This is a quick configuration guide for connecting Apple iPhone, iPad and iPod touch to the UCL eduroam wireless network.

**Note:** If you are not from UCL you will need to contact your home institution for assistance, more details can be found at the following address: www.ucl.ac.uk/isd/wireless

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1. Open the Wi-Fi Networks window (from the Home screen select **Settings > Wi-Fi**) and select eduroam from Choose a Network.

2. When prompted for credentials input your UCL user ID and password. Your UCL user ID must be in the format `userID@ucl.ac.uk` (see image 1).

   e.g. `zcxxano@ucl.ac.uk`

3. You will be prompted to Accept the certificate. Click Accept to connect to eduroam (see image 2).

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**Troubleshooting 1:**

If you have trouble or have changed your UCL password, perform the following before attempting to connect to eduroam again.

From the Home screen select **Settings > General > Wi-Fi**. Select the icon next to the eduroam Network. This will display the configuration for the Network. At the top of the screen is a **Forget this Network** button. Tap and select **Forget Network** when prompted, then follow the instructions above (from point 1).

**Troubleshooting 2:**

If this does not work you will need to completely remove the eduroam profile as follows before attempting to connect to eduroam.

From the Home screen select **Settings > General > Profiles**. Select the eduroam profile and the **Remove** button. You will then be prompted to remove the profile, select **Remove**. You will be prompted to input your phone passcode. Once removed, follow the instructions above (from point 1).

For further help and support please go to the eduroam web page: www.ucl.ac.uk/isd/wireless