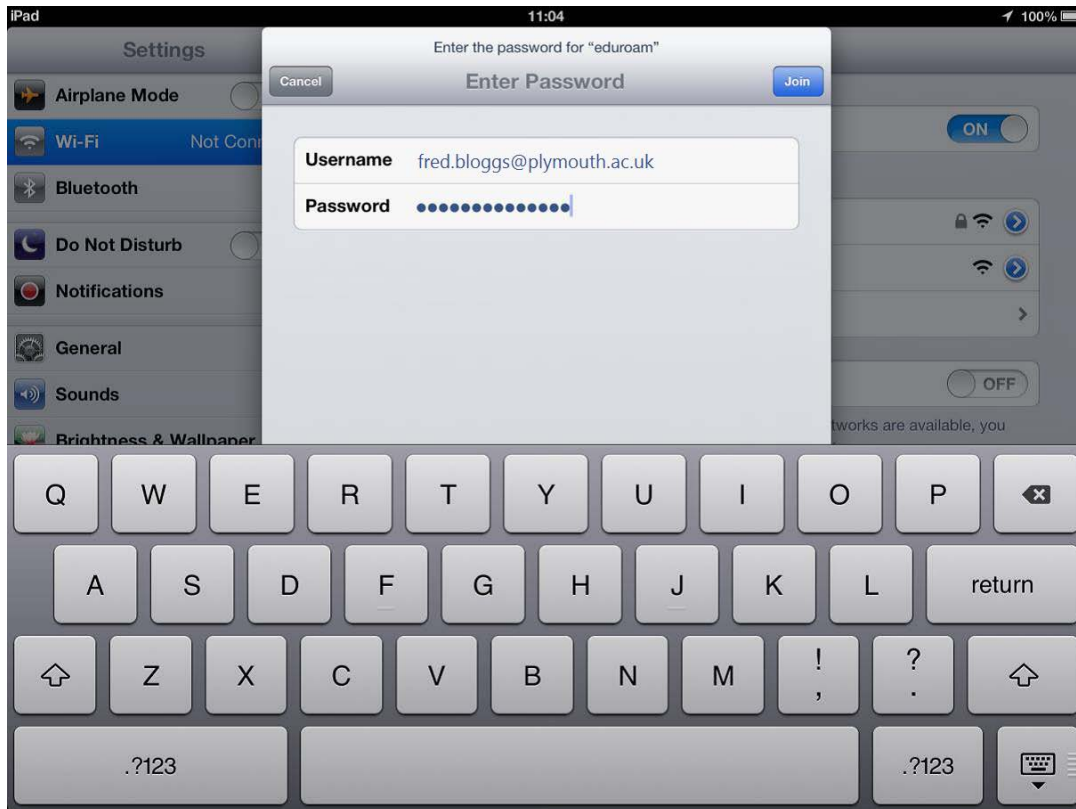

2. Select Wi-Fi & Select 'eduroam'
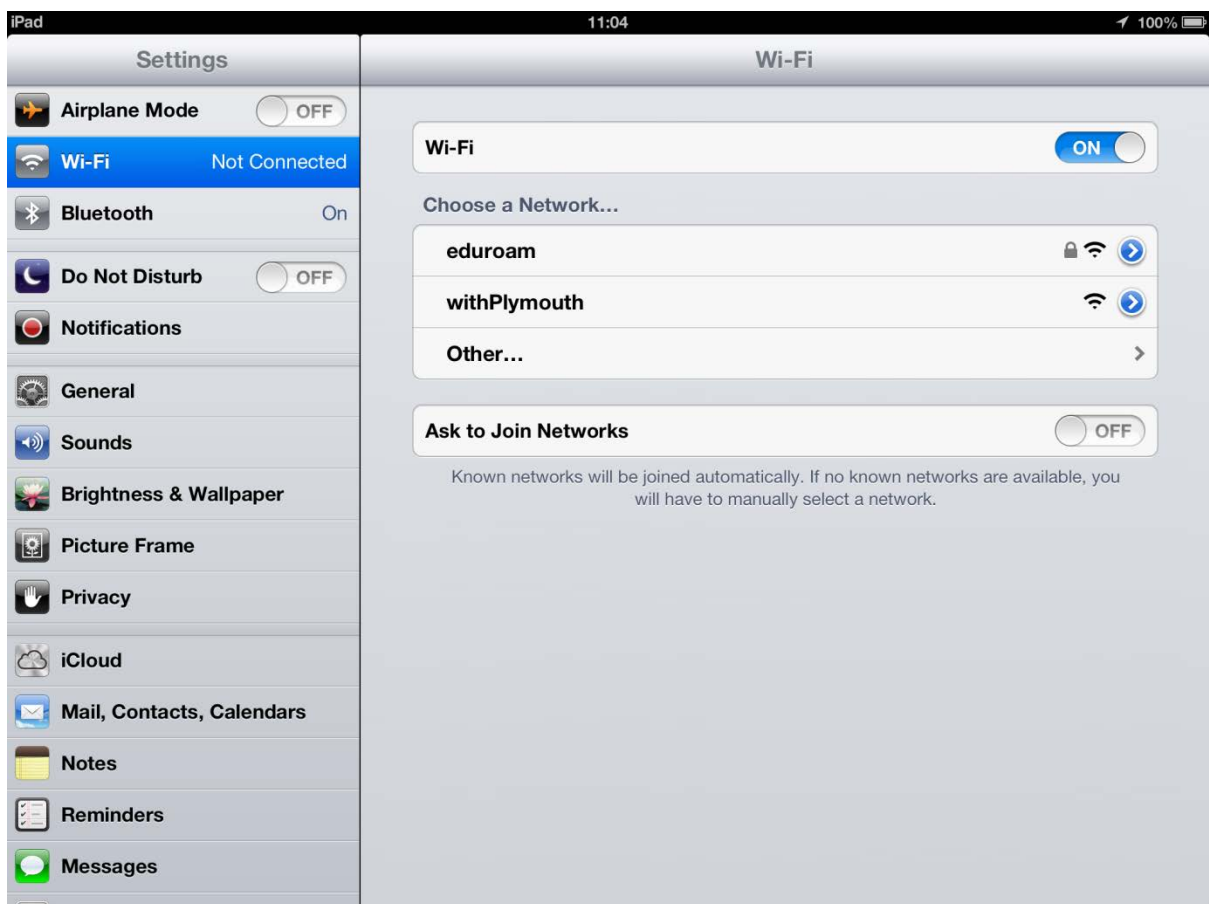
3. When asked to login you should use your full email address as your username, and include a dot between you first name/initial and last name before the @: fred.bloggs@plymouth.ac.uk or f.bloggs@plymouth.ac.uk and press 'Join'
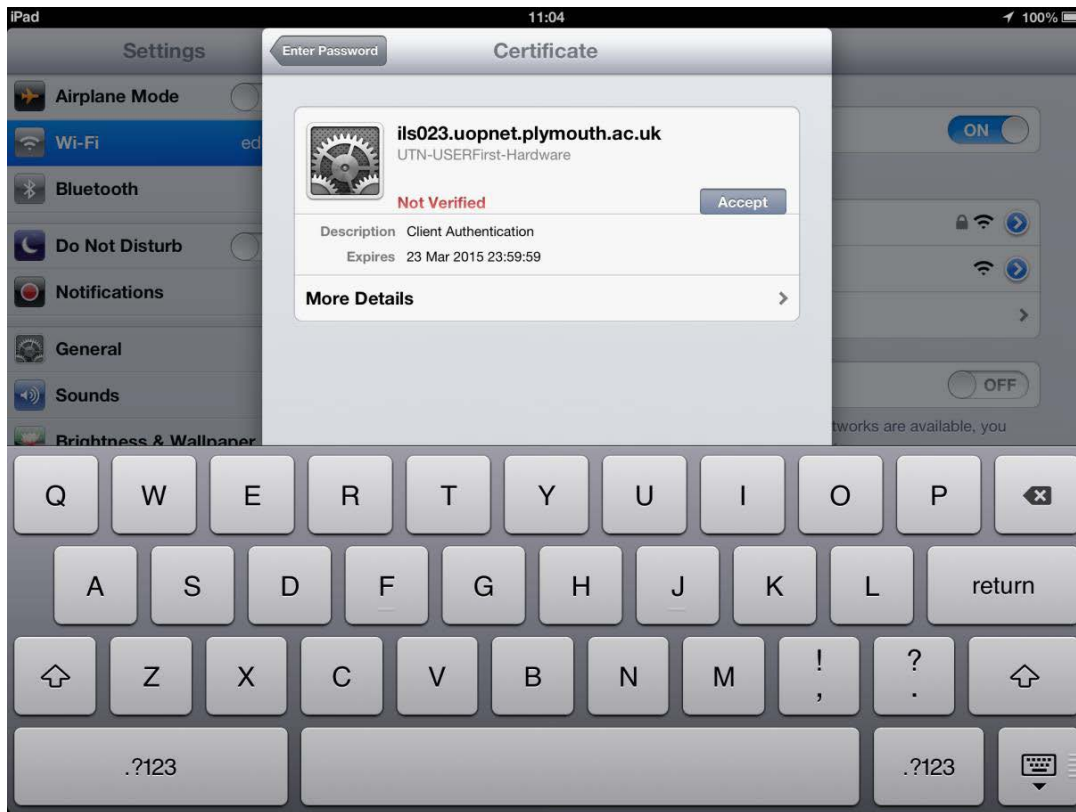

4. When connecting to eduroam you may be presented with a message asking about the new certificates

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

5. Accept the certificate

6. You should now be connected to eduroam

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Troubleshooting

If, after following all of the steps, you cannot connect to eduroam 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 5(88588).

Enable wireless

It could be that wireless may be disabled on your device
- Ensure Wi-Fi is switched 'on'
- Ensure Airplane mode is switched 'off'

Keep up-to-date

Make sure that your device is fully up-to-date. You can check this by going to the Windows 8 Start screen and typing 'update' to access Windows Update.

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.

Connect in another location

It could be there's a problem with eduroam in your current location, try moving to another location and connecting.

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