Connecting with eduroam Visitor Access

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Welcome to eduroam Visitor Access (eVA). This page aims to help you use your eVA username and password to connect to eduroam Wi-Fi.

Contents

- Previously connected to eduroam using eVA?
- Connecting to eduroam
- Setting up your device using the geteduroam App
- EAP-PWD Option for Android users
- Android devices pre-version 8, macOS and linux devices
- Need help?

Previously connected to eduroam using eVA?

If you still have the eduroam Wi-Fi profile on your device or still have the geteduroam App installed you could ask your host to refresh the expiry date of your eVA guest account you can use your previous username and password.

Alternatively you can use a new username and password with a fresh eVA guest account.

Connecting to eduroam

Make a note of the username and password supplied to you in the welcome e-mail, text message or passed to you by your host.

All device types - *If you have previously setup eduroam manually, you should remove the old eduroam profile/'forget' the network.*

Simple connection method:

It is very easy to get the majority of modern devices connected to eduroam Wi-Fi services. In most cases it is possible to do this simply by:

- tapping/clicking on the 'eduroam' Wi-Fi SSID
- enter their username and password when prompted

At venues where eduroam Visitor Access is offered the risk of rogue access point deployment by a man-in-the-middle attacker can be considered to be very low, therefore the certificate that the 'eduroam service presents' can be accepted. This means that you can safely use the eduroam internet service for non-confidential purposes. A VPN service should be used where

the highest level of security is necessary. But for casual internet access it is acceptable for the certificate to be 'trusted on first use'.

geteduroam App method:

Whilst following the simple steps above and and accepting 'trust on first use' of the certificate is permissible, it is recommended that where possible you should install and run the ' **geteduroam** [1]' App as described below.

Users with older (pre-version 8) Android devices will need to install the **eduroam CAT** App and visit the eduroam CAT website to acquire the eduroam profile for eVA.

With both options, the IdP that guests need to select is **'eVA(UK) - eduroam Visitor Access UK'** *- and NOT 'eduroam visitor access (eVA)'.*

Setting up your device using the geteduroam App

All device types - *If you have previously setup eduroam manually, you should remove the old eduroam profile/'forget' the network.*

For Android, go to settings > connections > Wi-Fi > Advanced > Manage networks then scroll to and tap 'eduroam' and tap Forget.

For assured success you will need to:

- Download and use the geteduroam (or older devices the CAT) setup provisioning App
- You will initially need internet connectivity via your home broadband/4/5G or an open Wi-Fi service such as a setup SSID at the organisation you are visiting

Note: MAC address randomisation/privacy (where your device supports this feature) - if you need to register your device MAC address with your organisation, do not enable address randomisation/privacy on your device.

Windows users, Android (8 and onwards) users, iOS device users - use geteduroam (Android 11 onwards must only use geteduroam):

- Using a web browser go to https://www.geteduroam.app/ [1] and install the **geteduroam App** for Android [2] or iOS [2] from the relevant Appstore or Windows [3] user download the **geteduroam** utility
- Android and iOS users - install the App and open the App; Windows users run the geteduroam.exe from your download folder
- Android/iOS - in the 'Search for you organisation' box enter/select '**eVA(UK) - eduroam Visitor Access UK**'; Windows - click [Connect to eduroam] and in Select institution box enter/select '**eVA(UK) - eduroam Visitor Access UK**'
- Android/iOS tap '>'; Windows click [Next]
- Windows users - If prompted to install eVA(UK) certification authority certificate, click [Install] and [Yes] then on the 'All certificates are installed screen, click [Next]
- (Android/iOS users - geteduroam manages certification authority certificates within App)
- Android/iOS users - 'Login Required' dialogue box:
  - Enter your eVA guest username and password (*)
  - Tap 'Log In'

- Dialogue will appear: "geteduroam" wants to Add a Wi-Fi Hotspot Network? Tap 'Allow'
- Dialogue will appear: "geteduroam" wants to Join Wi-Fi Network "eduroam"? Tap 'Join'
- If in range you will be connected. If not in range you will get message Unable to join the network "eduroam" - tap [OK] and message 'Configured but not connected' is displayed at bottom of screen
- You will connect ok when you are in range of eduroam - if not contact your own organisation's IT support.
- Windows users - 'Login' panel:
  - 'Enter your username and password' - enter your eVA guest credentials (*)
  - Click [Connect]
  - Message will appear: 'Everything is configured!'
  - If your device is within range of an eduroam Wi-Fi service you will be connected.
  - You will connect ok when you are in range of eduroam - if not contact your own organisation's IT support.

(*) Note: Sometimes a space will be added to your input if you are using the AutoFill feature, depending on your Android keyboard - this added space must then be removed again.

EAP-PWD Option for Android users

Android device users have the option of using the EAP-PWD authentication method rather than the standard PEAP/MSCHAPv2. EAP-PWD provides a very simple solution avoiding installation of the geteduroam App.

- You will need to be within the eduroam hotspot zone
- go to Settings > Connections/WLAN/Network and Internet and tap eduroam
- Select the EAP-method 'PWD'
- Enter your eVA username and password

Note: Sometimes a space will be added to your input if you are using the AutoFill feature, depending on your Android keyboard - this added space must then be removed again.

Android devices pre-version 8, macOS and linux devices

Use the CAT website https://cat.eduroam.org/?idp=2177 [4] download and run the installer.

See the general setup guidance web page that covers all devices https://community.jisc.ac.uk/library/janet-services-documentation/how-set-your-machine [5]

Need Help?

If you experience difficulties connecting to eduroam you should contact your host or the visited organisation's IT Support Desk

eduroam(UK) Privacy Notice for eVA end users [6]

eduroam(UK) Policy and eduroam(UK) terms and conditions for use of service [7]

Source URL: https://community.jisc.ac.uk/library/network-and-technology-service-docs/connecting-eduroam-visitor-access

Links

[1] https://www.geteduroam.app/
[2] https://play.google.com/store/apps/details?id=app.eduroam.geteduroam
[3] https://dl.eduroam.app/windows/x86_64/geteduroam.exe
[4] https://cat.eduroam.org/?idp=2177
[5] https://community.jisc.ac.uk/library/janet-services-documentation/how-set-your-machine
[6] https://community.jisc.ac.uk/library/network-and-technology-service-docs/eduroamuk-privacy-notice-eva-end-users
[7] https://community.jisc.ac.uk/library/janet-services-documentation/eduroamuk-policy