

An introduction to eduroam (education roaming internet access)

- ❖ **eduroam** is **free** wireless for students and staff in University buildings.
Details about wireless: www.wireless.bristol.ac.uk
- ❖ Wireless is available in **many locations on campus**, but not everywhere.
Bristol wireless location list and map: www.wireless.bristol.ac.uk/where
- ❖ You can also use **eduroam** worldwide at hundreds of other academic and research organisations.
Using eduroam at other organisations: www.wireless.bristol.ac.uk/visitothers
- ❖ **The first time you use wireless**, choose the **Bristol-WiFi-Setup** signal. Then go to **www.wireless.bristol.ac.uk** and look for the link: **Staff & Students: Get connected to eduroam**. Follow the set-up instructions. Once you have successfully completed the set-up, your computer will automatically connect to **eduroam** when you are at a wireless location.
Set-up instructions: www.wireless.bristol.ac.uk/eduroam/instructions
- ❖ There are no specific **maximum upload or download limits**, but you must not cause problems for other users or with the network by using an unfair share. The wireless is generally very fast, but we don't guarantee any minimum or maximum speeds.
- ❖ When connected to eduroam at Bristol, you can **print** and get to your University **file store** (e.g. MyFiles, "O drive")
Print: www.wireless.bristol.ac.uk/print
File store: www.wireless.bristol.ac.uk/filestore
- ❖ There are **rules you have to obey**. These are for the safety and security of all wireless users. If you break the rules we will usually contact you by email to your University address.
Rules & regulations: www.wireless.bristol.ac.uk/usageregulations
- ❖ If you get **stuck or have problems with wireless**, we are happy to help you. Before you contact us, check out the wireless help pages and frequently asked questions (FAQs).
FAQs: www.wireless.bristol.ac.uk/help/help-faq
- ❖ There is a **wireless blog**: If there is anything big that is new, changing or broken with the wireless service, we will write about it on the blog.
Blog: www.wireless.bristol.ac.uk/blog

Common eduroam problems & solutions:

1. Attempting to connect to the **eduroam** wireless signal without first configuring your computer: If you have not configured your computer, you should connect to the **Bristol-WiFi-Setup** wireless signal, open www.wireless.bristol.ac.uk and follow the guidance to get connected.
2. Failing to add **@bristol.ac.uk** on to the end of your username: For **eduroam**, you should add **@bristol.ac.uk** on to the end of your username e.g. If your username is **ab12345**, then type **ab12345@bristol.ac.uk** when using **eduroam**.
3. Typing your password incorrectly: Your account will be locked out if you enter the wrong password too many times. Make sure you enter your username and password very carefully. If you can't login after trying twice, "check your password" on this webpage bristol.ac.uk/passwords Once you have confirmed your correct password, try connecting to **eduroam** again.

Where can I get more information or help?

- For general information visit: www.wireless.bristol.ac.uk
- If you need help go to: www.wireless.bristol.ac.uk/help
- For information about Wi-Fi access for visitors refer to: www.wireless.bristol.ac.uk/visitors
- If your wireless connection is not working, you can get to the help pages, troubleshooting guide, and the other information on www.wireless.bristol.ac.uk by using a computer in a University Library, the Computer Centre or in your department.
- You can also phone or email the **IT Service Desk**:
Phone: **0117 928 7870** or **87870** from an internal phone
Email: service-desk@bristol.ac.uk

