

Eduroam

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

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

MacBook

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. Click on **Eduroam Wireless Network** to select it and then click the minus sign to remove it.

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

1. Open **System Preferences**
2. Select **Network**
3. On the left make sure **Wi-Fi is selected**
4. Click **Advanced** in the bottom right corner of the window
5. Click on the **DNS** tab
Remove any DNS servers that do not begin with 137.195 - highlight them and press the minus button at the bottom of the window

Windows laptops

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**
4. Select **Internet Protocol Version 4 (TCP/IPv4)**
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 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 | 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.

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

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