
KNOWLEDGE BASE ARTICLE

Apple iphone Eduroam configuration

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DOCUMENT

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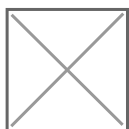
This guide is aimed at

- Staff
- Students
- IT Administrators
- Researchers

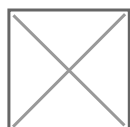
Before you start

- You must be aware of and abide by your organisation regulations and policies.
- You must be aware of and abide by the [JANET Acceptable Use Policy](#)
- You will need your user (Usually your email address) ID & password
- An Apple iPhone, iPad or iPod running iOS 2.0 (or higher)

1. Open the Wi-Fi Networks window (from the Home screen select **Settings > Wi-Fi**) and select eduroam from **Networks** list.
2. When prompted for credentials input your user ID and password and tap **Join** (see Fig.1). Your user ID must be in the format userID @domain e.g. zcxxano @mycollege.ac.uk



3. You will be prompted to trust the GEANT certificate. Click **Trust** to connect to



eduroam (see Fig. 2)

Trouble Shooting If you have trouble connecting or have

recently changed your password, perform the following before trying to connect to eduroam

again.

1. From the Home screen select **Settings > General > Wi-Fi**.
2. Select the 'i' icon next to the eduroam network. This will display the configuration for the network.
3. At the top of the screen is a **Forget this Network** button. Tap **Forget this Network** and select **Forget** when prompted
4. You can now try connecting to eduroam again.