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**

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

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 **!!!

1 Before you start

There are **four** things to do before you connect:

1 Make sure you have an internet connection.

You can use your own mobile data plan or the **Guest Wi-Fi** network (public network - password free)

Remember to 'forget' **Guest Wi-Fi** 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 *studentID@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	2 Android
iPhones or iPads running iOS 11 or later	3 **Apple iPhones and iPads**
Apple Mac	4 **Apple Mac**
A Windows laptop running Windows 8 or later	5 Windows 8
Any other device	**Error! Reference source not found. Error! Reference source not found.**

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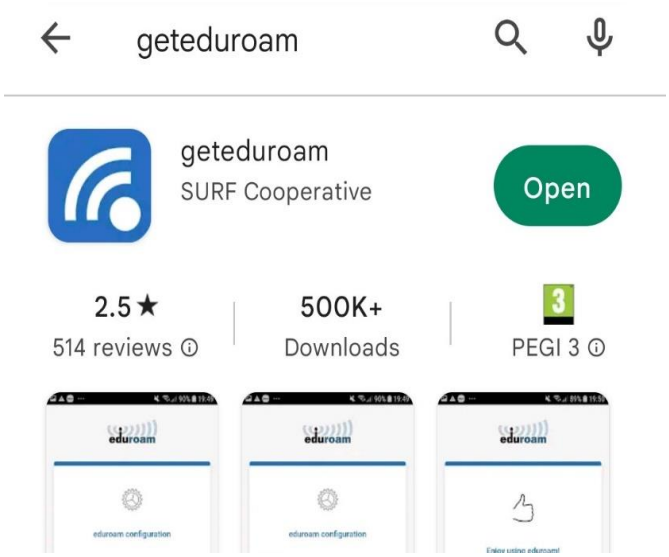
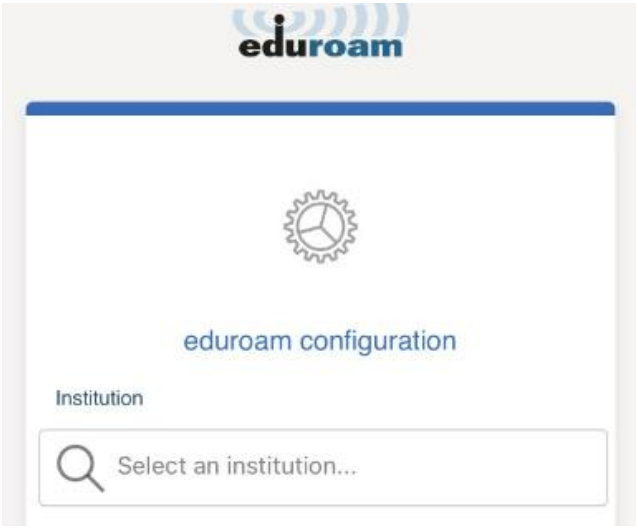
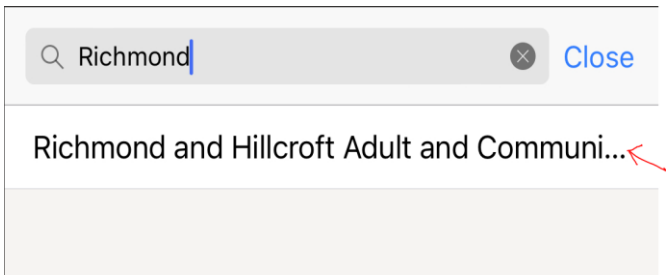
2 Android

2.1 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'.

2.2 Android 8 and later

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

1	Download and install the Geteduroam app from the Play Store using the app on your phone. Google Play	
2	Once installed open the 'Geteduroam' app.	
3	In the 'select an institution' search box type 'Richmond' and click search Select 'Richmond and Hillcroft Adul and Community College'.	

