

## Support for end users

End-users (from organisations which have operational eduroam services) who plan to visit eduroam sites should consult their Home organisation IT Support departments regarding setup of laptops/mobile devices prior to travelling to sites offering eduroam Visited services. Instructions and documentation should be available on the Home organisations' web pages. Users will also be verify the format of their eduroam username (of particular relevance if there is any sub-domain content of the realm name). Username usually follows the format; `username@youruniversityrealmname.ac.uk` - but not in all cases! Your password will be the same as you use on your home network. [Tip - if using Windows XP, the Windows Domain field should be blank]. By checking your Home organisation eduroam information page you should also be able to discover what remote access services your Home organisation offers to authenticated users from Visited sites (eg. e-mail, VPN).

End-users **must** also check the [Participating Organisations Map](#) <sup>[1]</sup> to verify the SSID of the guest wireless networks at the organisations they intend to visit and the wireless network authentication/data encryption settings required on their laptops for basic connection to the Visited organisation network - which is the necessary first step before user authentication. The Participating Organisations Maps also contain links to the Visited organisations' own eduroam information web pages on which can be found further configuration documentation to help with wireless/wired connection to their eduroam guest networks. You should also find details of the hotzones/locations at the Visited organisation where service is available.

Nb. Connection to a eduroam wireless network is now a lot more straightforward than previously (following the ending of web redirect JRS1) as the choice is generally simply between WPA/TKIP and WPA2/AES with a single SSID 'eduroam' (lowercase).

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**Source URL:** <https://community.jisc.ac.uk/library/janet-services-documentation/support-end-users>

### Links

[1] <https://community.jisc.ac.uk/library/janet-services-documentation/where-can-i-use-eduroam-uk>