Heriot-Watt University provides the eduroam Wi-Fi service for staff and students on campus.

The eduroam wireless service provides staff and students with the following benefits:

- The wireless traffic is encrypted making it more secure.
- Better bandwidth speeds.
- Access to HWU library resources.
- It's flexible. Once you have configured your device to access eduroam at HWU, you can visit other eduroam-enabled institutes and connect using your HWU credentials.

If you are intending to visit other institutions offering eduroam you should first ensure that you can connect to the eduroam wireless service at Heriot-Watt University.

### Wi-Fi Setup:

1. Select wireless network HWU Wi-Fi Setup
2. Open up a web browser
3. Click on the following link: https://www.hw.ac.uk/wifi-help to launch the auto configuration software. Download and run the SecureW2 file.
4. When prompted enter your username with @hw.ac.uk, eg ab123@hw.ac.uk.

If the 4 Wi-Fi Setup steps do not work you can connect to eduroam manually.

1. Click the Wi-Fi menu icon and select Eduroam.
2. Enter your username@hw.ac.uk and password.

If the MacBook was connected to eduroam before and it is not accepting the password remove eduroam and reboot the MacBook.

To remove eduroam follow these steps:

1. Go to System preferences | Network
2. Select Airport/Wi-Fi
3. Click Advanced
4. Under the Wi-fi tab, select eduroam and click on the minus sign (-) to remove it.
5. Select Profiles from the ‘System’ category.
6. Click on Eduroam Wireless Network to select it and then click the minus sign to remove it.

### MacOS Setup:

If the 4 Wi-Fi Setup steps do not work you can connect to eduroam manually.

1. Right-click on the Wi-Fi icon and select Open Network and Sharing centre
2. Click on Set up a new connection or network
3. Select Manually connect to a wireless network
4. Enter the following: Network Name: eduroam Security type: WPA2-Enterprise And click Next
5. Click on "Change connection settings"
6. On the Security tab click on the Advanced Settings button
7. Tick the checkbox to Specify authentication mode and change the mode to User authentication. Click the button to Save credentials. Enter your username@hw.ac.uk and your password and click OK.
8. Click on Connect

### Windows laptops Setup:

If the 4 Wi-Fi Setup steps do not work you can connect to eduroam manually.

1. Right-click on the Wi-Fi icon and select Open Network and Sharing centre
2. Click on Set up a new connection or network
3. Select Manually connect to a wireless network
4. Enter the following: Network Name: eduroam Security type: WPA2-Enterprise And click Next
5. Click on "Change connection settings"
6. On the Security tab click on the Advanced Settings button
7. Tick the checkbox to Specify authentication mode and change the mode to User authentication. Click the button to Save credentials. Enter your username@hw.ac.uk and your password and click OK.
8. Click on Connect

### Windows DNS settings:

If you can connect to eduroam but cannot access any webpages then check the DNS settings:

1. Click Start | Control Panel | Network and Internet | Network and Sharing Center
2. Click Change adapter settings
3. Right-click on the connection WiFi (Eduroam) and Click Properties
5. Make sure the settings are set to Obtain an IP address automatically and Obtain DNS server address automatically

If your windows laptop keeps prompting for a password when trying to connect to eduroam remove the connection. To remove eduroam open a command prompt and type netsh wlan delete profile name="eduroam"
Eduroam WiFi

iPhone / iPad
If the 4 WiFi Setup steps do not work you can connect to eduroam manually.
1. Click on Settings then Wi-Fi and select Eduroam
2. Enter your username@hw.ac.uk and password and click on Join
3. Tap on Trust
The iPhone or iPad should then connect.

If you have tried to setup eduroam and it is not accepting your password, remove eduroam and set it up again.

To remove eduroam:
Go to Settings | Wi-Fi to see the list of available networks.
Click on the ⚠ button to the right of eduroam.
Select Forget this network
Go to Settings | General | Profiles and delete the eduroam profile (if you have one)

Android
If the 4 WiFi Setup steps do not work you can connect to eduroam manually.
1. Go to the Settings:
2. Select WiFi:
3. Select eduroam from the list of available networks:
4. Enter the following settings:
   - EAP Method: PEAP
   - Phase 2 Authentication: MSCHAPv2
   - CA and User certificate: (unspecified)
   - Identity: username@hw.ac.uk
   - Anonymous Identity: <leave this blank>
   - Password: your HWU password
      then tap Connect.
5. The phone should connect to eduroam.
   If you get an authentication error tap Eduroam then select Forget.

