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.
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.