

Getting connected to Wi-Fi

A quick-start guide for new Heriot-Watt students

You'll use two different Wi-Fi networks during your time at Heriot-Watt: **eduroam** for teaching buildings, the library and campus grounds, and **Glide** for university halls of residence. Follow the steps below for wherever you are.

Before you get started

- Find the email titled 'Welcome to Heriot-Watt!' in your personal inbox, which contains your Heriot-Watt UserID and instructions for setting your password.
- Not received it, or can't find it? Check your junk folder, then contact IT Service Desk.
- Set up Multi-Factor Authentication (MFA) before trying to connect:
[hw.ac.uk/about/professional-services/information-services/it-essentials/multi-factor-authentication](https://www.hw.ac.uk/about/professional-services/information-services/it-essentials/multi-factor-authentication). Eduroam won't connect until MFA is set up.

On Campus and in the Library

Network: eduroam - Buildings, lecture theatres, library

- 1 **Open Wi-Fi settings** on your phone, laptop or tablet.
- 2 Select the network named **HWU WiFi Setup**.
- 3 **Open a browser**. It should launch automatically. If not, go to [hw.ac.uk/wifi-help](https://www.hw.ac.uk/wifi-help).
- 4 **Follow the on-screen steps** in the eduroam configuration tool. When asked for your UserID, enter it as **abc123@hw.ac.uk**, then your password.
- 5 **You're connected to eduroam**, which also works at other universities worldwide that support eduroam.

In Halls of Residence

Network: Glide - Student accommodation only

- 1 **Open Wi-Fi settings** and select the network **Glide Wi-Fi**.
- 2 **Open a browser** and you'll be taken to the Glide student portal.
- 3 **Create an account** using your name and email address, then choose your service package.
- 4 **Connect to your secure network** using the password provided; it will also be emailed to you. Keep it safe.
- 5 **Need help?** Visit my.glidestudent.co.uk/support or call **0333 123 0115**.

Troubleshooting tips

- For eduroam, enter your UserID in full: **abc123@hw.ac.uk**, not just the UserID on its own.
- Forgotten your password? Reset it at myhwu.hw.ac.uk.
- Still stuck? Drop by the GRID for some support from Monday the 7th of September, or contact ISHelp@hw.ac.uk.
- Multi-Factor Authentication (MFA) must be set up before eduroam will connect, so do this as soon as you arrive.