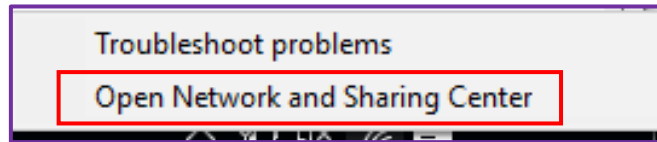
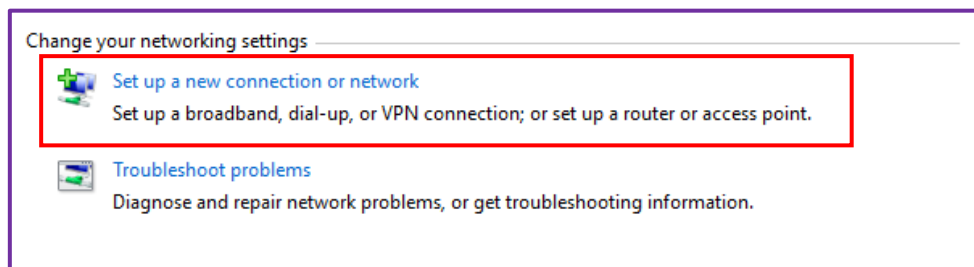


Eduroam Troubleshooting - Windows 10

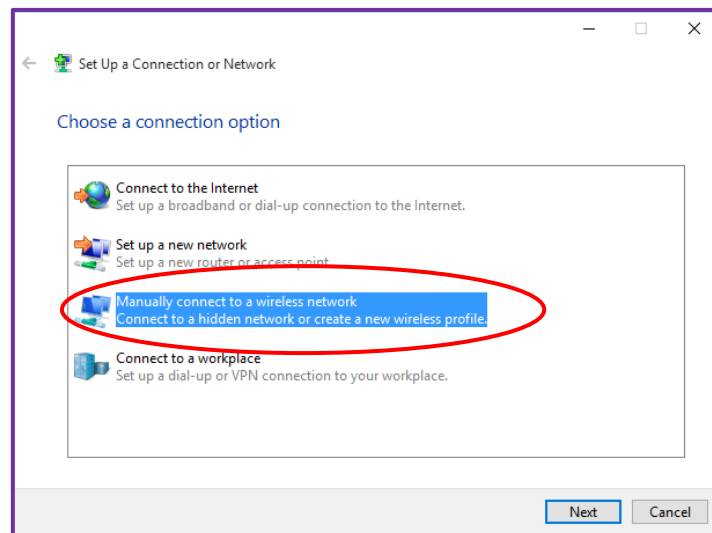
1. Right click the wireless icon  on the right hand side of the status bar and choose the menu option '**Open Network and Sharing Centre**'.



2. From the Network and Sharing Centre window click on the option '**Set up a new connection or network**'.



3. Click on the option '**Manually connect to a wireless network**' and click **Next**.



4. Enter the following information:

- Network name: **eduroam**
- Security type: **WPA2-Enterprise**
- Encryption type: **AES**
- Security Key: **Leave blank**

Manually connect to a wireless network

Enter information for the wireless network you want to add

Network name:

Security type:

Encryption type:

Security Key: Hide characters

Start this connection automatically

Connect even if the network is not broadcasting

Warning: If you select this option, your computer's privacy might be at risk.

Next Cancel

5. The wireless network profile for eduroam has now been created however further security settings need to be changed. Click on the option to 'Change connection settings'.

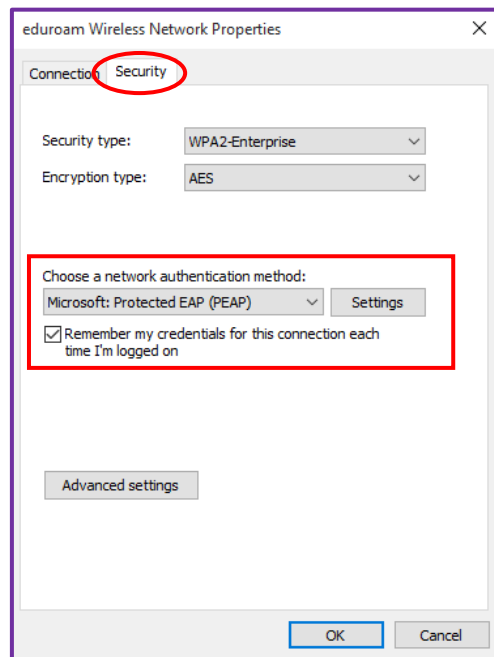
Manually connect to a wireless network

Successfully added eduroam

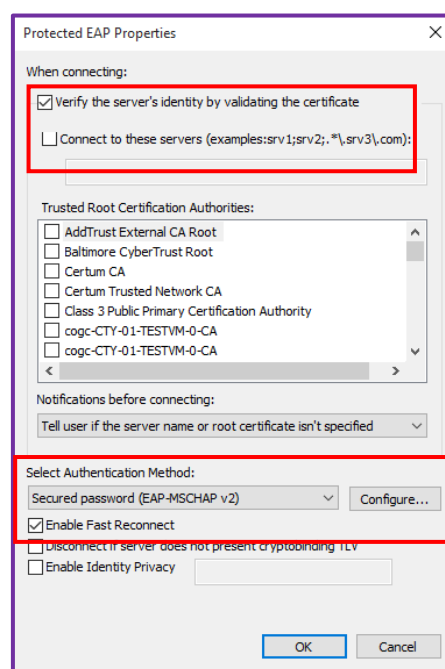
→ Change connection settings
Open the connection properties so that I can change the settings.