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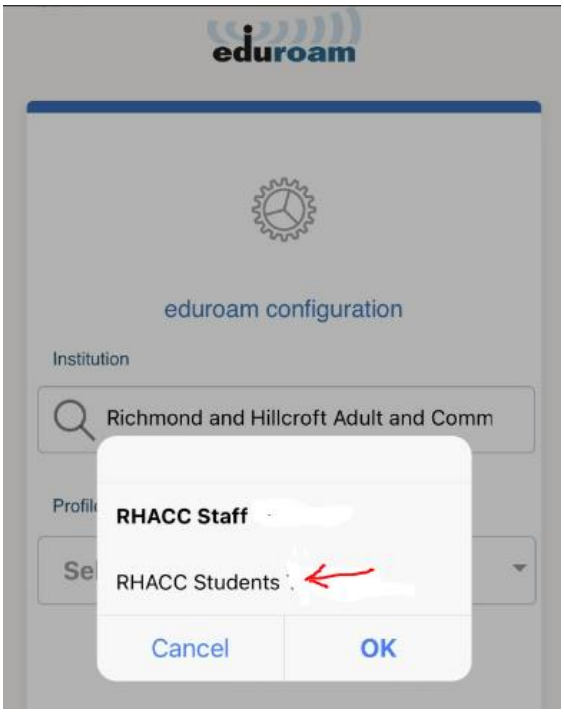
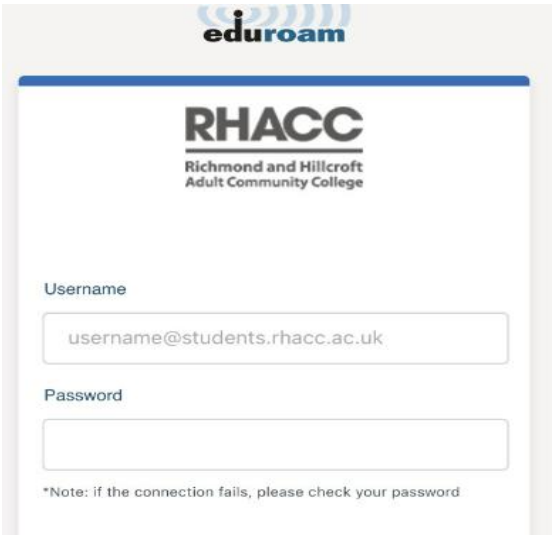
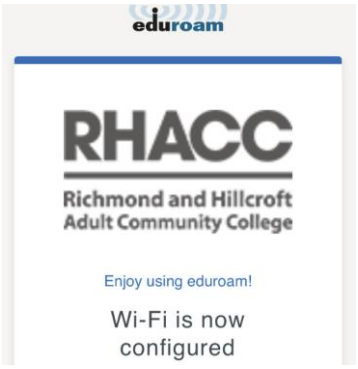
4	From the 'profile 'drop-down list selects your profile: RHACC Students for learners Then OK.	
5	Enter your college email address and college password.	
6	Select 'Connect to Network'. If you don't have a pin set on your device the setup may fail, you can continue setup after enabling a pin on your device.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

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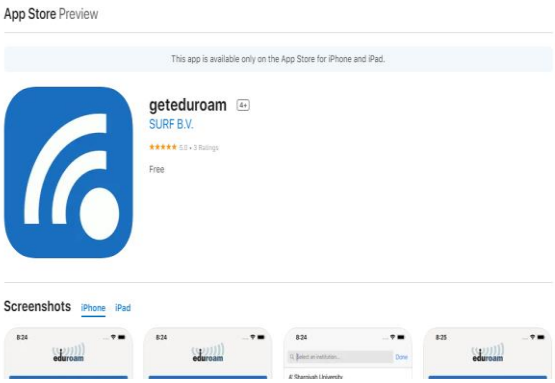
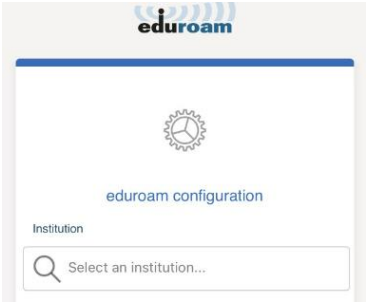
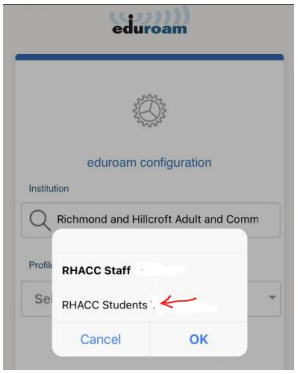
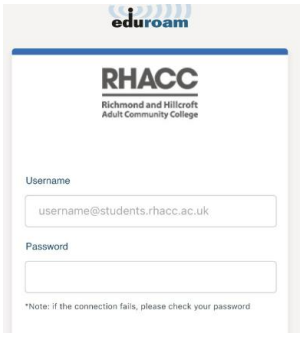
2.3 Android 4.3 to 7

