

Eduroam Wi-Fi Setup Guide

Issued by IT Services on 25 November 2022

If you need further help **URGENTLY** please call the helpdesk on **020 8891 5907 x4357**.

If its **less urgent**, **learners** please use the [RHACC Learner IT Helpdesk](#), **staff** please log a ticket [on the helpdesk](#) or email IT Helpdesk.

This guide is for learners and staff using the college Wi-Fi, eduroam

Eduroam is a Wi-Fi service available to learners and staff of Colleges and Universities around the world. Using your RHACC email address, you can connect your phone, laptop or other device to the eduroam Wi-Fi network and use it for free. Please remember that, as with any College IT facility, you must keep to our IT Acceptable Use Policy which is on the College Website <https://www.rhacc.ac.uk/about-us/policies-and-reports>. There are also special conditions for eduroam <https://www.rhacc.ac.uk/eduroamuk-policy>

Connecting to eduroam has changed. On **7 December 2022**, everyone will need to set it up again to work in the new way. If you have a recent Android phone, and haven't been able to use eduroam, it will now work for you.




These instructions cover most devices. Please check the section 'Before you start' first, and then work through the section that relates to your own device. If your device type is not listed, please contact IT Services for help.

You must set up eduroam every time you change your college email password.

As always, if you have problems connecting, please log a ticket [on the helpdesk](#) or **for Learners only, the [RHACC Learner IT Helpdesk](#)**.

1 Before 7 December

On 7 December, you will need to set up eduroam again. If you have an up-to-date iPhone, iPad or Android phone, you can make this easier by installing the geteduroam app before you come into the College.

On an iPhone or iPad , go to the Apple Store	
On an Android Phone, go to the Play Store	
Find and install eduroam.	 geteduroam SURF Cooperative
For Windows users	Download the 'geteduroam' application: https://dl.eduroam.app/windows/x86_64/geteduroam.exe
Don't try to run it until you are in the College on or after 7 December.	

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2 Before you start

There are **four** things to do before you connect to eduroam after 7 December

1 Make sure you have an internet connection.

On 7 December, eduroam won't work until you've finished this. You must 'forget' it in your Wi-Fi settings.

You can use your own mobile data plan or the Wi-Fi Guest network if you are in the College. Remember to 'forget' the Wi-Fi Guest network when you've finished.

2 Your device must have a passcode or pin to use eduroam.

If you don't have one, set one up using your device's security settings.

3 Make sure you know your college email address and college computer password

For learners

your email address is your student number @students.rhacc.ac.uk

EG. If your student number is 12345678 then your email address is 12345678@students.rhacc.ac.uk

your password is your date of birth in DDMMYYYY format. EG if your date of birth is 12 November 1996, your password is 12111996

4 Work out the type of device you have.

If you have a	Go to Section
Android phone	3_Android
iPhones or iPads running iOS 11 or later	4_Apple iPhones and iPads
Apple Mac	5_Apple Mac
A Windows laptop running Windows 8 or later	6_Windows 8
Any other device	7 Any other devices


