

eVA FAQs

Page created 8/05/2025

This page lists the most common frequently asked questions about eduroam Visitor Access (eVA) in the UK.

1) Portal Users

What is the maximum number of guest accounts that can be created by a portal user?

The number of guest accounts that a portal user can create is determined by the settings that the organisation's Admin user configures for the Profile. The maximum number of guest accounts that can be set in a Profile is 2,500 per portal user. This limit is irrespective of method of account creation, so all methods count towards this limit (by e-mail/mobile, group, batch upload, SMS event). This is based on the number of concurrent valid accounts. There is no limit set for the Profile as a whole or the organisation.

2) Event Self Service SMS-request Guest Accounts

Can visitors request an eVA guest account in areas where there is no mobile signal?

The SMS-request function needs there to be a cellular 4/5G phone service that the user's SIM will work with available at the venue for sending and receiving SMS messages. If there is no mobile signal available, eVA guest accounts can be provided by the event host through a) the Visitors-Group feature (guest accounts that are not pre-assigned to e-mail or mobile phone identifiers) - or b) distributed by e-mail to delegates before arrival at the event.

What number should the keyword for the event be SMS/texted to?

The number to send the keyword for the day / the Event keyword is +44 1143 597 221 (+441143597221). Note - it is essential that the +44 prefix is included.

Does the service work for all UK mobile networks / SIM providers?

The service should work for the major UK network providers. There are some MVNO providers whose services may not offer the ability to send SMS to certain numbers - including that for the eVA-guest-account-request-by-SMS.

Does the service for visitors whose phone is not set for roaming to the UK?

For visitors using mobile devices with non-UK mobile network operator SIMs, successful sending and receiving of SMS messages cannot be guaranteed. The Event keyword needs to be sent to the UK receptor number so the user's phone must be able to send text messages to the UK number. The system will reply with the guest account user credentials to the user's phone number. Delivery of that to the user's phone when in the UK cannot be guaranteed.

Is there a cost for the visitor when sending/receiving eVA guest credentials?

The cost of sending the eVA guest account request (1 text message to a UK number) will be taken from the user's SMS allowance. There is usually no charge for receiving an SMS message.

Is there a cost for the subscriber organisation when visitors are sent eVA guest credentials?

No, the subscription charge covers all SMS costs.

Is there a per subscriber organisation limit to the number of SMS messages that the system will send?

No, the system will send as many SMS messages as are required. This is not capped per subscriber organisation.

What is the limit for number of visitors that can be set for the 1-day SMS Event feature?

By default the number is set at 100, but organisation Admins can increase this for the current day to 9999. On request eduroam(UK) can increase the daily number to a value of your choice.

Source URL: <https://community.jisc.ac.uk/library/network-and-technology-service-docs/eva-faqs>