# Wireless Network Connection

## Wifi connection guide for students and staff

### Facts

- 24/7 availability
- Extensive UK Coverage with around 135 organisations offering this service
- Global availability – it is now available in 76 territories worldwide.
- There is no charge for connecting to eduroam.

### What is eduroam wifi network?

- **eduroam** will allow students and staff from participating institutions to obtain wireless internet connectivity across campus and when visiting other participating institutions.
- **eduroam** principle is based on the fact the users authentication is done by the user’s home institution. The JANET roaming service (*eduroam*) enables you to visit another participating institution and gain access to the internet without having to register for another user name and password.

### How does eduroam work?

- When a user tries to log on to the wireless network at a visited eduroam enabled institution, the user’s authentication request is sent to the user’s home institution. The user’s home institution verifies the user’s credentials and sends the result of the verification to the visited institution.

### Who can use eduroam?

- University of Birmingham **students and staff**
- SCONUL Access users and visitors from other FE/HE institutions.

### What do I need to authenticate and connect to eduroam wifi network?

#### University of Birmingham students / staff

- UoB email address or username plus @bham.ac.uk and your password.
  
  **For students**, if user name is abc123, enter abc123@bham.ac.uk as username.

  **For staff**, if user name is smithjp, enter smithjp@bham.ac.uk as username.

- Detailed instructions on how to connect to eduroam can be found [here](#).

#### HE/FE visitors and SCONUL Access members

- Please set up your eduroam network connection at your home institution. This is because the format required to login varies for each institution.
- e.g. if you are a student from Nottingham and your username is cdjs34 you will need to enter cdjs34@nottingham.ac.uk
- Detailed instructions on how to connect to eduroam can be found [here](#)
- Please contact your home institution IT service desk if you unable to connect to eduroam and need further assistance.
# Wifi connection guide for visitors

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| • WifiGuest (The Cloud) | • Visitors and guests  
• Students and staff who do not have eduroam credentials                                                                 | • It is a self-registration system based on The Cloud / Sky  
• If you are new to The Cloud, create a free account to obtain login details.  
• Sign in with your login details if you have already signed up to The Cloud and open up a browser.  
• Detailed instructions on how to register and connect to the WifiGuest network can be found [here](#), and further help can be found [here](#). |

Visitors attending events held on campus can also use WifiGuest:
- Open Day
- Community Day
- Performances
- Exhibitions
- Lectures, talks and workshops
- Conferences
- Culture and attractions

A short guide on how to connect to wifi networks using different devices and troubleshooting connection problems can be found on pages 3-6.
How to connect your device to the wireless network

### Android mobile phones

1. Press the menu button on your home screen.
2. Please click on the settings app on the main menu page.
3. Click on the Wi-Fi tab.
4. Check if the Wi-Fi is switched on.
5. A list of the Wi-Fi networks should be displayed.
6. Select the network you would like to connect with.
7. To connect to the eduroam wireless network. You will need to enter in your login details (username@bham.ac.uk) and password and click join. If you are from a different institution enter in your appropriate login details.
8. A new page showing this will come up:

   ![Android eduroam connection page]

9. For EAP method ‘PEAP’ will need to be selected.
10. For Phase 2 select ‘MSCHAPV 2’ and leave CA and Client certificate as they are.
11. In the Identity box enter in your username.
12. Enter your password into the password section
13. Select connect.
14. To connect to WifiGuest, you will need to click on the WifiGuest option on available networks. On your android device a notification may pop up on your phone saying ’sign in to a WiFi network WifiGuest’. Click on this and it will take you to the UoB Cloud homepage. Alternatively, you can open a new browser or tab. The UoB cloud homepage will load and you will need to click on the ‘go’ button. You will either need to register for a free account or sign in with your pre-existing Cloud Network login details. Click on ‘continue’ on the terms and conditions page and then you will be connected.

### iPhone and iPad

1. On your screen select the settings app.
2. Once you are on the settings page select Wi-Fi.
3. Check that the slider next to Wi-Fi is set to the on position.
4. The device will then scan for available networks.
5. Select the network you would like to connect with.
6. You will then be required to login.
7. To connect to the eduroam wireless network you will need to enter in your login details (username@bham.ac.uk) and password and click join. If you are from a different institution, enter in your appropriate login details.
8. Click on join and you will now be connected to the Wi-Fi.
9. You may need to click accept on a certificate page if displayed.
10. To connect to WifiGuest, you will need to click on the WifiGuest option on available networks. Open a new browser page or tab. The UoB Cloud homepage will load and you will need to click on the ‘go’ button. You will either need to register for a free account or sign in with your pre-existing Cloud network login details. Click on ‘continue’ on the terms and conditions page and then you will be connected.
Mac OS (Laptops)

1. Click on the Wi-Fi button on your keyboard or go into system preferences select network and then click on the Wi-Fi option. Ensure your wifi service is turned on.
2. A list of all the wireless networks available should come up.
3. To connect to eduroam wireless network. You will need to enter in your log in details (username@bham.ac.uk) and password and click join. If you are from a different institution, enter in your appropriate log in details.
4. When connecting to eduroam a new box may come up with this message:

![Verify Certificate](image)

5. You will be prompted to trust a certificate (details shown when you click Show Certificate button). Tick Always trust ‘adf@bham.ac.uk’ and click continue.
6. You should now be connected to the eduroam wireless network.
7. To connect to Wifiguest, you will need to click on the Wifiguest option on available networks. Open a new browser page or tab, The UoB Cloud homepage will load and you will need to click on the 'go' button. You will either need to register for a free account or sign in with your pre-existing Cloud network login details. Click on ‘continue’ on the terms and conditions page and then you will be connected.

