

Connect to eduroam on Android using geteduroam app.

About

The easiest way to connect an Android device to the University's eduroam wireless network is by using the geteduroam app.

The app automatically configures the correct settings for your device, helping you connect quickly and securely without any manual configuration.

Before you begin

Before setting up eduroam, make sure you have:

- An active internet connection via mobile data or another Wi-Fi network.
- An active University of Exeter account.
- Your University username (email address) and password.

Visitors: If you're from another institution that participates in eduroam, select your home institution within the geteduroam app and use your own university credentials.

Already configured eduroam? Remove any existing eduroam network profile from your device before continuing.

Step 1 – Download geteduroam

Visit the Google Play Store and install the geteduroam app.

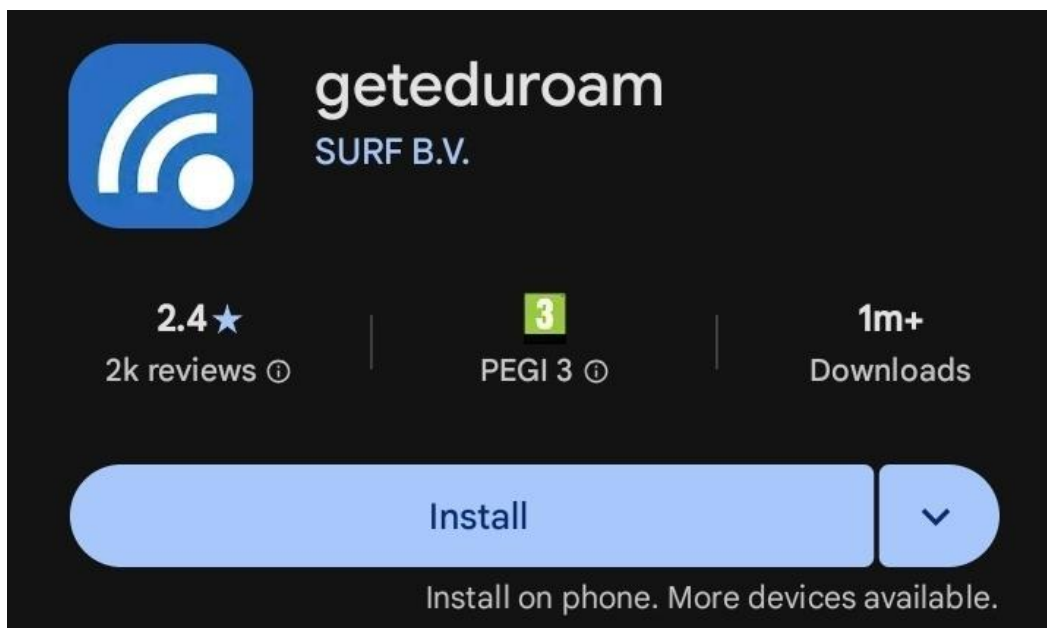
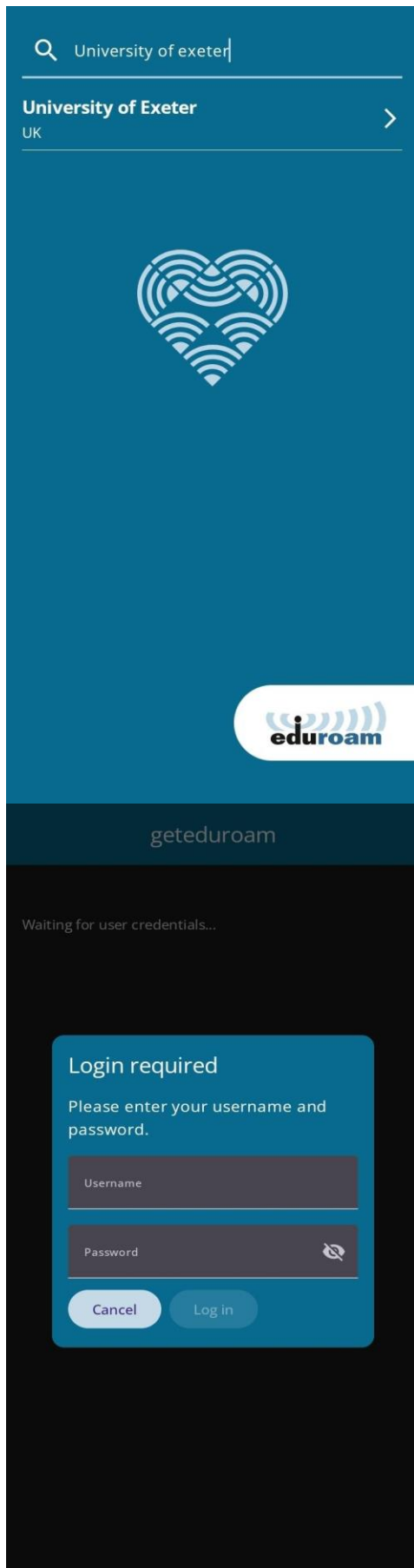


Figure 1: Download the geteduroam app from the Google Play Store.



Step 2 – Select University of Exeter

Open the app and search for:

University of Exeter

Select it from the list of organisations.

