



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 outlines how to configure your Mac OS X 10 mobile computer to connect to the eduroam wireless network.

Please note:


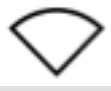

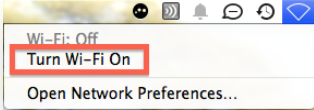

- For most trouble-free experience, Trinity College staff and students should connect to eduroam while on Trinity College campus before connecting to eduroam at another university.
- The instructions are generic and may cause problems if your computer is configured to use *Network Locations*. In such case you should create a new location for eduroam first. If you don't know how to do this, please visit Trinity College IT Client Services
- Trinity IT Client Services can assist with the initial setup on staff or student Mac laptops
- The instructions must not be used on Trinity College staff- or student-lab Mac desktop computers.

Connecting to eduroam wireless network

1. Ensure that "Wi-Fi" (also known as "Airport") is turned on

Locate the Wi-Fi icon in the menu-bar and check its status



 Wi-Fi is on	 Wi-Fi is off	 Wi-Fi not configured
Click the icon to reveal a list of available wireless networks	Click the wireless icon and select "Turn Wi-Fi on" from the menu  Wait a few seconds while the system detects wireless networks...	Wi-Fi needs to be configured in "Network Preferences". If you are unsure about how to do this, please contact Trinity IT Client Services for assistance.
From the list of available networks select eduroam 		

2. After selecting **eduroam** you will be asked to provide credentials:

- **Identity:** home institution username

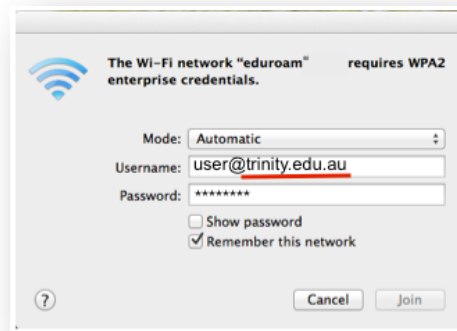
Trinity College staff and students

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

Please note:

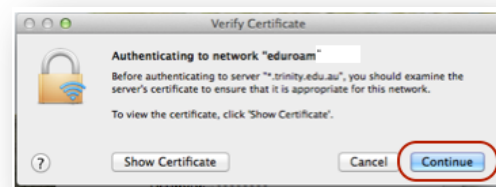
Do not use @trinity.unimelb.edu.au

- **Password:** home institution password
- Click **“Join”**



3. You will be asked to verify the server's certificate.

Click **“Continue”** in the **“Verify Certificate”** pop-up box



4. You will be asked for a password for your Mac to authorise the changes.

- Enter the computer password
- Click **“Update Settings”** to finalise the connection process



5. Congratulations, you are connected to eduroam!



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