Wi-Fi Troubleshooting Guide

Get started

Windows 7 and Windows 8 ................................................................. 2
Windows 10 .................................................................................. 4
MacOS ....................................................................................... 5
iOS (iPhone and iPad) ................................................................. 6
Android ..................................................................................... 7

Get in touch

studentit.unimelb.edu.au
twitter.com/Student_IT
Windows 7 and Windows 8

Connecting to UniWireless
1. Click the wireless network icon in the system tray
2. Click UniWireless
3. Enter student username and password, then click OK
4. Check Connect automatically
5. Click Connect

Connecting to eduroam
1. Click the wireless network icon in the system tray
2. Click eduroam
3. Enter home university's student email as your username
4. Enter password and then click OK
5. Check Connect automatically
6. Click Connect

Windows 7 advanced troubleshooting
If you’re having trouble connecting in Windows 7, please try these steps:
1. Click the wireless network icon in the system tray
2. Click Connect2UoM
3. Click Cloudpath Express
4. Follow the on-screen instructions
Forgetting a Wireless network in Windows 8

If you’re having trouble with your existing connection, a useful step is to forget the network and re-connect.

1. Open **PC Settings**
2. Click **Network**
3. Click **Connections**
4. Under **Wi-Fi**, click **Manage Known Networks**
5. Click on the network you want to forget and click **Forget**

Resetting the Network adapter

Resetting the network adapter will clear some settings for the device, which may help solve some connection issues.

1. Search for **Command Prompt** in the start menu
2. Right click on **Command Prompt** and select **Run as Administrator**
3. In the command prompt, type `netsh winsock reset` and press **Enter**
4. **Restart** the computer
Windows 10

Connecting to UniWireless
1. Click the wireless network icon in the system tray
2. Click UniWireless
3. Enter student username and password then click OK
4. Check Connect automatically
5. Click Connect

Connecting to eduroam
1. Click the wireless network icon in the system tray
2. Click eduroam
3. Enter home university’s student email as the username
4. Enter password
5. Check Connect automatically
6. Click Connect

Forget a Wireless network
If you’re having trouble with your existing connection, a useful step is to forget the network and re-connect.
1. Click the wireless network icon in the system tray.
2. Click Network settings
3. Click Manage Wi-Fi settings
4. Under Manage known networks, click the network you want to forget
5. Click Forget

Resetting the Network adapter
Resetting the network adapter will clear some settings for the device, which may help solve some connection issues.
1. Search for Command Prompt in the start menu
2. Right click on Command Prompt and select Run as Administrator
3. In the command prompt, type netsh winsock reset and press Enter
4. Restart the computer
MacOS

Connecting to UniWireless
1. Click on the Wi-Fi icon in the menu bar and turn on Wi-Fi
2. Click on UniWireless
3. Enter student username and password
4. Click Join
5. Click Continue to verify the certificate and authenticate

Connecting to eduroam
1. Click on the Wi-Fi icon in the menu bar and turn on Wi-Fi
2. Enter home university’s student email as the username
3. Enter password
4. Click Join

Deleting certificates in Keychain Access
1. Certificates are used by wireless networks to validate users. In some cases, these certificates may become faulty or outdated.
2. Click on the search icon in the menu bar
3. Type in Keychain Access
4. Click Certificates
5. Search for rmit, latrobe, monash or any name of a university you have connected to wirelessly. Select these certificates and hit delete.
6. Look for any certificates whose ‘expires’ date has elapsed. Select these and hit delete

Forget a Wireless network
1. If you’re having trouble with your existing connection, a useful step is to forget the network and re-connect.
2. Click on the Wi-Fi icon in the menu bar, then click Open Network Preferences...
3. Click on Wi-Fi on the left-hand side, then click Advanced
4. Select the Wi-Fi network you want to forget, click the minus sign (-), then click OK
iOS (iPhone and iPad)

**Connecting to UniWireless**
1. Open **Settings**
2. Tap **Wi-Fi**
3. Tap **UniWireless**
4. Enter student **username** and **password**
5. Tap **Join**
6. Tap **Trust** to verify the certificate and authenticate

**Connecting to eduroam**
1. Open **Settings**
2. Tap **Wi-Fi**
3. Tap **eduroam**
4. Enter home university’s **student email** as the username
5. Enter **password**
6. Tap **Join**
7. Tap **Trust** to verify the certificate and authenticate

**Forget a Wireless network**
1. If you’re having trouble with your existing connection, a useful step is to forget the network and re-connect.
2. Open **Settings**
3. Tap **Wi-Fi**
4. Tap the **blue arrow** next to the wireless network you want to forget
5. Tap **Forget this Network**

**Reset Network Settings**
1. Resetting the network settings will forget all Wi-Fi networks and passwords, cellular settings, and VPN and APN settings that you’ve used before.
2. Open **Settings**
3. Tap **General**
4. Tap **Reset**
5. Tap **Reset Network Settings**
Android

Connecting to UniWireless
1. Open Settings
2. Tap Wi-Fi
3. Tap UniWireless
4. Ensure that EAP method is set to PEAP
5. Set Phase 2 authentication to MSCHAPV2
6. Enter your username in the Identity field
7. Leave anonymous identity blank
8. Enter your password
9. Tap Connect

Connecting to eduroam
1. Open Settings
2. Tap Wi-Fi
3. Tap eduroam
4. Ensure that EAP method is set to PEAP
5. Set Phase 2 authentication to MSCHAPV2
6. Enter home university’s student email in the Identity field
7. Leave anonymous identity blank
8. Enter your password
9. Tap Connect

Forget a Wireless network
1. If you’re having trouble with your existing connection, a useful step is to forget the network and re-connect.
2. Open Settings
3. Tap Wi-Fi
4. Press and hold the name of the network you want to forget
5. Tap Forget Network
Reset Network Settings

1. Resetting the network settings will forget all Wi-Fi networks and passwords, cellular settings, and VPN and APN settings that you’ve used before.

2. Open Settings

3. Tap Backup & reset

4. Tap Network settings reset

5. Tap Reset Settings

6. A warning will appear. Tap Reset Settings again.