Figure 2: Search for and select the University of Exeter.

Your University username (email address) and password.

Step 3 – Sign in

Enter your University credentials:

Students

xxxxxx@exeter.ac.uk

Staff

xxxxxxxx@exeter.ac.uk

Then enter your University password.

This is the same password used for:

- Microsoft 365
- Outlook email
- University-managed computers
- Other University services

Figure 3: Enter your University username (email address) and password.

Step 4 – Install the configuration profile

The app will configure your device and may ask you to approve the installation of the eduroam profile.

Select Allow, Install, Save, or Accept if prompted.

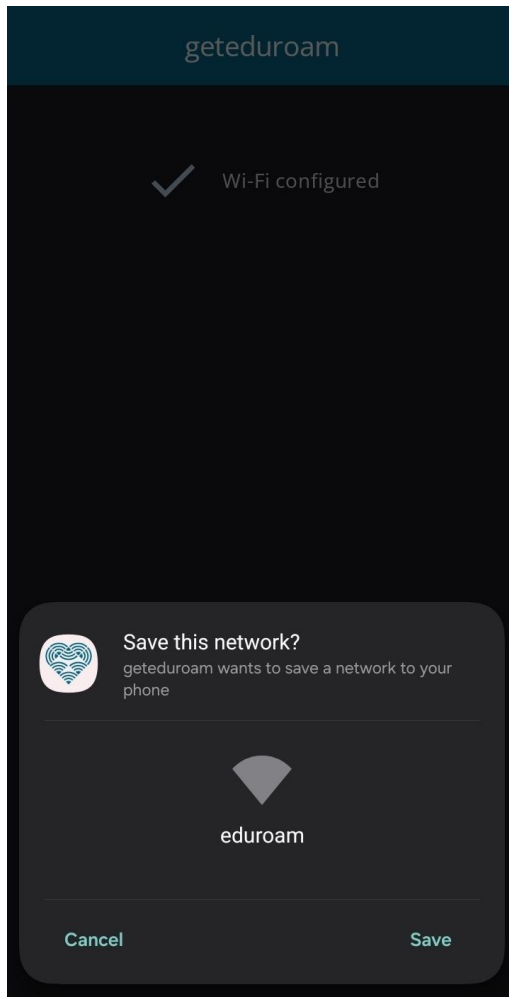


Figure 4: Allow the eduroam configuration profile to be installed.

Step 5 – Connect to eduroam

Once setup is complete, the app will confirm that the configuration has been installed.

Your device should automatically connect to eduroam.

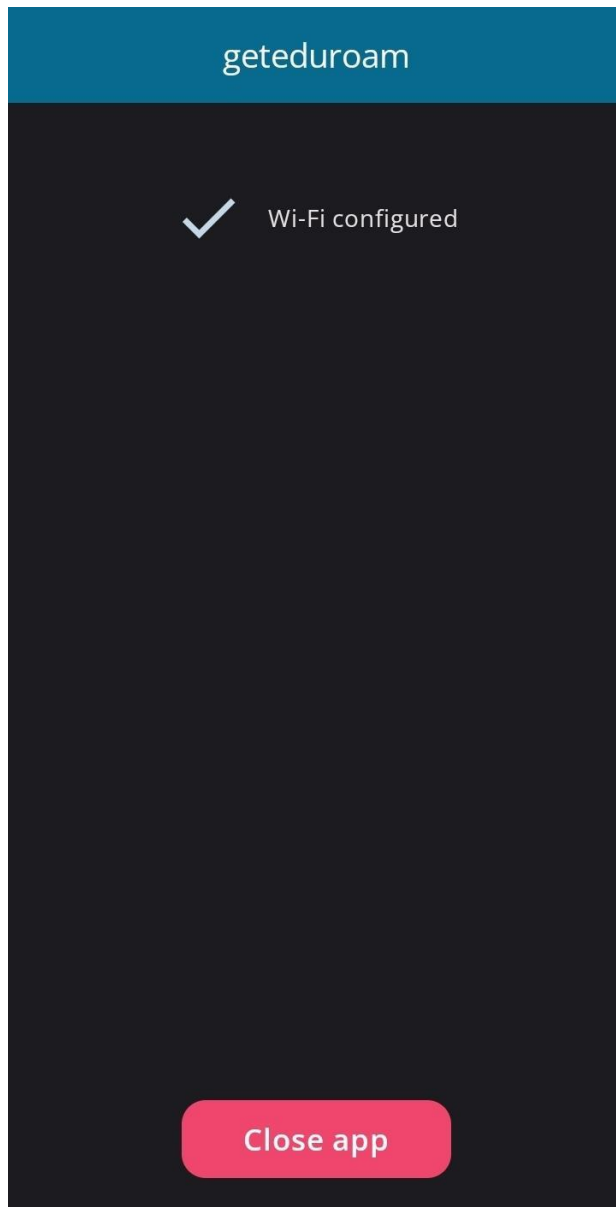


Figure 5: The eduroam profile has been installed successfully.

Step 6 – Confirm you're connected

Open your Wi-Fi settings and check that:

eduroam – Connected

is displayed.