Windows 10:

1. Select the Wi-Fi icon to access the internet from the task bar in the lower right corner.
2. A list of available networks should come up.
3. To connect to eduroam wireless network you will need to enter in your login details (username@bham.ac.uk) and password and click join. If you are from a different institution, enter in username and appropriate login details.
4. To connect to Wifiguest, you will need to click on the Wifiguest option on available networks. Open a new browser page or tab, The UoB Cloud homepage will load and you will need to click on the 'go' button. You will either need to register for a free account or sign in with your pre-existing Cloud network login details. Click on ‘continue’ on the terms and conditions page and then you will be connected.

Wireless Network Policy and acceptable use and misuse guidance can be found [here](#).

For other devices please access the University of Birmingham [IT Service Desk](#) website and search the “Find an Answer” knowledge base or visit IT Service Desk in person.
# Troubleshooting network connection problems

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|                                        | 1. Check that your credential details are entered in correctly.  
2. Check if your password has expired with the IT Service Desk.  
3. If you are trying to use eduroam at another institution but it is not listed under available networks; check the eduroam website to confirm if the institution is a member of the **eduroam** service.  
4. If further help is required please contact the UoB IT Service Desk.                                                                                                                                                                  |
| Sconul / Visitors from HE/FE institutions: |                                                                                                                                                                                                                                         |
|                                        | 1. Ensure your credential details are entered correctly. For example you could be using an expired password.  
2. Please contact your home institution IT service desk to check credentials and if they are members of the eduroam service.                                                                 |
| Username and password                  | **UoB student/Staff:**                                                                                                                                                                                                                     |
|                                        | 1. **Forgotten username / password** - contact the UoB IT Service Desk in person or telephone 0121 414 7171. You will be given a temporary password to login with and change your password.                                                                  |
| Sconul / Visitors from HE/FE Institutions: |                                                                                                                                                                                                                                         |
|                                        | 1. Please contact your home institutions IT service desk                                                                                                                                                                                    |
| Network connection issues and slow connection speed |                                                                                                                                                                                                                                         |
|                                        | 1. Check if your device network configuration is correct. This can be found in **How to connect your device to the wireless network** section on pages 3 and 4                                                                                           
2. If you are unable to connect, report location to UoB IT service desk. Try moving to a different location within the building and connect to wifi network                                                                                                                                 |
How can I contact IT Service Desk?

- From the IT Service Desk website you can log an IT issue directly on the website and you will be contact back by the IT Service Desk. Please note: to log an enquiry online, you will need to have a University of Birmingham username and password.
- In person to IT Service Desk located in the Main Library.
- By telephone on 0121 414 7171.

Opening hours can be found on the University of Birmingham IT Service Desk website.

- IT Service Desk advice is to use eduroam as your primary network on any device
- Stop using intensive applications such as BBC iPlayer etc.
- Try turning the wifi off and then on again - this sometimes helps.
- Check the eduroam website to see if there are any nationwide issues with the service. This can be checked via the Monitoring website: https://monitor.eduroam.org/mon_direct.php
- Switch off functions such as Bluetooth devices, wireless speakers, wireless game controllers and other electrical items which can interfere with wifi connections.
- Windows 10 has a feature called wifi assist that sometimes causes issues in universities with the eduroam network. If you have wireless connectivity issues it is advised to go on open pc settings>click network and internet>wifi and under manage wifi, click on disable all of wifi senses settings.
- If it seems like a campus issue contact the UoB IT Service Desk.
University of Birmingham Wi-Fi Hotspots
Selly Oak Campus

- Alan Geale Building
- Elmfield House
- Hamilton Building
- OLRC - Orchard Learning Resource Centre
- SOVAC - Selly Oak Visual Arts Centre

Wireless access is also available at:

- Shakespeare Institute: library and premises
- Ironbridge Institute
- Dental School

Edgbaston Campus
3:1 Wifi Connection and Future Developments

- 3:1 Upgrade recently completed (campus wide)
- Available in lecture theatres, public spaces and new buildings around campus
- 3:1 wifi connection available in Main Library from most access points
- Future development include expanding external wireless coverage around campus/green heart

- Focus on student areas and staff offices
- UoBwifi to be decommissioned by June 2016
- Visitors can now register for free wifi access using WifiGuest Network, via The Cloud – A Sky UK Limited Company