EDUROAM FAQ

Abstract

Document listing many of the most frequently asked questions and answers on Eduroam. Designed for University of Worcester students June 2016.

ICT Support Services
EXT 7500

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What is eduroam?

Eduroam (education roaming) is the secure, world-wide roaming access service developed for the international research and education community. It is the primary way students access Wi-Fi on campus.

Is coverage available over the whole of the University?

Coverage is available in the following areas:

- University Buildings (Excluding Students Halls of Residence)
- As far as possible blanket coverage, though due to building limitations some areas may not be covered
- Student Halls of Residence - available in the kitchen/social areas only
- The Hive

It may be possible to receive some wireless coverage in areas not covered in the list above, such as in some student rooms. Officially this is not supported, as the signal would probably be too weak to provide a stable connection

I can't get eduroam in my student room, in halls of residence.

At this time the University only provides wireless in communal areas (kitchen/social area), not in student rooms. A wired connection (ResNet) is provided in each room.

Where else can I use eduroam?

Eduroam is available in 77 territories worldwide, with over 6000 hotspots in research and education facility's. Many University's such as our own use it as the main way for students to connect to the Wi-Fi network. For a total list of locations visit https://www.eduroam.org/where/

How do I connect to eduroam?

You can either manually connect using your University credentials. You can enter your username in the following format;

Student User: username@uni.worc.ac.uk   Staff User: username@worc.ac.uk.

Alternatively use the eduroam CAT (configuration assistant tool), available from https://cat.eduroam.org/

See the Eduroam quick start guide for more detailed information.

Is it safe?

Eduroam is based on the most secure encryption and authentication standards in existence today. Its security by far exceeds typical commercial hotspots.

Can I use my smartphone on the eduroam wireless network?

Yes, either set up manually or use the eduroam configuration tool (CAT)

The system doesn't recognise my user ID & password

Check the credentials have been entered correctly, remembering that you need to put your UserID in the following format;

Student User: username@uni.worc.ac.uk   Staff User: username@worc.ac.uk.

My program does not work through Wireless

To access the internet via Wireless, all traffic goes through the University Firewall. By default, access is denied unless specifically requested. Whilst the most popular applications should work, as they have already been requested, some may not, either for security reasons or no request to open the ports up has been made.

Even after checking, I still cannot attach to the Wireless network

We recommend making sure your machine is fully patched & up to date. Sometimes issues occur with windows networking in Vista & Windows 7. Please bring you device to the ICT support Desk in the Peirson building & we will attempt to aid in connection to the network.