

Guide to user connection and authentication problems

[eduroam IT Support Staff Troubleshooting Flowchart](#) ^[1]

This document is a troubleshooting flowchart to help IT Support staff solve user connection and authentication problems. *This is not a step-by-step guide to the setup of all available supplicants*: instead the aim is to point support staff towards common user-centred issues and to guide staff in troubleshooting their eduroam infrastructure to resolve difficulties for both own organisation users when roaming and visitors to the organisation. [eduroam IT Support Staff Troubleshooting Flowchart](#) ^[2] pdf (best printed at A3 size).

Source URL: <https://community.jisc.ac.uk/library/network-and-technology-service-docs/guide-user-connection-and-authentication-problems>

Links

[1] <http://community.jisc.ac.uk/groups/eduroam/document/eduroam-user-troubleshooting-flowchart-it-support-staff>

[2] <https://community.jisc.ac.uk/groups/eduroam/document/eduroam-user-troubleshooting-flowchart-it-support-staff>