**INFORMATION TECHNOLOGY**
*'eduroam' Secure Wireless Network*

UMASS LOWELL
*Learning with Purpose*

eduroam
Global WiFi Roaming For Universities

The 'eduroam' (**edu**cation **roam**ing) network is UMass Lowell's secure Wi-Fi service for faculty, staff, and students. It provides access to the Internet as well as internal university services. Please see the last page for more information about eduroam and how to get assistance.

*Note: If you are a visitor or guest to UMass Lowell (i.e. not faculty, staff, or student), please see instructions for accessing the UMass Lowell guest wireless network at www.uml.edu/wireless.*

## Setting Up Your Windows Computer

1.  While on the UMass Lowell campus, connect to the "**UMassLowell**" wireless network.
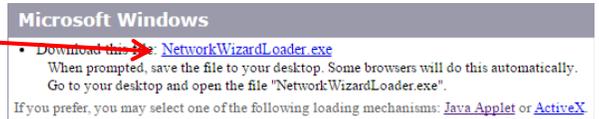    *Note: If you see any security warnings during these steps, click "Continue" or "Accept".*

2.  Open a web browser on your Windows PC and go to www.uml.edu/eduroam.

3.  You will be asked for permission to configure your Windows PC:
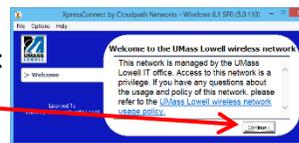    Check the "**I accept…**" checkbox, then click "**Start**".

4.  Download and then run the "**NetworkWizardLoader**" application:

5.  The 'XpressConnect' window will open.
    Click "**Continue**" and follow the on-screen instructions:

    When prompted, enter your UMass Lowell credentials *(your full UMass Lowell email address and password)*.

## Setting Up Your Android Device

1.  While on the UMass Lowell campus, connect to the "**UMassLowell**" wireless network.
    *Note: If you see any security warnings during these steps, click "Continue" or "Accept".*

2.  Open a web browser on your Android device and go to www.uml.edu/eduroam.

3.  You will be asked for permission to configure your Android device:
    Check the "**I accept…**" checkbox, then tap "**Start**".

4.  Tap "**Install**" to download and install the 'XpressConnect' app from the Google Play Store:
    After installing the app, tap "**Setup WiFi**".

5.  Follow the on-screen instructions to continue through several screens. When prompted, enter your UMass Lowell credentials *(your full UMass Lowell email address and password)*.

6.  You will need to remove the "UMassLowell" guest wireless network from your list of preferred networks:
    a.  Go to the wireless settings on your Android device.
    b.  Select "**UMassLowell**" then tap "**Forget**".

## Setting Up Your Mac OS X Computer

1. While on the UMass Lowell campus, connect to the "**UMassLowell**" wireless network.
   *Note: If you see any security warnings during these steps, click "Continue" or "Accept".*
2. Open a web browser on your Mac and go to www.uml.edu/eduroam.
3. You will be asked for permission to configure your Mac:
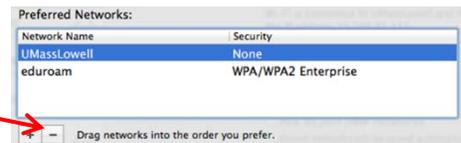   Check the "**I accept…**" checkbox, then click "**Start**".
4. In the 'Device Selection' screen, click "**This Device**".
5. In the next screen, click "**Setup**" under 'Mac OS X'.
6. Click the "**network profile**" link in this window:
7. Click "**Continue**" to install the 'eduroam' profile.
8. Enter your UMass Lowell credentials *(your full UMass Lowell email address and password)* and click "**Install**".
9. When you see this profile window, close the window, pull down the WiFi menu (🛜), and select "**eduroam**".
10. You will need to remove the "UMassLowell" guest wireless network from your list of preferred networks:
    a. Pull down the WiFi menu (🛜) again, select "**Open Network Preferences**", then click "**Advanced**".
    b. Select "**UMassLowell**", click the "−" button, click "**OK**", then "**Apply**".

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## Setting Up Your iOS Device

1. While on the UMass Lowell campus, connect to the "**UMassLowell**" wireless network.
   *Note: If you see any security warnings during these steps, tap "Continue" or "Accept".*
2. Open a web browser on your iOS device and go to www.uml.edu/eduroam.
3. You will be asked for permission to configure your iOS device:
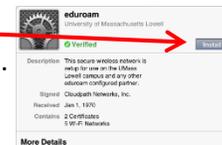   Check the "**I accept…**" checkbox, then tap "**Start**".
4. You may briefly see this screen:

   If you are not brought to the 'Install Profile' screen after a few seconds, tap "**Cancel**" and proceed to the next step.
5. Tap "**Install**" to install a network profile:
   If you are prompted to install a certificate, click "**Install Now**".
6. Follow the on-screen instructions to continue through several screens. When prompted, enter your UMass Lowell credentials *(your full UMass Lowell email address and password)*.
7. When the screen indicates that the profile has been installed, tap "**Done**" then go to 'Settings → Wi-Fi':
    a. Select "**eduroam**" to begin using the eduroam wireless network.
    b. Tap the blue arrow next to 'UMassLowell' (🔵) and then tap "**Forget this Network**".

## What else does 'eduroam' do for me?

In addition to on-campus network access, eduroam allows UMass Lowell faculty, staff and students to get free Wi-Fi service at participating institutions around the world by simply connecting to the eduroam network at those institutions.

This makes connecting to the Internet easy, convenient, and secure when visiting other participating institutions.

Similarly, visitors from those institutions can easily get 'guest' Wi-Fi access on the UMass Lowell campus by connecting to the eduroam network here.

## Where can I use 'eduroam'?

As of the Summer of 2016, eduroam is available at over 350 institutions in the US and at thousands of institutions world-wide.

eduroam is also available on all University of Massachusetts campuses, as well as the University of Massachusetts President's Office.

## Where can I get more Information?
www.uml.edu/wireless
www.eduroam.org

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### Visitor to UMass Lowell?

If you are a visitor or guest to UMass Lowell *(i.e. not faculty, staff, or student)* and you do **not** have eduroam access from a participating institution, you can find instructions for using the UMass Lowell guest wireless network at www.uml.edu/wireless.

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### Need Help?
The IT Service Desk is available to answer any questions you may have.

**Web:**      http://helpdesk.uml.edu

**Email:**      help@uml.edu

**Phone:**      Monday thru Friday, 8:30am to 5:00pm

          978-934-HELP (4357) or ext. 4-4357

          Toll free: 866-435-7437

**Walk-In:**  University Crossing 'B', Mezzanine Level:   8:30am-5:00pm

          Lydon Library, 1st floor:              8:30am-8:00pm

          O'Leary Library, 1st floor:            8:30am-8:00pm