

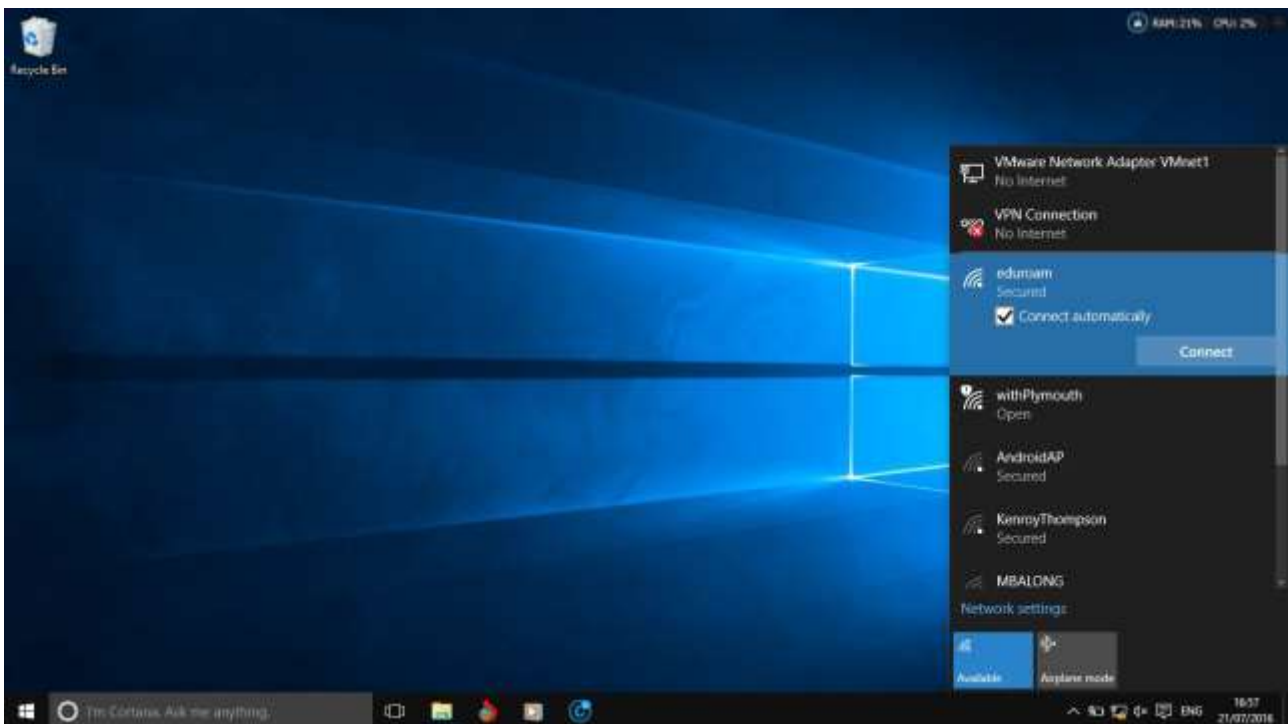
Windows 10 Wi-Fi Setup

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**.

