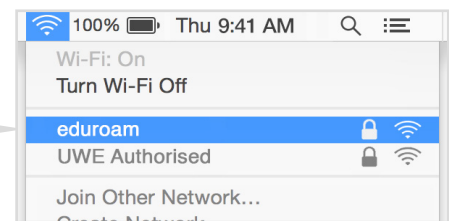# IT Services

UWE Bristol | University of the West of England

Connect to eduroam Wi-Fi

macOS devices

1.

Choose eduroam

Select **Wi-Fi** from the taskbar.
Select **eduroam.**

100% Thu 9:41 AM
Wi-Fi: On
Turn Wi-Fi Off
eduroam
UWE Authorised
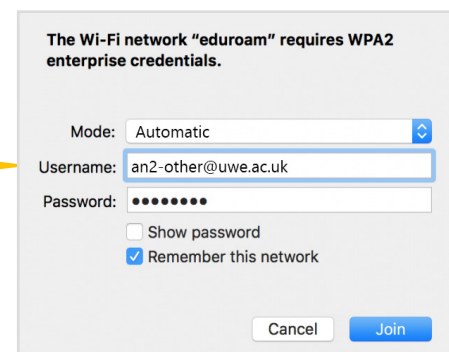Join Other Network...

2.

IMPORTANT!

Enter your identity in the following format:

an2-other@uwe.ac.uk

Your UWE username   @uwe.ac.uk

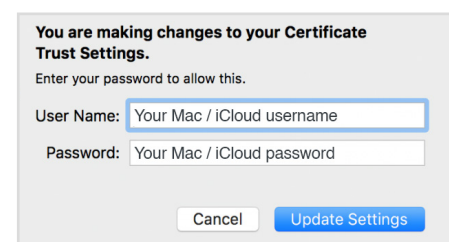Enter your **UWE password**, and select **OK.**

The Wi-Fi network "eduroam" requires WPA2 enterprise credentials.

Mode: Automatic
Username: an2-other@uwe.ac.uk
Password: ••••••••
☐ Show password
☑ Remember this network
Cancel   Join

3.

Accept the certificate ✔

Select **Continue** to accept the server certificate.
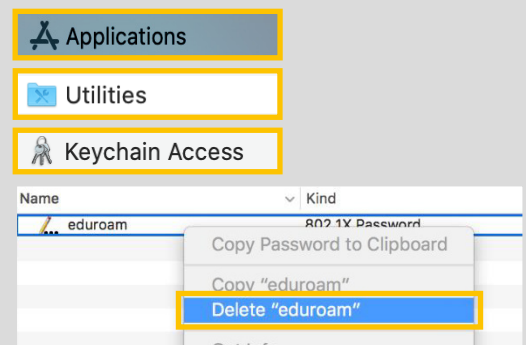Save the certificate to your keychain with **your own** Mac / iCloud username and password.

You are making changes to your Certificate Trust Settings.
Enter your password to allow this.
User Name: Your Mac / iCloud username
Password: Your Mac / iCloud password
Cancel   Update Settings

To delete previous connection information:

Go to **Finder.**

Select **Applications,** then **Utilities,** then **Keychain Access.**

Search for entries named **eduroam** or **radius** and delete them.

Start again from **Step 1.**

 Applications
 Utilities
 Keychain Access

Name   Kind
eduroam   802.1X Password
Copy Password to Clipboard
Copy "eduroam"
Delete "eduroam"
Get Info

IT Services

Which network do I need?

Students

eduroam - on campus
Student access to the internet on-campus and at any other eduroam participating universities and organisations.

ASK4 - in halls of residence
This service is provided by ASK4. Contact support on Tel: +44 (0)114 303 3232 Email: support@ask4.com Web: https://support.ask4.com/

Staff

UWE Authorised - for UWE Bristol supplied devices
Staff only access to wifi and UWE Bristol network resources (storage, staff printers) on UWE Bristol supplied devices.

eduroam - for staff personal/non-UWE Bristol devices
Used by staff for their own devices at UWE Bristol and participating organisations.

Visitors

BT_Free_WiFi
This third-party service is available in public areas. To use BT free Wi-Fi, select it from the list of available Wi-Fi networks, open a web browser and click to connect.

More assistance from IT Services

Guidance available online, or printed copies from the IT Advice Points.

24/7
assistance by phone

Connect to eduroam
- for Andriod
- for iOS
- for Win 10
- for MacOS

Printing on campus
- printing basics
- double-sided
- printer locations
- other media

+44 (0)117 32 83612
IT Service Desk
08:30-17:00 Mon - Fri
Out of hours support
17:00-09:00 and weekends

see more at:

www.uwe.ac.uk/its

For assistance from IT Service Desk:

+44 (0)117 32 83612

itonline@uwe.ac.uk