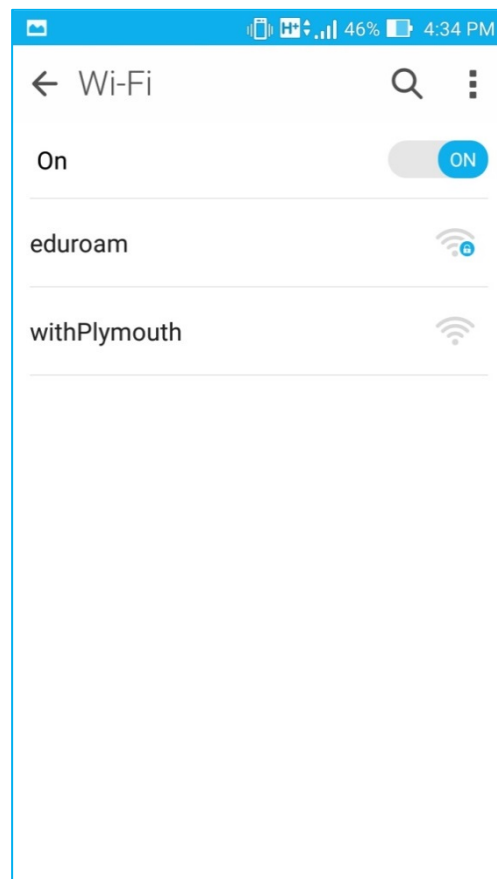
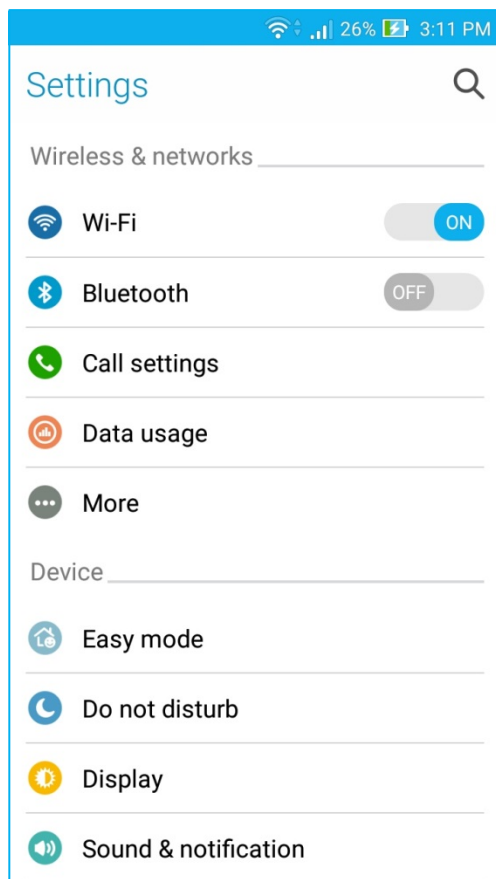


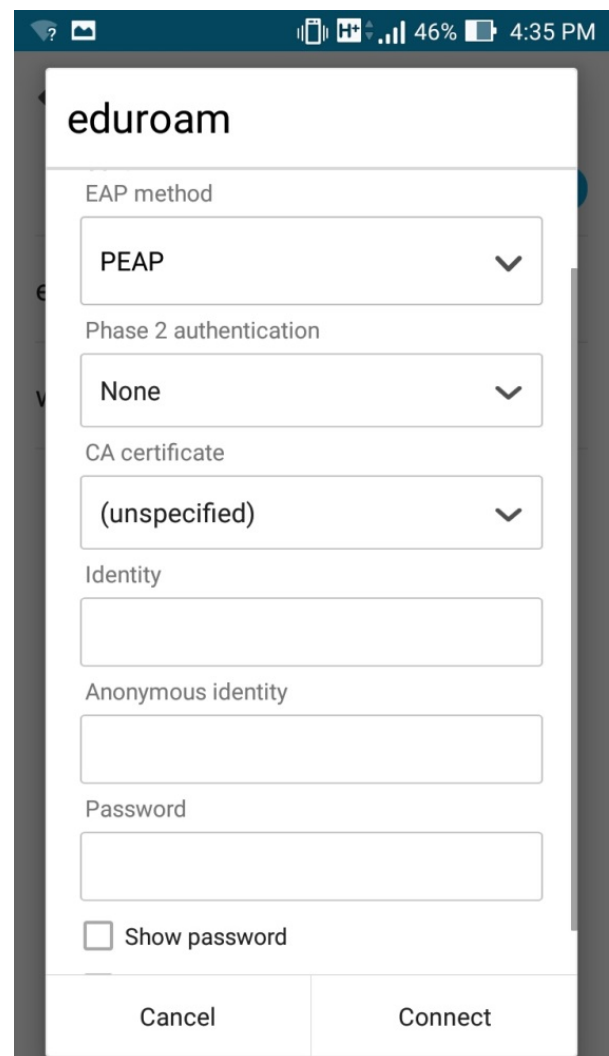
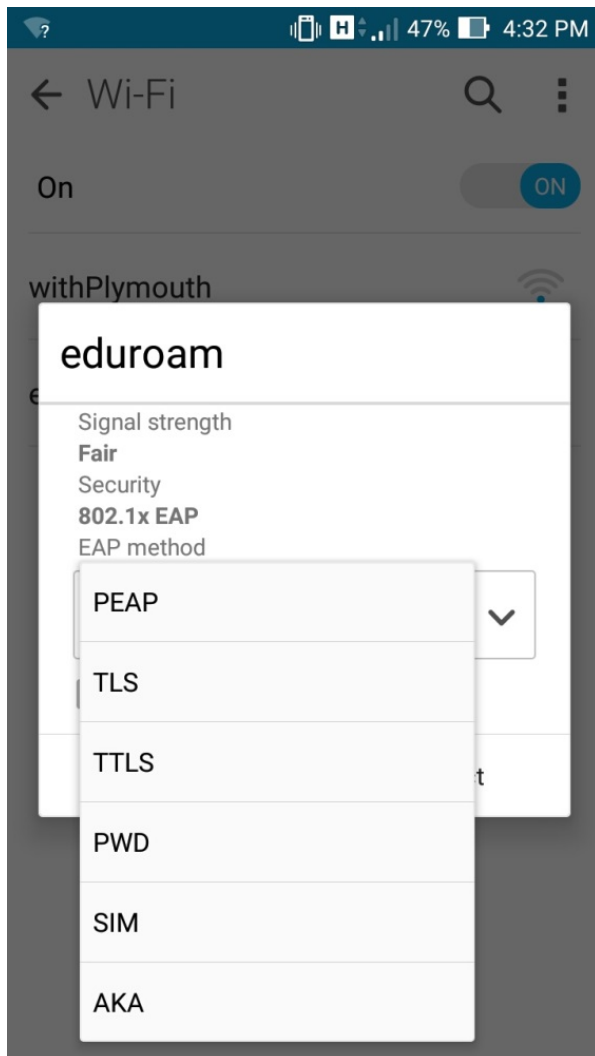
Android WiFi setup with EAP