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3 Android


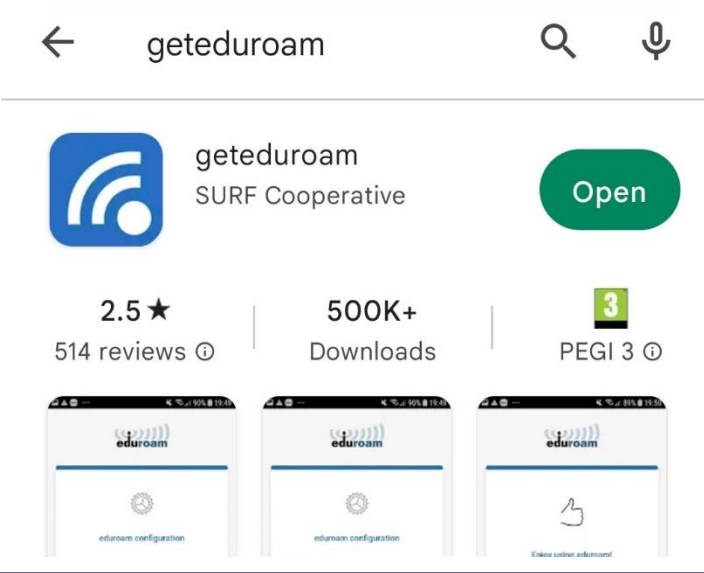
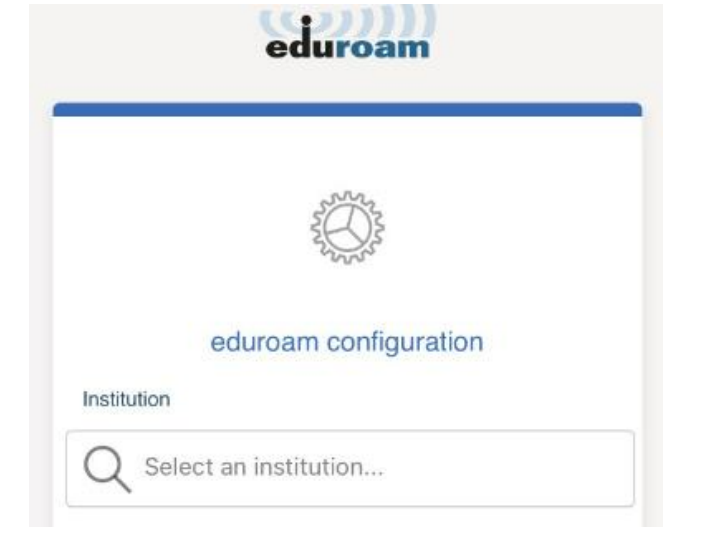
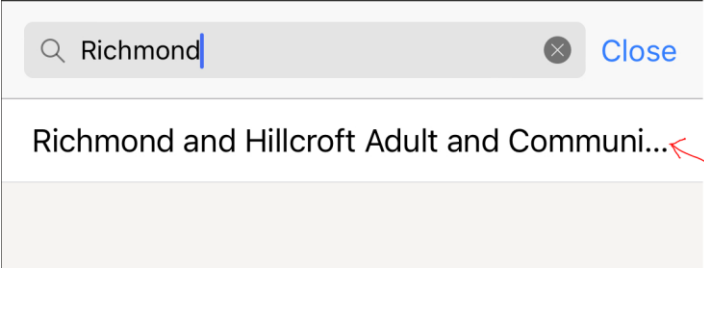
3.1 Check your Android version

Open the Settings app. Its normally, a gear like this 

Near the bottom of the list tap 'About Phone/Device', then 'Android version'

3.2 Android 8 and later

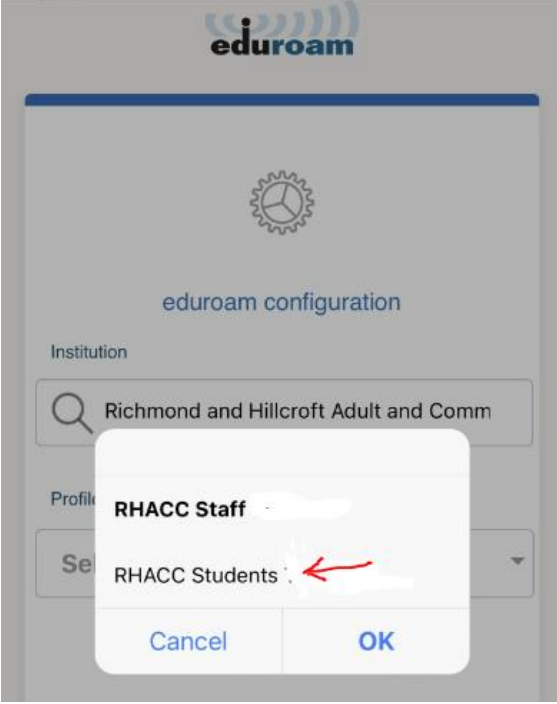
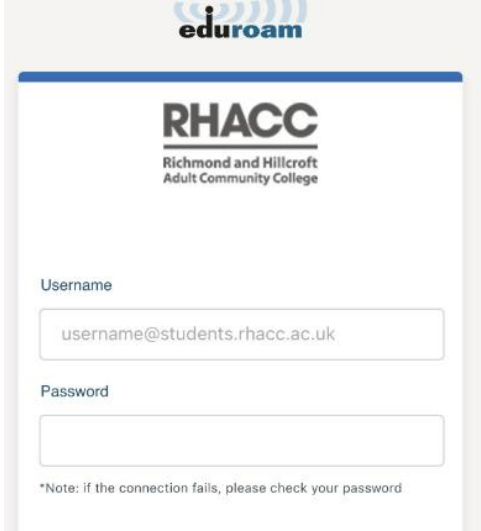
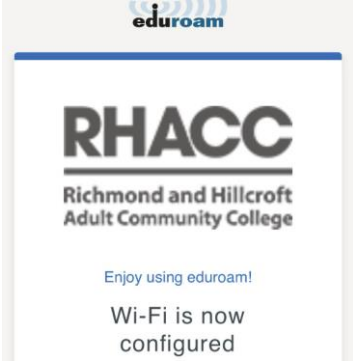
This will cover most Android devices which are less than 4 years old.

