

Changing the eduroam Username on your device

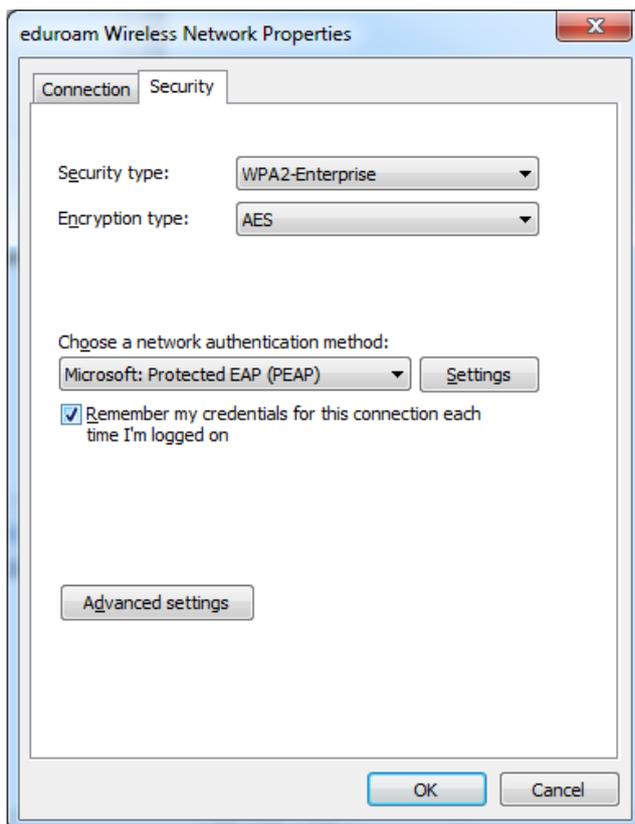
If you are currently connecting to the eduroam wireless network using your Exeter username, you will need to change this so your device now logs in using your Exeter email address. These instructions will guide you through the process for some of the most popular devices.

Windows 7

Click on the Wi-Fi icon in the bottom right corner of your screen to display your wireless networks.



Right click on eduroam and select properties, this will display the properties window. Untick the “Remember my credentials for this connection each time I’m logged on” box and click OK, this will disconnect you from the eduroam network.



Right click on eduroam again and open the properties window, now tick the box that you previously unticked and click OK.

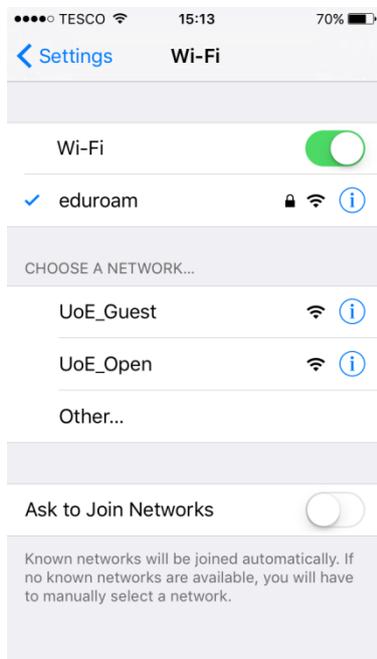
You will now be prompted to enter your credentials to login to eduroam. When asked to enter your username, please ensure that you enter your Exeter **email address** in this box.

iPhone and iPad

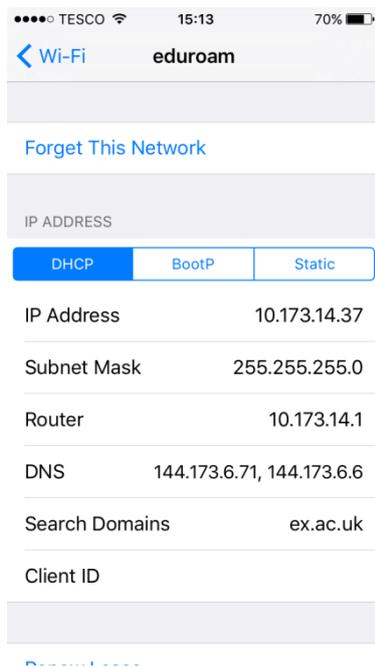
Go to your devices settings.



