

Windows Vista & 7 WiFi setup

1. On the desktop, navigate to the bottom right-hand corner of the screen and click on the 'Networks' icon:

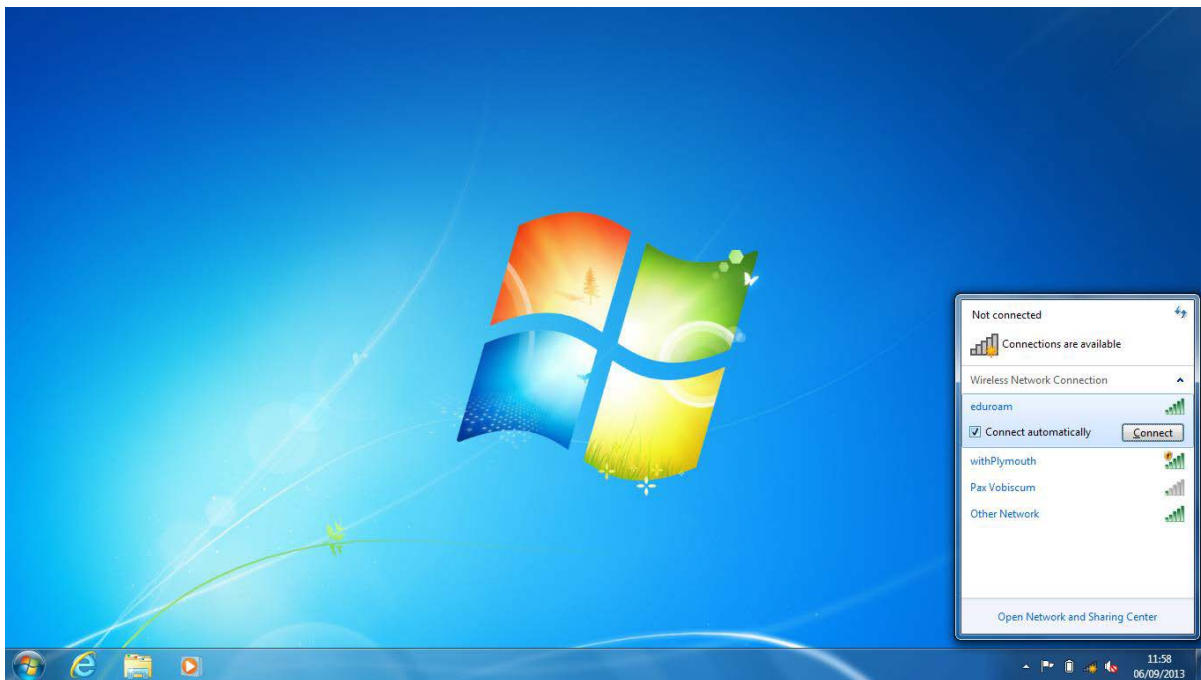


2. You should see a list of wireless networks including eduroam:

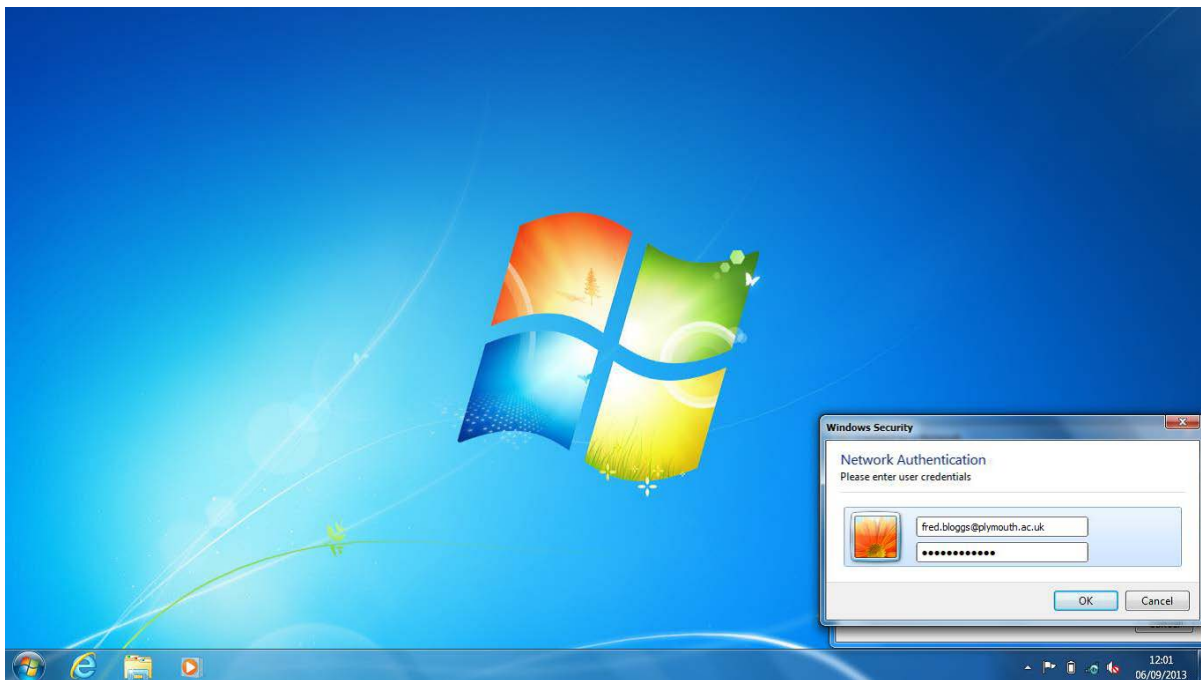


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Student: Email: libraryandITenquiries@plymouth.ac.uk