<p>1 If you didn't do it earlier, download and install the geteduroam app from the Play Store using the</p>  <p>app on your phone</p>	
<p>2 Once installed open the 'geteduroam' app</p>	
<p>3 In the 'select an institution' search box type 'Richmond' and click search Select 'Richmond and Hillcroft Adul and Community College'</p>	

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<p>4 From the 'profile ' drop-down list select your profile RHACC Staff for staff members RHACC Students for learners</p> <p>Then OK</p>	
<p>5 Enter your college email address and college computer password</p>	
<p>6 Select 'Connect to Network'. If you don't have a pin set on your device the setup may fail, you can continue setup after enabling a pin on your device. If prompted to save credentials for eduroam click yes Once successful a 'Wi-Fi is now configured' message is show.</p>	
<p>7 You can now close the app but do not delete it. It contains the secure configuration for the wifi connection.</p> <p style="text-align: center;">Your device should now connect to eduroam automatically.</p>	




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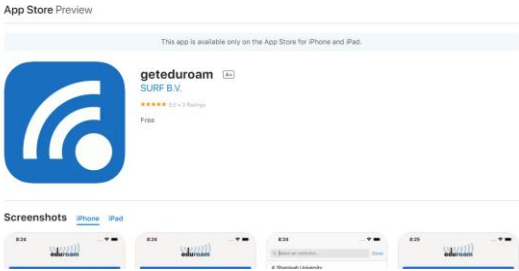
3.3 Android 4.3 to 7

For Android 4.3 to 7 you should use the 'eduroam CAT' application, downloadable for free from the PlayStore

1	Download and install the eduroam CAT app from the Play Store using the  app on your phone	 eduroam CAT GÉANT Association 1.5 ★  1M+
2	Run the app and give it the permissions it asks for Follow the instructions It will ask you to select a 'Nearby Config' . Select Richmond and Hillcroft Adult Community College or do a Manual Search for it. Confirm that you wish to install Enter your College username and password Continue to confirm everything, until you see a message saying 'Status: CONNECTED to SSID "eduroam	
3	You can now close the app but do not delete it. It contains the secure configuration for the wifi connection. Your device should now connect to eduroam automatically.	

4 Apple iPhones and iPads

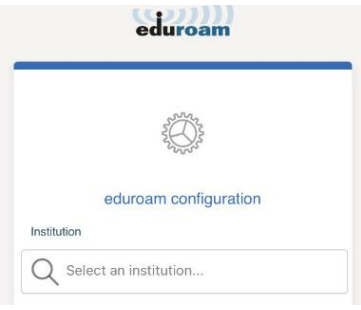
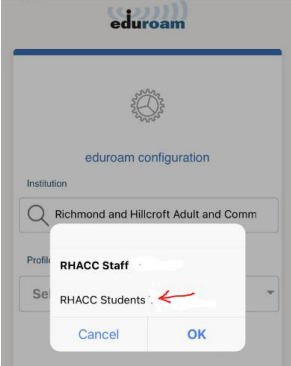
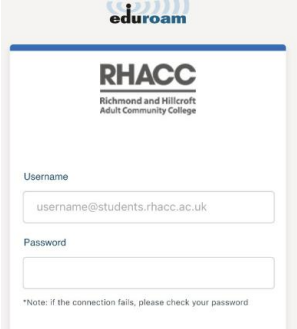
If you are running an earlier version of Apple iOS, go to 7 Any other devices