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 Google Play	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.**	

3 Apple iPhones and iPads

If you are running an earlier version of Apple iOS, go to **Error! Reference source not found. Error! Reference source not found.**

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

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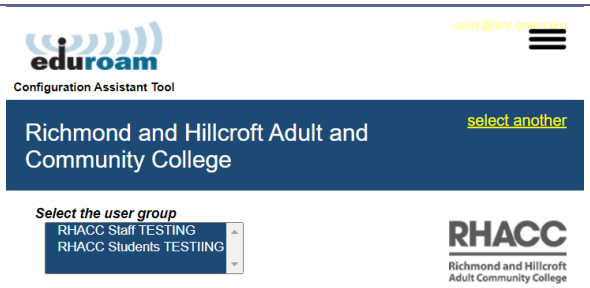
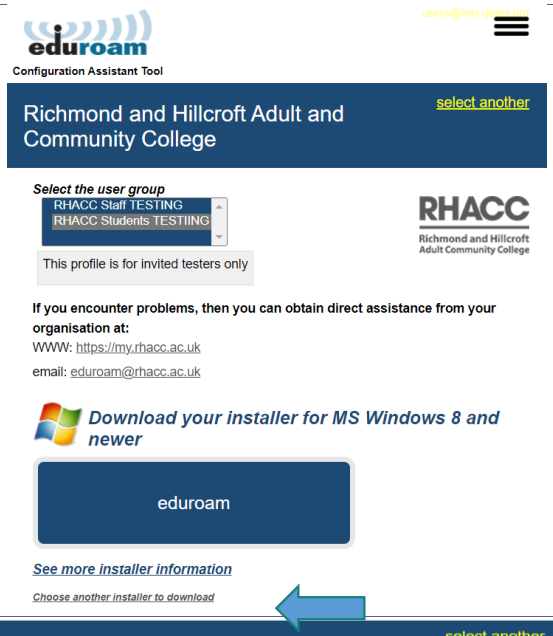
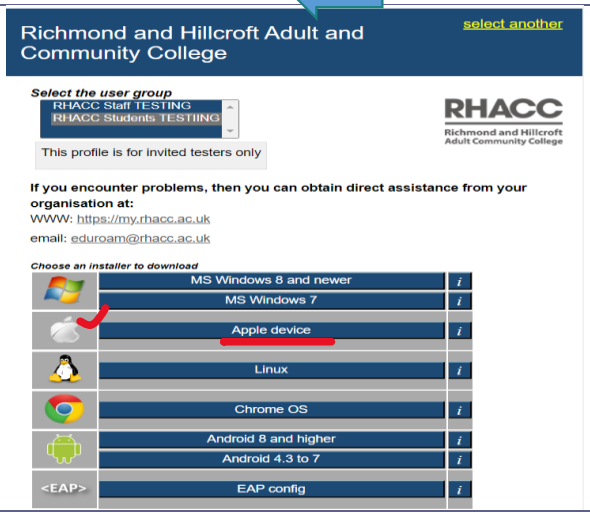
4 Apple Mac

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.	
3	Click 'Choose another installer to download'.	
4	Choose Apple device installer and download it.	

