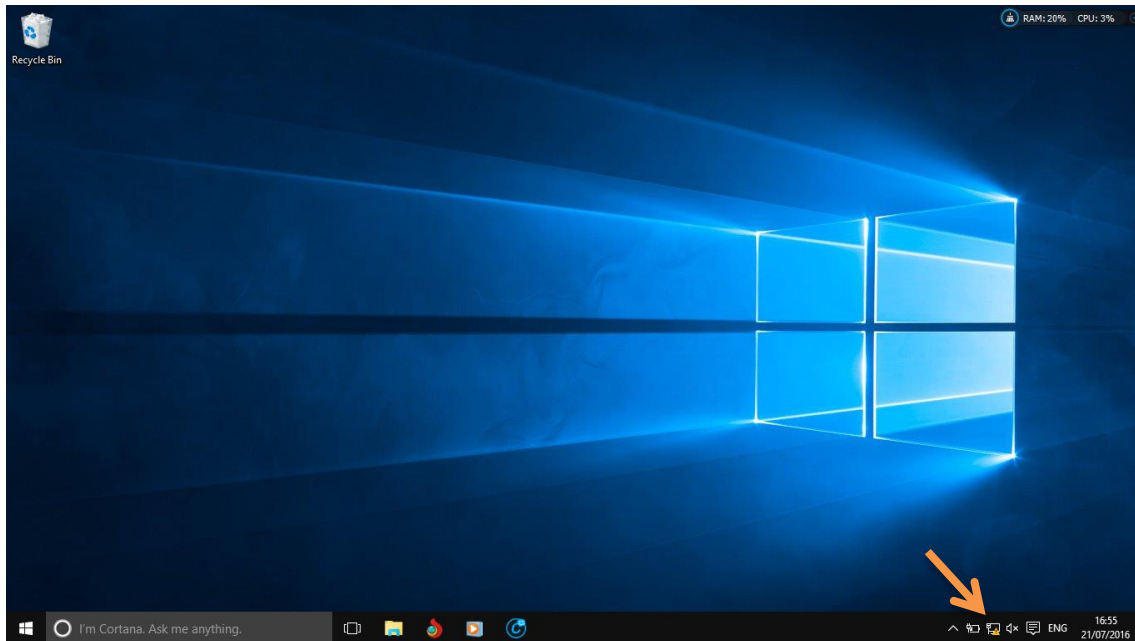


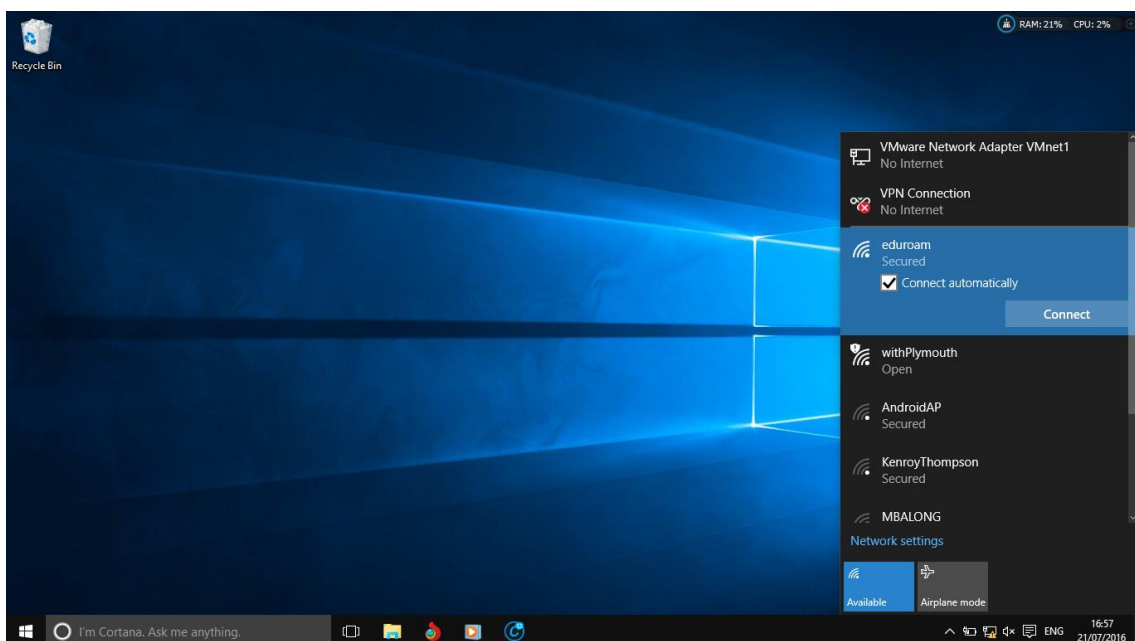
Windows 10 WiFi Setup

The following process is based on using the Windows 10 desktop.