1	If you didn't do it earlier, install 'geteduroam' from the Apple Store on your iPhone or iPad 	
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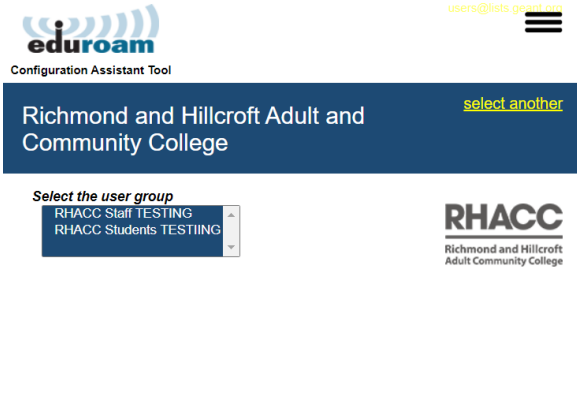
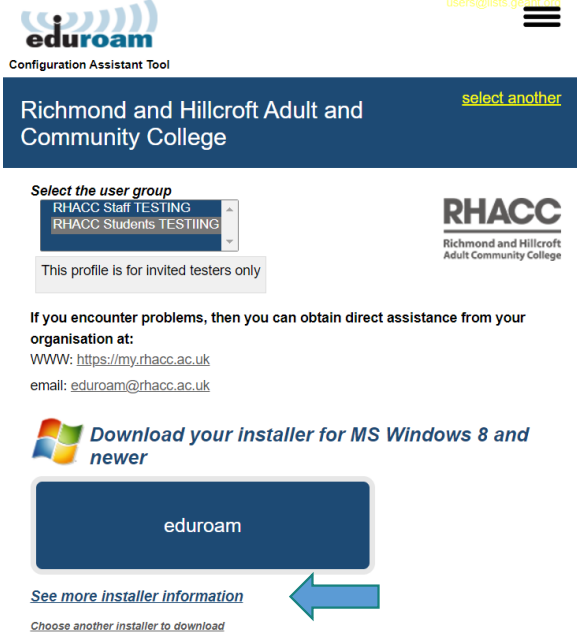
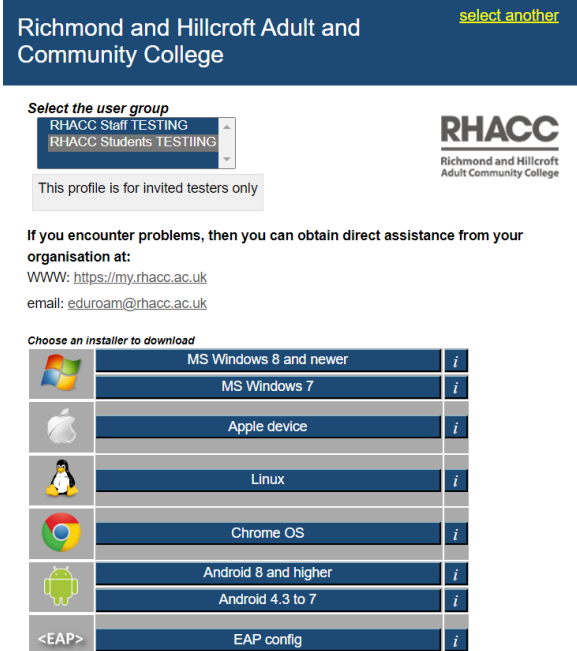
2	<p>Open the geteduroam app In the 'Select an institution' search box type 'richmond' Select 'Richmond and Hillcroft Adult and Community College'</p>	
3	<p>From the 'profile' drop-down list select your profile 'RHACC Students' or 'RHACC Staff' and click 'Ok'</p>	
4	<p>When asked, enter your College username (email) and password</p>	
5	<p>Select 'Connect to Network'. If prompted to save credentials click yes Once successful a 'Wifi is now configured' message is shown. Select OK</p>	
6	<p>You can now close the app but do not delete it. It contains the secure configuration for the wifi connection. Your device should now connect to eduroam automatically.</p>	

