



TRINITY COLLEGE
THE UNIVERSITY OF MELBOURNE



eduroam at Trinity College

What is eduroam?

eduroam is short for "education roaming".

eduroam is a global service enabling staff and students of educational, research and related institutions to visit another eduroam participating institution and connect to the visited institution's wireless network automatically, i.e. with minimal effort for both user and visited institution.

Eduroam infrastructure provided by Trinity College, AARNet and global NRENs enables a visitor's 'home institution' to authenticate the visitor remotely. Upon successful authentication, Trinity College grants wireless network access to visitors authenticated via eduroam. Other eduroam participating institutions similarly grant network access to visiting staff from Trinity College.

If configured correctly, the eduroam user should be able to get a network connection at a visited institution just by opening their laptop or activating their phone or tablet device.

The physical locations within Trinity College providing eduroam access to their networks are:

- Parkville campus meeting rooms, staff offices and Dining Hall
- Parkville campus student rooms and guest accommodation
- Educational rooms and staff offices at 29-35 Royal Parade
- Educational rooms and staff offices at 200 Victoria Street
- Educational rooms and staff offices at 715 Swanston Street
- Educational rooms and staff offices at Trinity's Lincoln Square North Building
- Educational rooms and staff offices at 243 Bouverie Street Carlton

[More about eduroam](#) is available from AARNet, the eduroam AU 'roaming operator'.

eduroam Policy

Trust in eduroam authentication is underpinned by use of a proven secure technical infrastructure and protocol, and a set of policies to which all eduroam participants are required to comply.

In participating in eduroam AU, Trinity College agrees to conform to the [Global eduroam Policy](#) and the eduroam AU policy maintained by AARNet.

What is the users' responsibility in using eduroam?

The eduroam AU policy states that users must conform to their home institution's network Acceptable Use Policy (AUP). That is, when using eduroam either on Trinity campus or when travelling to other institutions, Trinity users must comply with Trinity's AUP: "[IT and Telecommunications Use Policy](#)"

Trinity users are recommended to read and comply with the Acceptable Use Policy of visited institutions. Visiting eduroam users should refer to Trinity College's "[IT and Telecommunications Use Policy](#)".

What about user privacy?

When using eduroam, the eduroam protocol prevents your institutional password from being revealed to any eduroam server other than your home institution's eduroam server. So your login password is protected and remains secret between you and your home institution.

However your username is visible to the Trinity College RADIUS server and other eduroam infrastructure servers involved in getting your authentication request from your device to your home institution, and may be included in logs. Such logs are required to be protected by the institution running the RADIUS server.

Trinity College's Wireless Settings

SSID (Network Name)	eduroam (<i>case-sensitive</i>)
Wireless Network Connection Protocol	WPA2 Enterprise
Data Encryption Method	AES

Trinity College Users using Eduroam

Trinity College users should configure eduroam authentication locally (i.e. while on Trinity College campus) and confirm successful authentication by Trinity College eduroam infrastructure before travelling to other eduroam participating institutions.

Authentication Configuration

The following authentication parameters apply for authentication of Trinity College staff via eduroam:

Security	WPA2-Enterprise
Encryption	AES
EAP Method	PEAP
Inner Method	MSCHAPV2
Identity	<Your Trinity College username>@trinity.edu.au
Anonymous Identity	Do not configure an anonymous identity
CA Certificate	Will auto-detect

User Device Configuration

Device configuration guidelines are provided via the following links:

- <Windows 7, Windows 8>
- <Mac OSX>
- <Linux>
- <iOS mobile devices (iPhone)>
- <Android mobile devices>

Visitors Using eduroam at Trinity College

Who can use eduroam at Trinity College?

eduroam is available to general staff, academics, researchers and students from eduroam participating educational, research and related institutions globally.

How do I use eduroam at Trinity College?

Note: as an eduroam user, you should have already configured access to eduroam while on your home campus, using the authentication parameters provided by your home institution local eduroam webpage.

The wireless encryption protocol used by Trinity College access points is the Wi-Fi standard "WPA2/AES" (also called WPA2 Enterprise). Accessing eduroam successfully within Trinity College requires only that your device's configured wireless network connection and encryption protocol is compatible. Due to near-ubiquity of "WPA2/AES" support by institutional wireless access points, it is pretty much guaranteed that your wireless connection will be configured correctly if you've already tested your eduroam authentication on your own campus.

Note: There is no need to change any of your authentication parameters. These are only relevant to your home institution. If you have successfully configured authentication to eduroam at your home institution, you should be able to access Trinity College campus's network via eduroam with no change to your setup.

Where exactly can I use eduroam within Trinity College?

Trinity College provides eduroam at the following locations:

- Parkville campus meeting rooms, staff offices and Dining Hall
- Parkville campus student rooms and guest accommodation
- Educational rooms and staff offices at 29-35 Royal Parade

- Educational rooms and staff offices at 200 Victoria Street
- Educational rooms and staff offices at 715 Swanston Street
- Educational rooms and staff offices at Trinity's Lincoln Square North Building
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Network Services Provided

Trinity College provides full outbound access with NAT'ed IP addresses. In other words, you can access any services you normally do e.g. the Internet, your institution via VPN etc. However any servers running on your devices will not be accessible externally while connected to the Trinity College network.

How do I get support in using eduroam?

When you're on a Trinity College campus and connect to eduroam, due to relative complexity of wireless and eduroam infrastructures, you may experience difficulty in getting a network connection due to several reasons e.g. an issue with your device configuration, wireless networking, institutional eduroam operability or eduroam infrastructure operability.

If network access issues occur, in the first instance eduroam users should **contact their home institution's IT helpdesk** to seek support.

If this is not possible, or if the home institution can't resolve the issue, visiting users may visit or contact the Trinity College IT Client Services locations (Parkville Campus Evan Burge Building IT Office from 7:45am to 5:30pm, or the 200 Victoria Street (Level 5) IT Office from 7:45am to 4:15pm Monday to Friday. Support can also be obtained by email to ithelp@trinity.unimelb.edu.au.

If required, your home institution's or Trinity College eduroam support staff will contact AARNet, the eduroam AU national roaming operator, for additional assistance.

What Usage Logs are kept by Trinity College and what are they used for?

The eduroam trust model (between institutions remotely authenticating their users, and other institutions providing network access, via eduroam) is supported by the ability to trace a particular network access event to an authentication of a 'real user' by their home institution.

Home institutions agree to take appropriate action on behalf of visited institutions in case a user doesn't comply with the home institution's network AUP.

In order to provide this traceability, remote authentication and network access transactions via eduroam are logged by Trinity College, with logs being retained for a period of six months. Access to usage logs is restricted to authorised personnel and authorities as required by the law. Usage logs may also be used for purposes of service trouble-shooting and user support.