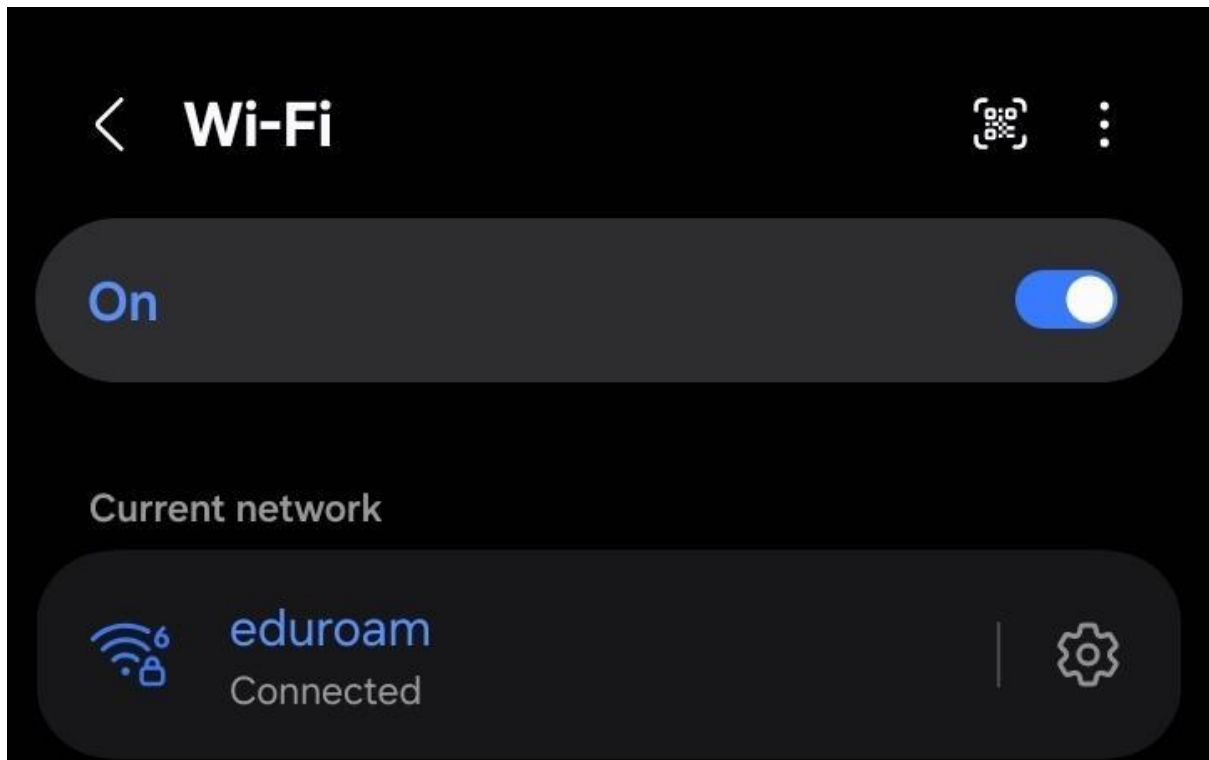


Figure 6: Your device is now connected to eduroam.

Troubleshooting

Check your username format

Make sure you're entering:

- Students: xxxx@exeter.ac.uk
- Staff: xxxxx@exeter.ac.uk

Recently changed your password?

The geteduroam app stores your credentials when creating the connection profile.

If you've changed your University password:

1. Open the geteduroam app.
2. Re-run the setup process.
3. Sign in using your new password.

Remove and recreate the profile

If you're unable to connect:

1. Open your device's Wi-Fi settings.
2. Select eduroam.
3. Tap Forget network.
4. Run the geteduroam setup again.

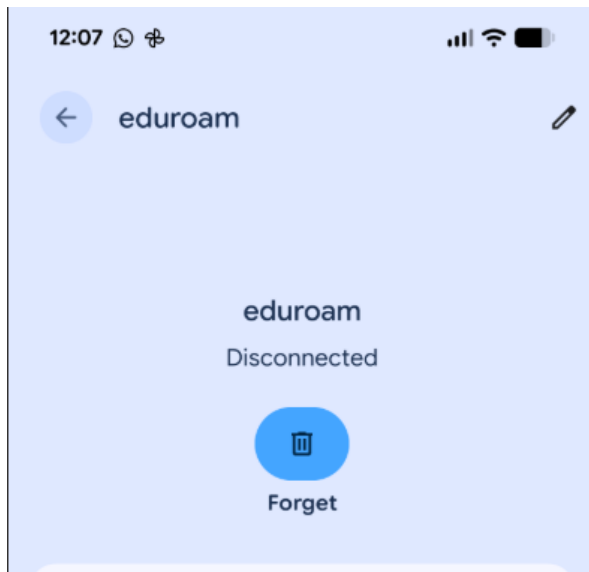


Figure 7: Remove an existing eduroam profile before reconfiguring.

Need help?

If you're still unable to connect after following these steps, contact the IT Service Desk and include:

- Your device model
- Android version
- Any error messages displayed during setup

This will help us resolve your issue more quickly.