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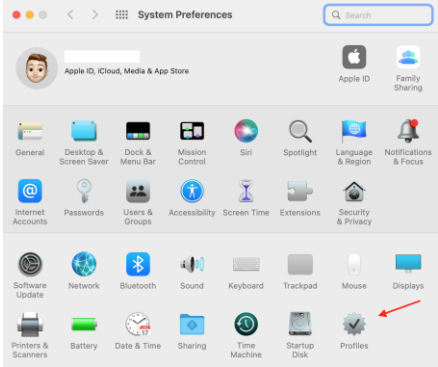
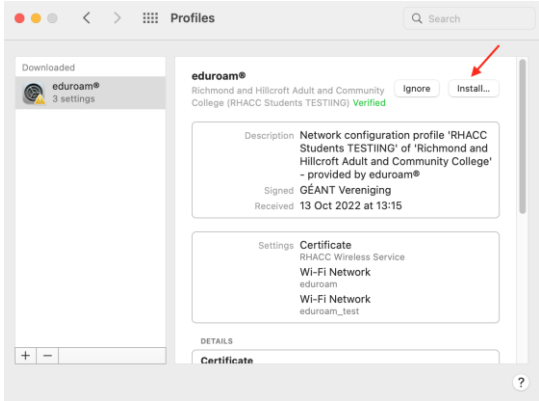
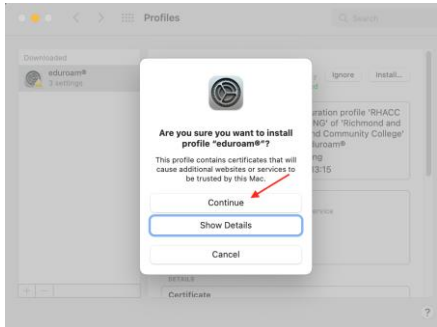
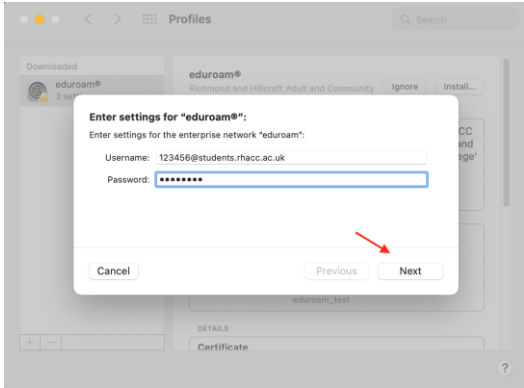
5 Apple Mac

1	In a browser go to the eduroam Configuration Assistant Tool at https://cat.eduroam.org/?idp=1617																												
2	Select RHACC Staff or RHACC Students as appropriate (these say Testing now – that word will disappear when we cut over)																												
3	Click 'Choose another installer to download'																												
4	Choose Apple device installer and download it.	 <table border="1" data-bbox="858 1644 1299 1953"> <thead> <tr> <th>OS/Device</th> <th>Installer Name</th> <th>Icon</th> </tr> </thead> <tbody> <tr> <td>MS Windows 8 and newer</td> <td>MS Windows 8 and newer</td> <td>i</td> </tr> <tr> <td>MS Windows 7</td> <td>MS Windows 7</td> <td>i</td> </tr> <tr> <td>Apple device</td> <td>Apple device</td> <td>i</td> </tr> <tr> <td>Linux</td> <td>Linux</td> <td>i</td> </tr> <tr> <td>Chrome OS</td> <td>Chrome OS</td> <td>i</td> </tr> <tr> <td>Android 8 and higher</td> <td>Android 8 and higher</td> <td>i</td> </tr> <tr> <td>Android 4.3 to 7</td> <td>Android 4.3 to 7</td> <td>i</td> </tr> <tr> <td><EAP></td> <td>EAP config</td> <td>i</td> </tr> </tbody> </table>	OS/Device	Installer Name	Icon	MS Windows 8 and newer	MS Windows 8 and newer	i	MS Windows 7	MS Windows 7	i	Apple device	Apple device	i	Linux	Linux	i	Chrome OS	Chrome OS	i	Android 8 and higher	Android 8 and higher	i	Android 4.3 to 7	Android 4.3 to 7	i	<EAP>	EAP config	i
OS/Device	Installer Name	Icon																											
MS Windows 8 and newer	MS Windows 8 and newer	i																											
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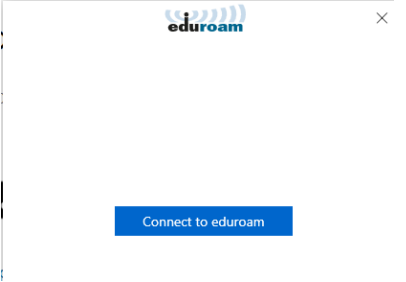
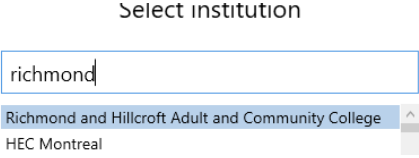
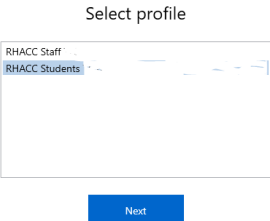
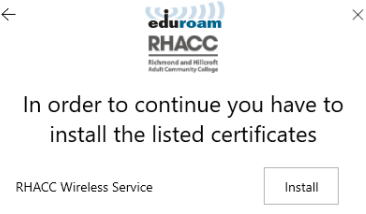