3. Select 'eduroam' and click 'Connect':



4. eduroam login username and click 'OK':



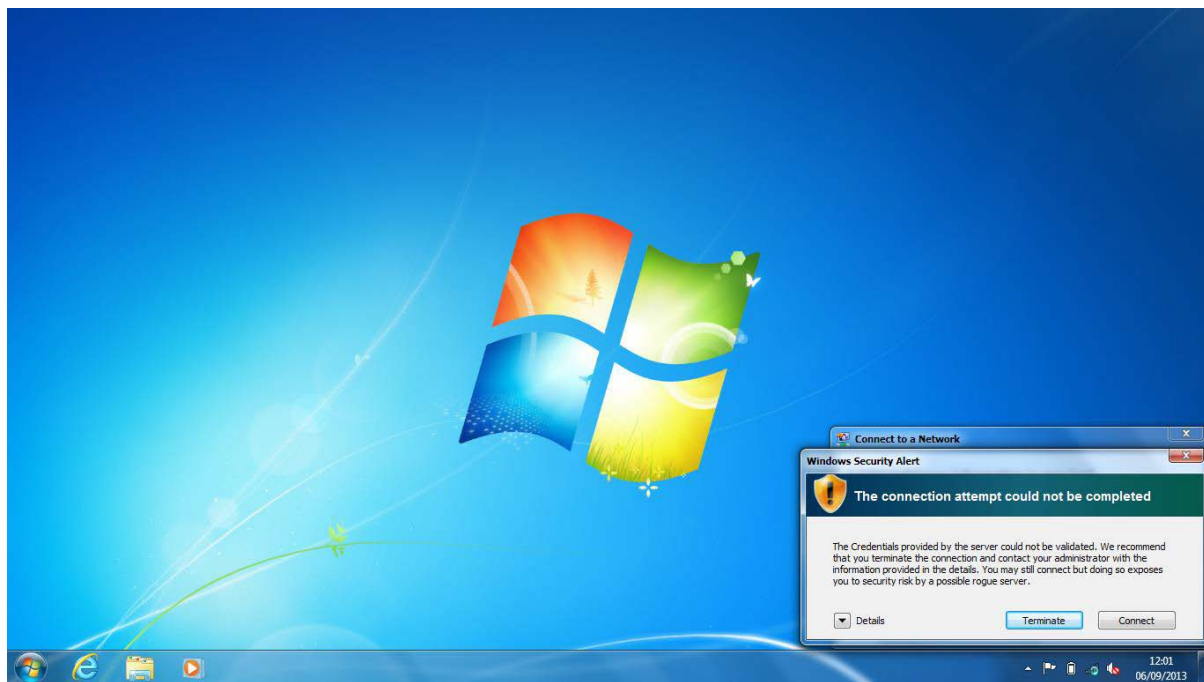
When asked to login you should use your full email address as your username, and include a dot between you first name/initial and last name before the @: fred.bloggs@plymouth.ac.uk or f.bloggs@plymouth.ac.uk