***Please note that these instructions have been created using an Android 5.0.1 (Lollipop) device. You might see slightly different screens and/or wording if you are using a different Android device.**

1. From the home screen, press the Menu button on your phone and then select 'Settings' to open the Settings application (left window below) If your Wi-Fi isn't already on, you can turn on the Wi-Fi by either moving the Wi-Fi slider across or tapping the slider to turn it on Once you are in the Wi-Fi menu tap on 'eduroam':

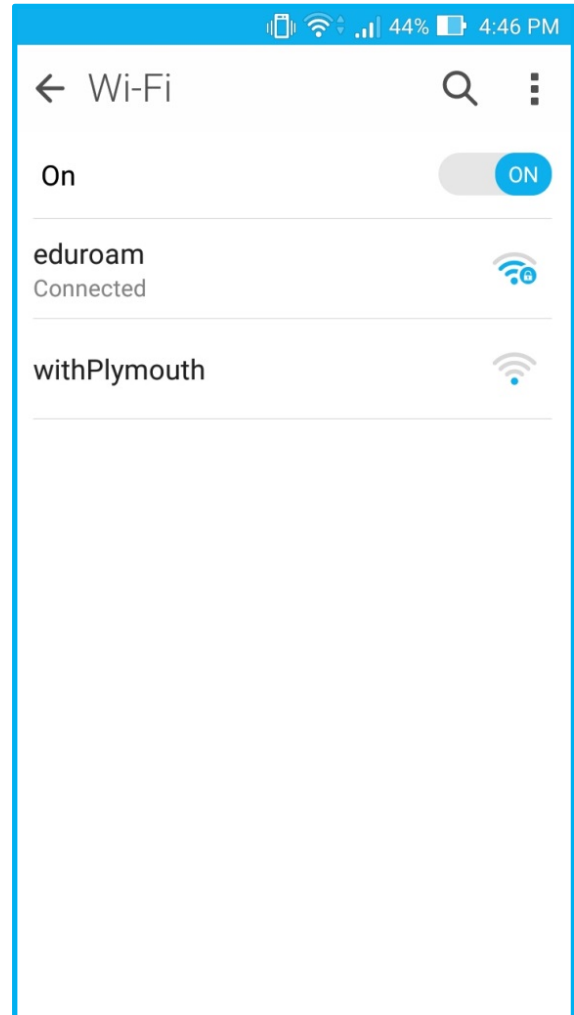


2. A pop-up window with more information will appear on the screen. Tap on the List-box and select PEAP as your EAP method. After selecting it, the menu should expand with more fields (right window below):



3. Put your full University email address as your 'Identity' field and include a dot between your first name/initial and last name before the @: fred.bloggs@plymouth.ac.uk or f.bloggs@plymouth.ac.uk Put your University password in the 'Password' field. Then press the 'Connect' button:

The screenshot shows the 'eduroam' configuration screen. The fields are filled as follows: PEAP (selected), Phase 2 authentication (None), CA certificate (unspecified), Identity (fred.bloggs@plymouth.ac.uk), Anonymous identity (empty), and Password (masked with dots). There are checkboxes for 'Show password' and 'Advanced options', and 'Cancel' and 'Connect' buttons at the bottom.



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 device 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 Settings > About Device > Software Update > 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