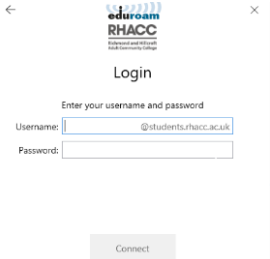
<p>5 Open System Preferences Select Profiles</p>	
<p>6 Choose eduroam and select Install.</p>	
<p>7 Verify the profile by selecting Continue</p>	
<p>8 Enter your college email address and college computer password and select 'Install'</p>	
<p>9</p>	<p>Finally, when asked enter the password for your Mac, not your college password.</p>

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6 Windows 8 or later

1	Download the 'geteduroam' application: https://dl.eduroam.app/windows/x86_64/geteduroam.exe	
2	Open it and click the 'Connect to eduroam' button	
3	In the 'Select institution' search box type 'richmond' Select 'Richmond and Hillcroft Adul and Community College'	
4	From the 'Select profile' box select either RHACC Staff (for staff) or RHACC Students (for learners) Click 'Next'	
5	You will be prompted to Install the 'RHACC Wireless Service' certificate, this is required to main the security of your eduroam connection. Click Install	
6	Click Yes to install the 'RHACC Wireless Service' certificate	
7	When asked to enter a username, enter your college email address When asked for a password, enter your college computer password	
8	Click Connect to complete setup	

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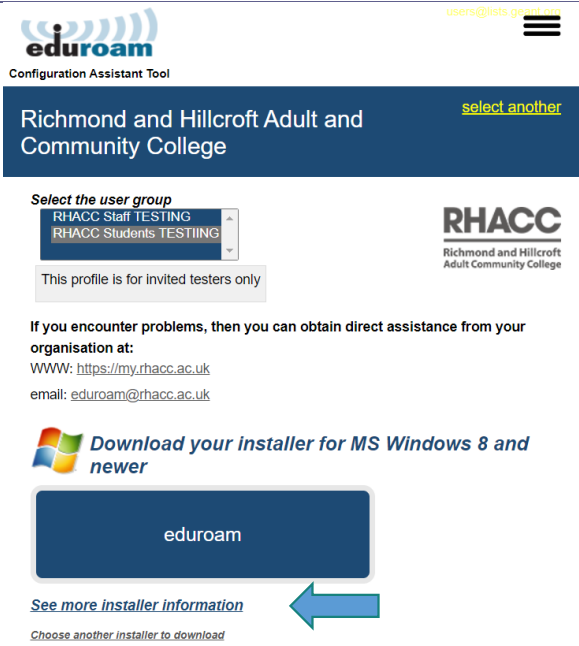
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7 Any other devices

Other, older devices may not be able to use eduroam.

You will NOT be able to do this before 7 December. Please do not try to install in this way before then as you may disable your access to eduroam and will need to redo it on 7 December.

Try the instructions here and, if you run into difficulty please contact IT Services us the [RHACC Learner IT Helpdesk](#), or for staff only, log a ticket [on the helpdesk](#)

10	In a browser go to the eduroam Configuration Assistant Tool at https://cat.eduroam.org/?idp=1617	
11	Select RHACC Staff or RHACC Students as appropriate (these say Testing now – that word will disappear when we cut over)	
12	Click 'Choose another installer to download'	

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
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13 Choose the installer you need from the list and download it.

Once you have download it, run it and follow the instructions on the screen to install.

Make sure you sign in with your college username and password.

The screenshot shows the RHACC (Richmond and Hillcroft Adult and Community College) user selection interface. At the top, there is a header with the college name and a "select another" link. Below this, a "Select the user group" dropdown menu is shown with "RHACC Staff TESTING" and "RHACC Students TESTING" as options. A note states "This profile is for invited testers only". Contact information for direct assistance is provided, including a website URL (https://my.rhacc.ac.uk) and an email address (eduroam@rhacc.ac.uk). The "Choose an installer to download" section features a table with icons for various operating systems and their corresponding installer options.

Choose an installer to download		
	MS Windows 8 and newer	i
	MS Windows 7	i
	Apple device	i
	Linux	i
	Chrome OS	i
	Android 8 and higher	i
	Android 4.3 to 7	i
	EAP config	i

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