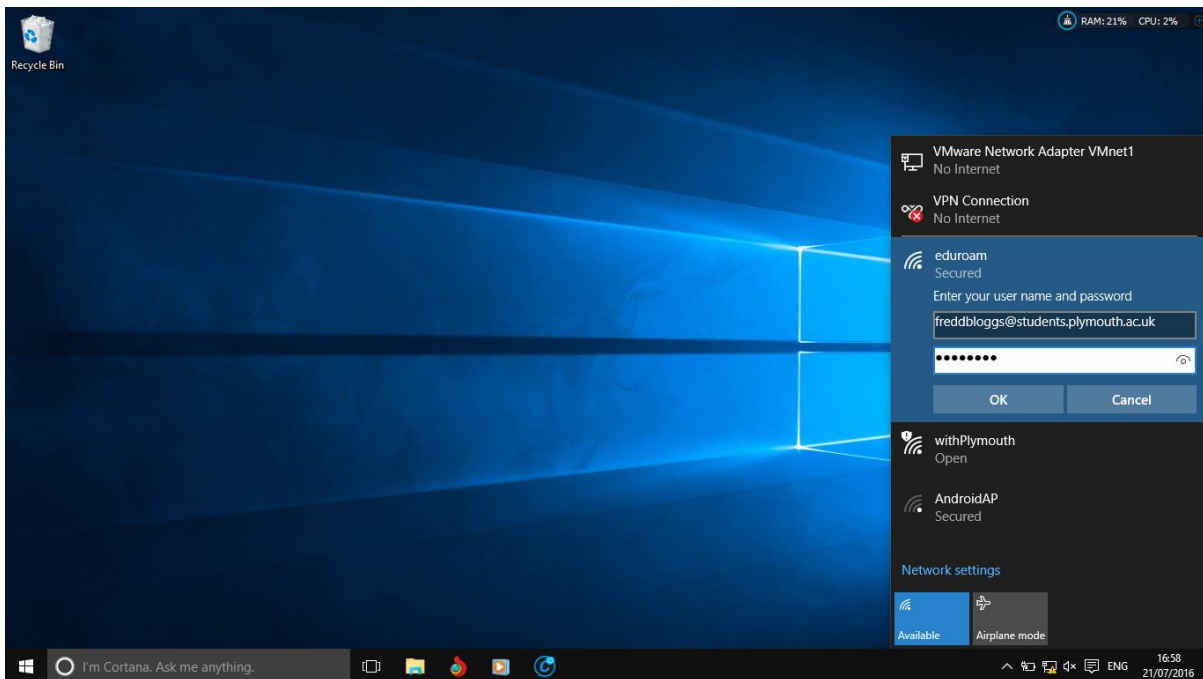
1. In the bottom right-hand corner click on the 'Networks' icon:



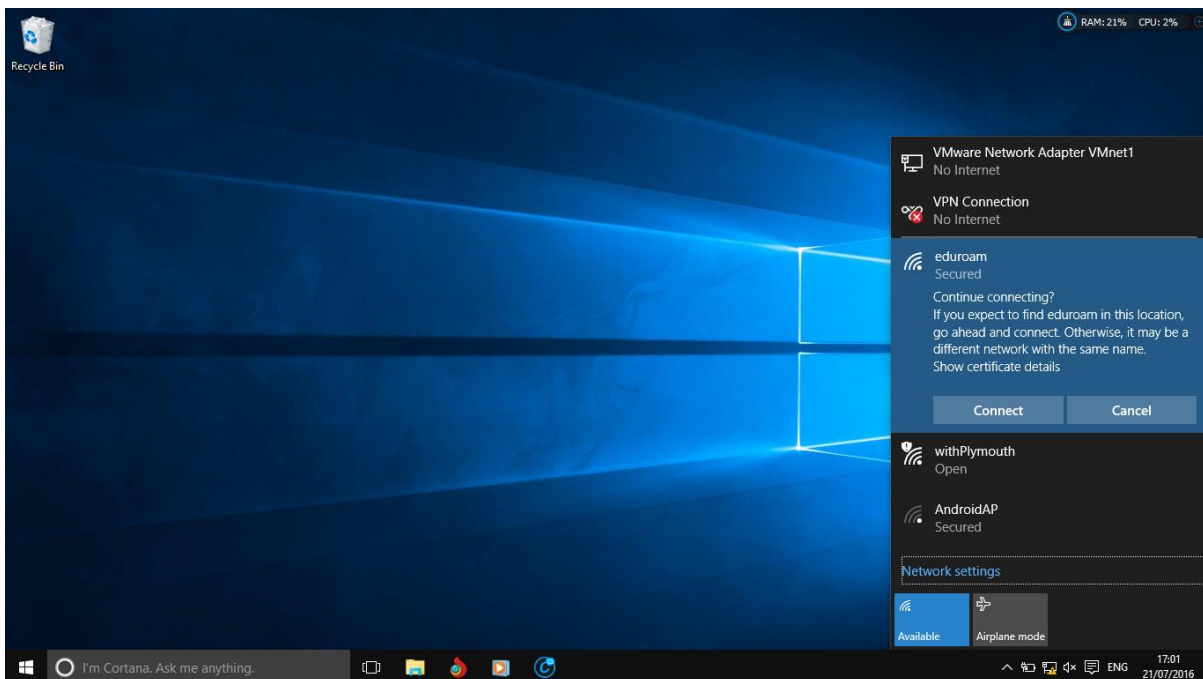
2. You should see a list of wireless networks including eduroam. Select 'eduroam' and click Connect:



3. Enter your University username and password and click 'OK':



4. When connecting to eduroam you may be presented with a message asking about the new certificates. Click connect, your PC should connect to eduroam and verify your user credentials:



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

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 the physical switch on your device is switched to 'on'
- Use the function (FN) key to enable your wireless
- Ensure Wi-Fi in Windows 10 is 'on' and Airplane mode is 'off'

Keep up-to-date

Make sure that your device is fully up-to-date. You can check this by going to the Windows 10 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.

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

Student: Email: libraryandITenquiries@plymouth.ac.uk