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5. When connecting to eduroam you may be presented with a message asking about the new certificates

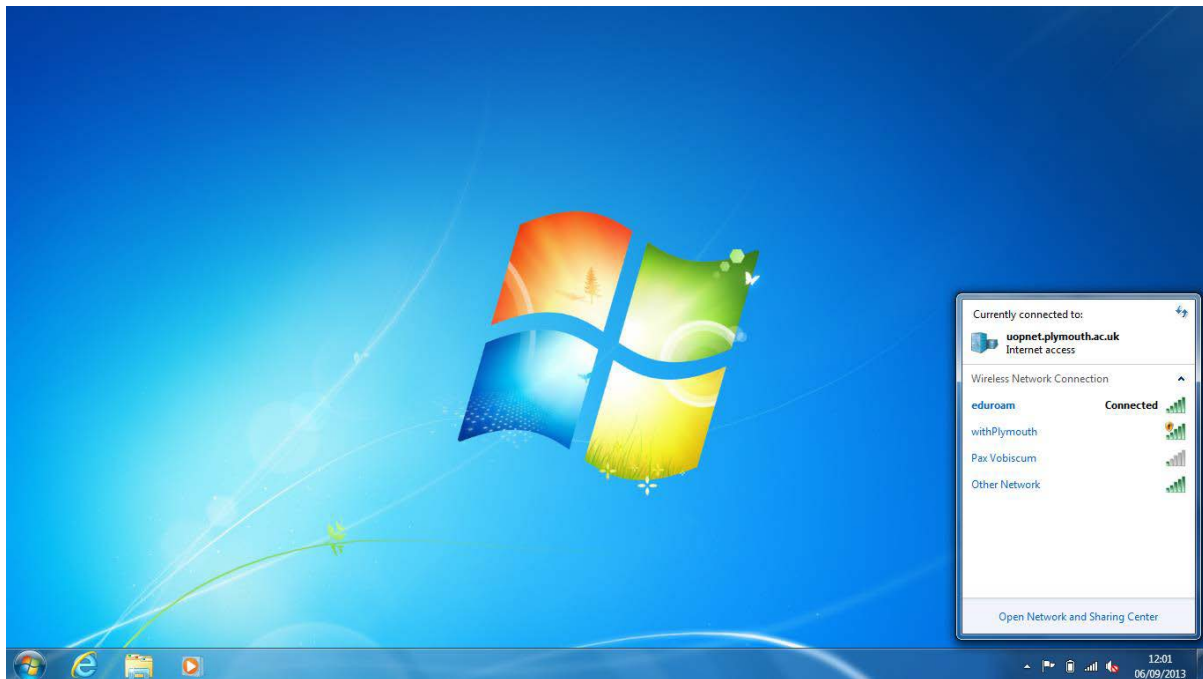


6. Click 'Connect':



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7. You should now be connected to eduroam and the University's network:



Troubleshooting

If after following all of the steps, you still cannot connect, try the following:

Username and password

Make sure the username and password you are using is correct, you can check this by trying to login to any Open Access PC. If you have forgotten your login details phone +44 (0)1752 588588.

Enable wireless

It could be that wireless may be disabled on your device

- Ensure the physical switch on your device is switched to 'on'
- Use the function (FN) key to enable your wireless
- Ensure Wi-Fi in Windows Vista/7 is 'on'

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Remove the network profile and connect again

Click network icon on the desktop taskbar and select 'Open Network and Sharing Center'. On the left side of the window, select 'Manage wireless networks'. Remove 'eduroam' from the list by selecting the network and clicking on the 'Remove' button at the top, then try connecting again.

Keep up-to-date

Make sure that your device is fully up-to-date via Windows Update.

Connect another device to eduroam

To ensure there isn't a problem with eduroam try to connect another device to eduroam, for example, a Smartphone or tablet.

If you're still experiencing problems please call +44(0)1752 588588 or visit the Open Access information desk in Babbage 102.

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