If you get an authentication error, then repeat steps 1-4 entering the correct username@hw.ac.uk and password and ensure Phase 2 Authentication is set to MSCHAPv2.

To remove eduroam from an android device:
go to the Wi-Fi settings and tap and hold eduroam then select Forget network from the dropdown menu.

If you need help to set up eduroam on your device ask for assistance in the Library.

Information Services
see https://www.hw.ac.uk/services/information-services.htm for more information
Eduroam WiFi

Eduroam
https://www.hw.ac.uk/services/is/it-essentials/wifi.htm

**iPhone / iPad**

If the 4 WiFi Setup steps do not work you can connect to eduroam manually.
1. Click on Settings then WiFi and select Eduroam.
2. Enter your username@hw.ac.uk and password and click on Join.
3. Tap on Trust.

The iPhone or iPad should then connect.

If you have tried to setup eduroam and it is not accepting your password, remove eduroam and set it up again.

To remove eduroam:
- Go to Settings | General | Profiles and delete the eduroam profile (if you have one).

**Android**

If the 4 WiFi Setup steps do not work you can connect to eduroam manually.
1. Go to the Settings:
2. Select WiFi:
3. Select eduroam from the list of available networks:
4. Enter the following settings:
   - EAP Method: PEAP
   - Phase 2 Authentication: MSCHAPV2
   - CA and User certificate: (unspecified)
   - Identity: username@hw.ac.uk
   - Anonymous Identity: <leave this blank>
   - Password: your HWU password

   Then tap Connect.

   The phone should connect to eduroam.

   If you get an authentication error tap Eduroam then select Forget.

   Then repeat steps 1-4 entering the correct username@hw.ac.uk and password and ensure Phase 2 Authentication is set to MSCHAPV2.

To remove eduroam from an android device:
- Go to the Wi-Fi settings and tap and hold eduroam then select Forget network from the dropdown menu.

If you need help to set up eduroam on your device ask for assistance in the Library.

Information Services
see https://www.hw.ac.uk/services/information-services.htm for more information.
Heriot-Watt University provides the eduroam Wi-Fi service for staff and students on campus. The eduroam wireless service provides staff and students with the following benefits:

- The wireless traffic is encrypted making it more secure
- Better bandwidth speeds
- Access to HWU library resources
- It's flexible. Once you have configured your device to access eduroam at HWU, you can visit other eduroam-enabled institutes and connect using your HWU credentials.

If you are intending to visit other institutions offering eduroam you should first ensure that you can connect to the eduroam wireless service at Heriot-Watt University.

### Wi-Fi Setup:

1. Select wireless network HWU Wi-Fi Setup
2. Open up a web browser
3. Click on the following link: https://www.hw.ac.uk/wifi-help to launch the auto configuration software. Download and run the SecureW2 file.
4. When prompted enter your username with @hw.ac.uk, eg ab123@hw.ac.uk

If the 4 Wi-Fi Setup steps do not work you can connect to eduroam manually.

1. Click the Wi-Fi menu icon and select Eduroam.
2. Enter your username@hw.ac.uk and password.

If the MacBook was connected to eduroam before and it is not accepting the password remove eduroam and reboot the MacBook.

### Windows DNS settings

If you can connect to eduroam but cannot access any webpages then check the DNS settings:

1. Open Start | Control Panel | Network and Internet | Network and Sharing Center
2. Click Change adapter settings
3. Right click on the connection WiFi (Eduroam) and Click Properties
5. Make sure the settings are set to Obtain an IP address automatically and Obtain DNS server address automatically

If your windows laptop keeps prompting for a password when trying to connect to eduroam remove the connection. To remove eduroam open a command prompt and type netsh wlan delete profile name="eduroam"