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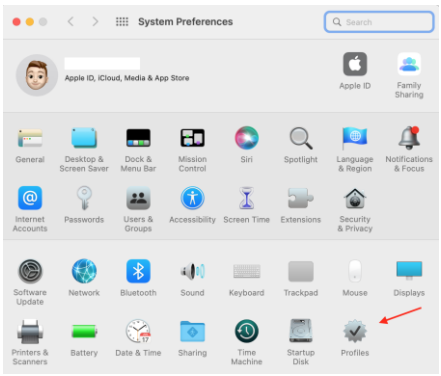
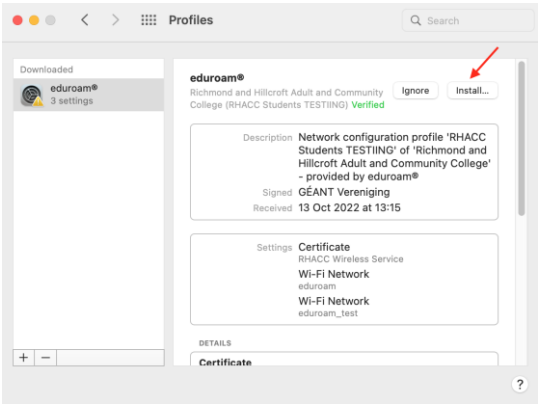
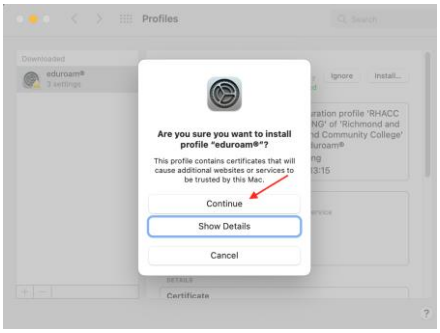
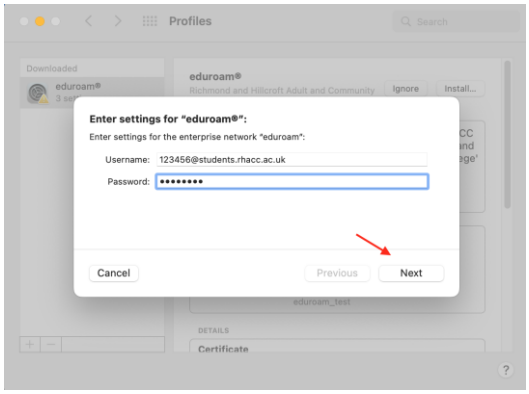
5	Open ***System Preferences*** Select ***Profiles***.	
6	Choose Eduroam and select *Install*.	
7	Verify the profile by selecting Continue.	
8	Enter your college email address and college computer password and select 'Install'.	
9	**Finally, when asked to enter the password for your Mac, not your college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

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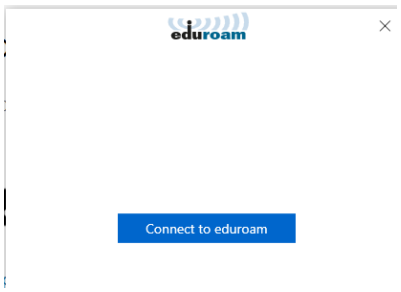
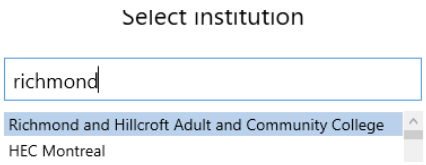
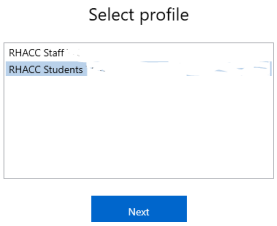
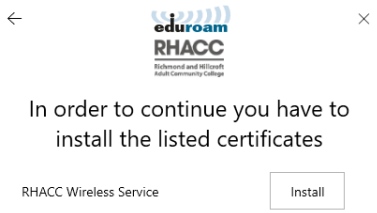
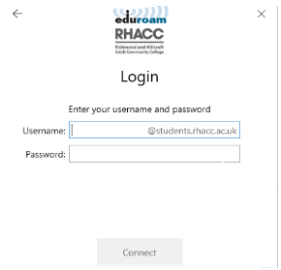
5 Windows 8 or later

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 password.	
8	Click *Connect* to complete setup.	

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