Go into Wi-Fi settings



Tap the “i” icon next to eduroam



Tap on “Forget This Network”

You can now reconnect to the eduroam network.

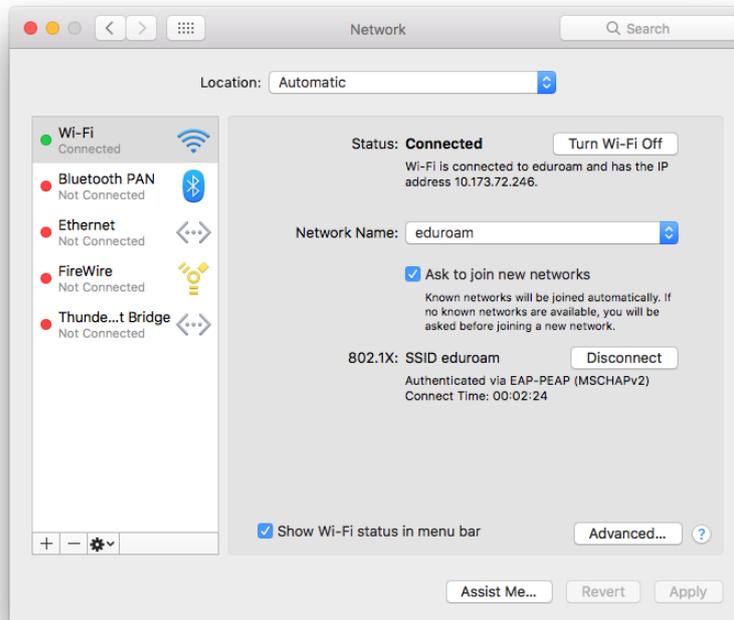
Connect to the UoE_Guest network, once you see the login page tap the link at the bottom of the page where it says “Having Trouble Connecting to eduroam?” (<http://ex.ac.uk/eduroamcat>), this will take you to the eduroam configuration assistance tool which you can use to setup your connection. Please remember, when prompted for your username you need enter your Exeter **email address**.

NOTE: If you have previously used the configuration assistance tool to setup your connection but used your username to login rather than your email address, you will need to follow a slightly different procedure to forget the network.

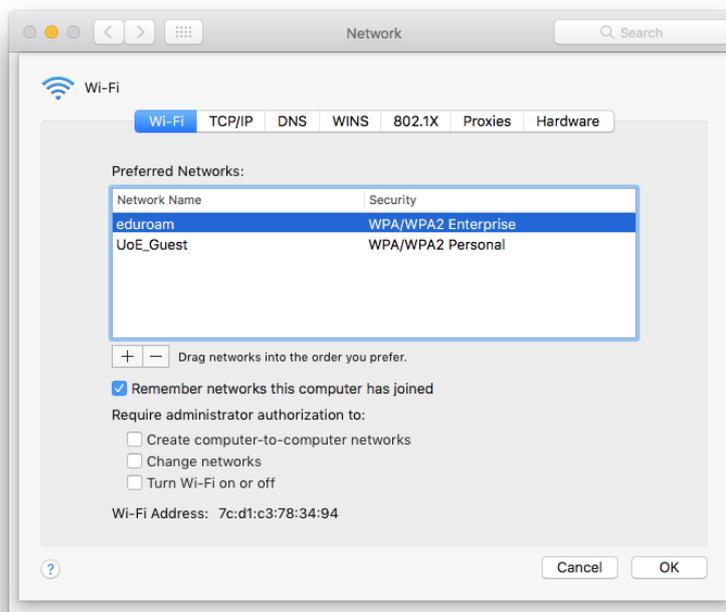
Go to Settings > General, scroll down and tap on “Profile”. Tap the eduroam profile and select “Delete Profile”, follow the on screen prompts to delete the eduroam profile. You will now be able to reconnect to eduroam using the above procedure

OSX

Click the Wi-Fi symbol at the top of the screen and select “Open Network Preferences”



Make sure Wi-Fi is selected from the left menu and that eduroam is selected in the drop down box, Click “Advanced”.



