



at Trinity College

eduroam® is a global service that enables students, researchers and staff from participating institutions to obtain Internet connectivity across campus and when visiting other participating institutions by simply opening their laptop or activating their smartphone or other portable device.

With eduroam, you get Internet access not only via the wireless network at Trinity College, but also when visiting other participating universities, colleges, research centers and libraries.

Introduction

This document for outlines how to configure your Windows 8 mobile computer or tablet to connect to the eduroam wireless network.

Please note:

- For most trouble-free experience, Trinity College staff and students should connect to eduroam while on Trinity College campus before connecting to eduroam at another university.
- Trinity IT Client Services can assist with the initial setup on staff or student Windows mobile computer

Connecting to eduroam wireless network

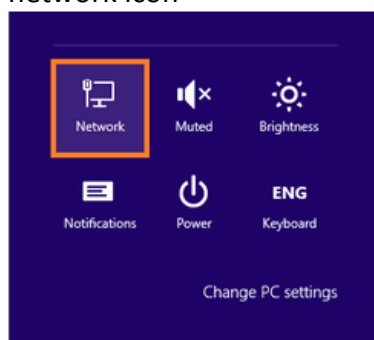
From the Start screen

1. To display the Charms-bar...
 - **Mouse:** Point to the upper right corner of the screen and slide down, or point to the lower right corner and slide up.
 - **Keyboard:** Press Windows-C
 - **Touch:** From the right edge of the screen, swipe left.

2. On the Charms-bar click or tap **"Settings"**



3. On the **"Settings"**-bar click or tap the network icon



From the Desktop

1. In the System Tray locate the Network icon.

Depending on your current configuration it can be displayed as Ethernet icon ...

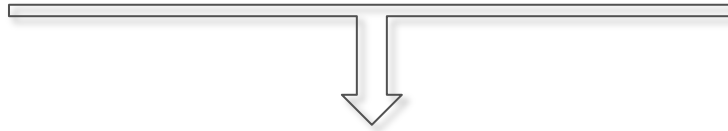


...or as WiFi icon:



Click or tap the network icon.





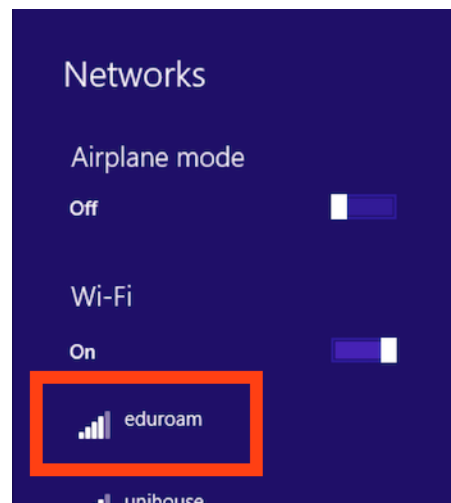
2. On the “**Networks**”-screen ensure WiFi is enabled

- “Airplane mode” must be OFF
- “Wi-Fi” must be ON

Click or tap the appropriate Sliders to adjust the configuration

3. Locate **eduroam** in the list of wireless networks

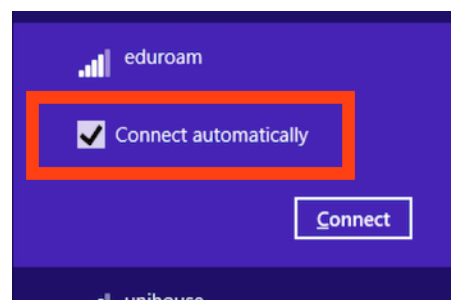
Click or tap **eduroam**



4. The list will expand.

Tick “**Connect automatically**”

Click or tap “**Connect**”



5. Once the network requirements have been detected, you will be asked for your credentials.

- Leave “Use my Windows user account” empty
- **Username:** home institution username

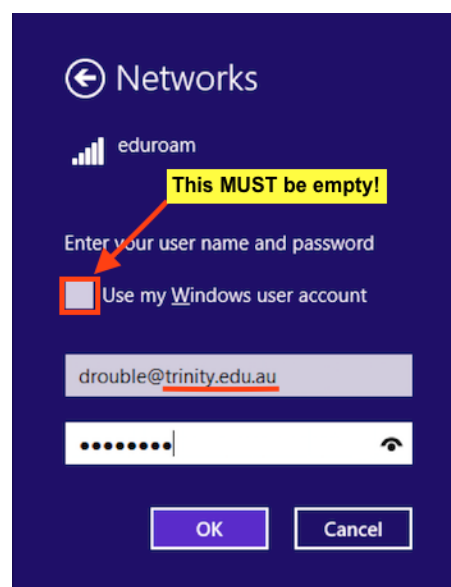
Trinity College staff and students

Enter your Trinity College username followed by **@trinity.edu.au**

Please note:

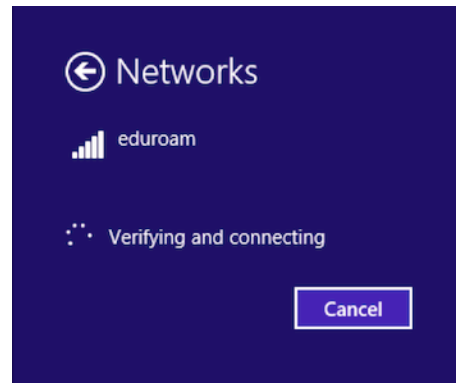
Do not use @trinity.unimelb.edu.au

- **Password:** home institution password

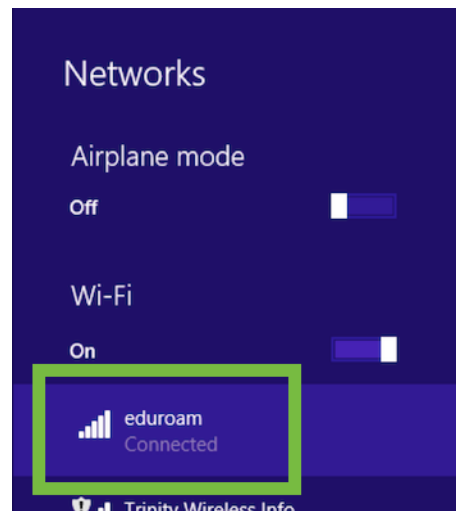


Tap or click “**OK**”

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6. The system will now connect to eduroam network. Please be patient and wait until the connection process has finished



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7. Congratulations! You are now connected to eduroam network



Contact Us

Remember, for most trouble-free experience, Trinity College staff and students should connect to eduroam while on Trinity College campus before connecting to eduroam at another university.

We are happy to assist you with the initial configuration of your mobile device. Please visit Trinity IT Client Services in the Evan Burge building or at Level 5, 200 Victoria Street Monday to Friday from 8:30am to 5:30pm

Please note:

To troubleshoot connection problems Trinity College staff or students must first contact Trinity College IT Client Services, even from remote locations.

Visitors at Trinity College must first contact support at their home institution before contacting Trinity College IT Client Services.

- If you have access to the Internet, please log an IT Request ticket via the Portal on https://portal.trinity.edu.au/portal/forms/itsupport_form.php
- Otherwise contact the Trinity IT emergency line on +61 (0)3 9348 7070. Please be mindful of the time difference when calling from overseas locations