Close

6. Click on the '**Security**' tab and ensure the following settings are configured:
- Network authentication method: **Microsoft: Protected EAP (PEAP)**
 - Remember my credentials for this connection each time I'm logged in: **Selected**

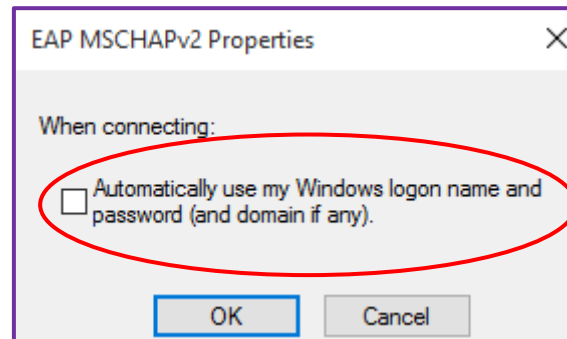


7. Click on the '**Settings**' button next to the network authentication method and configure the following settings:
- Verify the server's identity by validating the certificate: **Selected**
 - Connect to these servers: **Not selected**
 - Select Authentication Method: **Secured password (EAP-MSCHAP v2)**
 - Enable Fast Reconnect: **Selected**



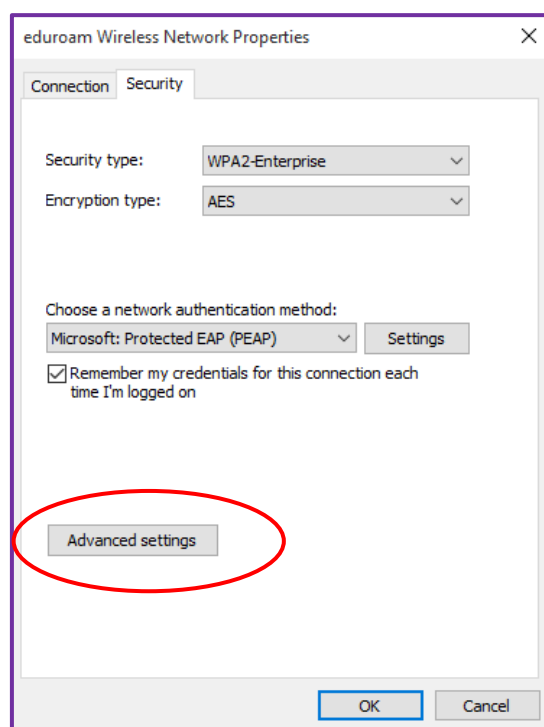
8. Click on the '**Configure**' button next to the authentication method (EAP-MSCHAP v2) and ensure to deselect the option below:

- Automatically use the Windows logon name and password (and domain if any): **Not selected**

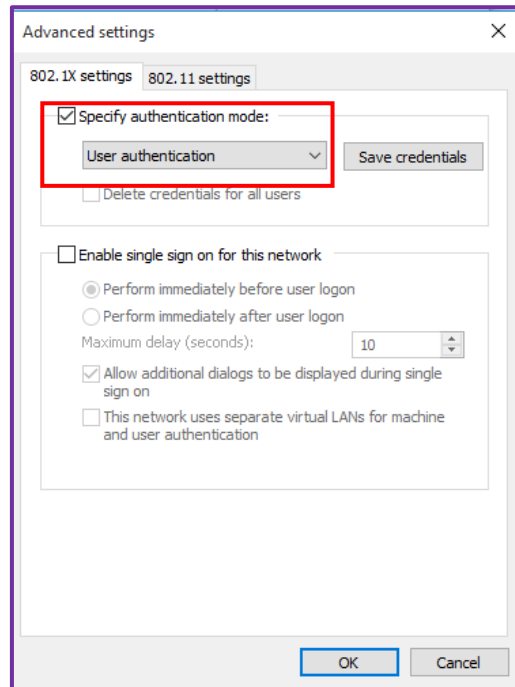


9. Click **OK** to go back to the 'Protected EAP properties' window seen in step 7 and click **OK** to confirm settings. You will be taken back to the 'eduroam Wireless Network Properties' window seen in step 6.

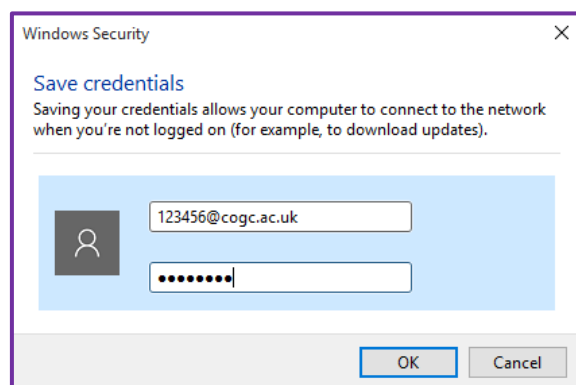
10. From the 'eduroam Wireless Network Properties' window click the '**Advanced Settings**' button.



11. Under '802.1X Settings' select the option to 'Specify authentication mode' and set this to 'User authentication'.



12. Click the button 'Save credentials'. Type in your College network/ MyCity username followed by @cogc.ac.uk and your network password and click OK.



13. Click **OK** to save changes and exit all wireless properties windows. You should now be able to select eduroam from the list of wireless networks and connect successfully.
14. If you are prompted with a QuoVadis security certificate, you must accept or trust this certificate to proceed.