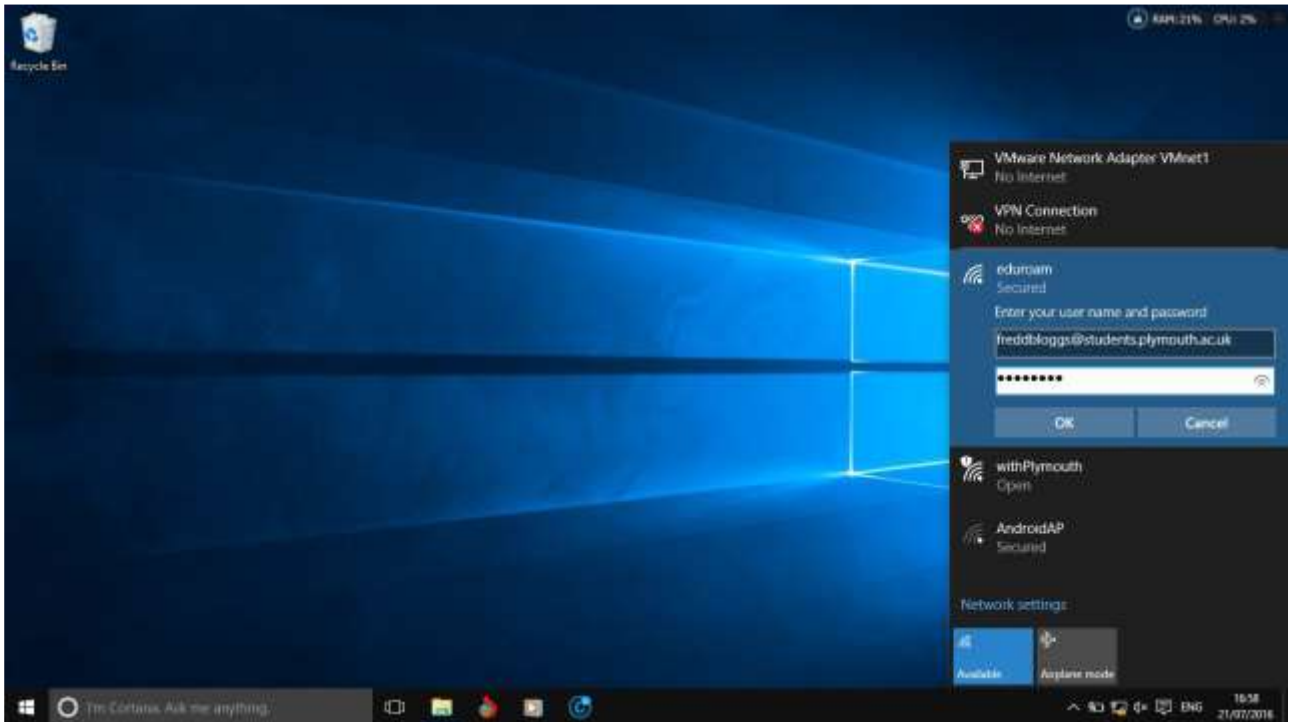


Technology and Information Services, University of Plymouth, Plymouth, PL4 8AA.

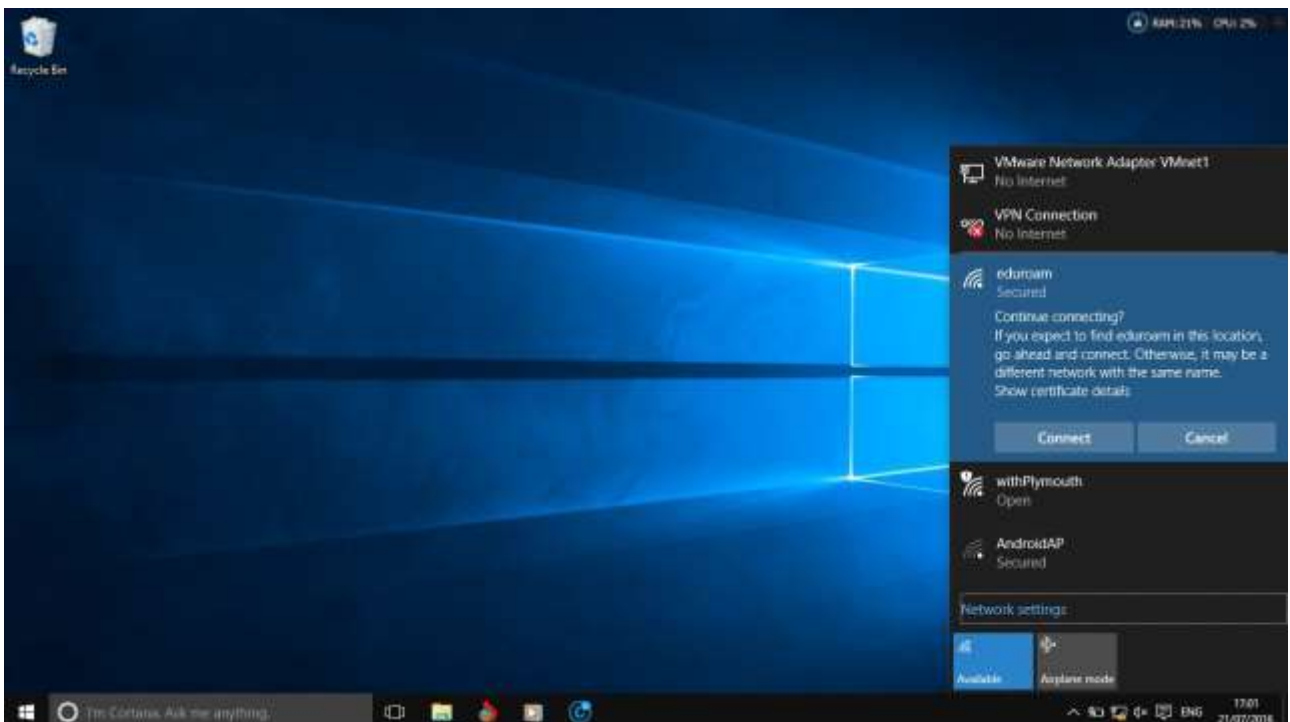
Phone: +44 (0)1752 588588 | Portal: itsselfservice.plymouth.ac.uk

Email (for students only): libraryandITenquiries@plymouth.ac.uk

3. Enter your university email address (in the user name field) and your **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.



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.

Still experiencing problems?

Please telephone the IT Service Desk. 01752 588588

If you are a student, you may prefer to visit the Information desk in the library or in Babbage 102.