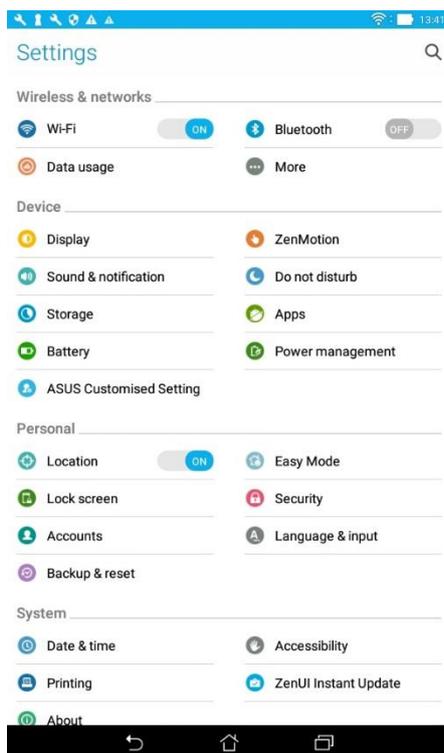
Select eduroam from the list of networks and click the minus button to delete the network. Click OK in the advanced window and then click Apply in the main preferences window.

You can now reconnect to the eduroam network.

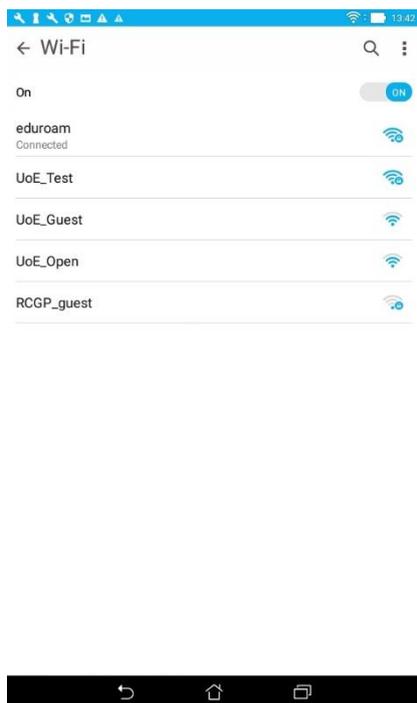
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Android 4.3 and Newer

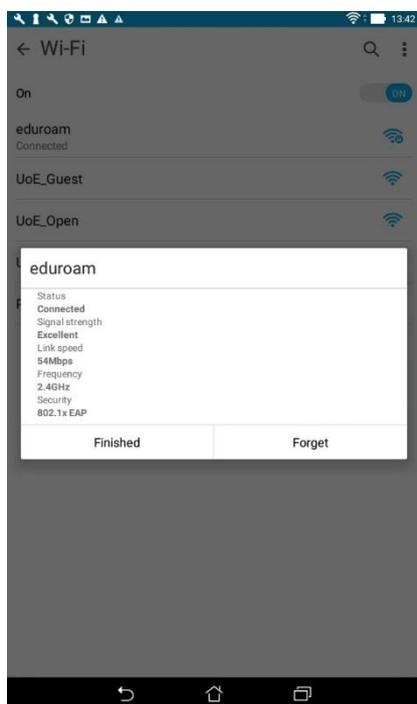
Access the settings page on your device



Tap Wi-Fi to access your Wi-Fi settings



Tap on eduroam and select "Forget" to forget the network



You can now reconnect to eduroam using the eduroam Configuration Assistance Tool, instructions for this can be found at the following link.

https://as.exeter.ac.uk/media/level1/academicserviceswebsite/it/documents/networks/wireless/Android_Instructions.pdf

