



THE UNIVERSITY OF
MELBOURNE

Wi-Fi Troubleshooting Guide

Student IT

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Get in touch



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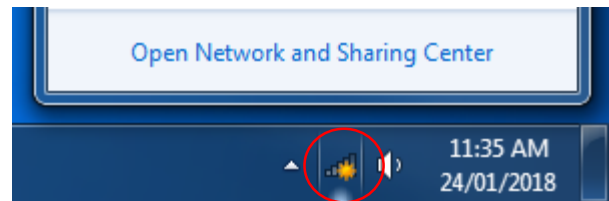


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Windows 7 and Windows 8

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

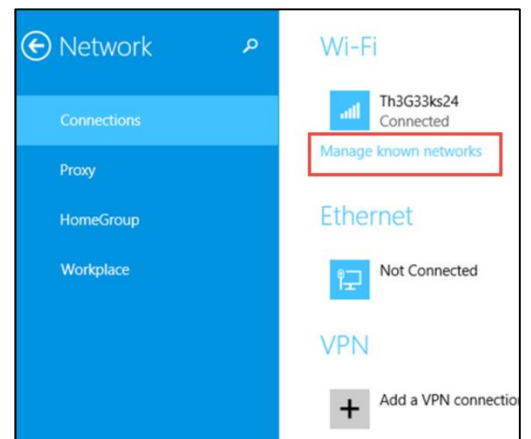
If you're having trouble connecting in Windows 7, please try these steps:

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.

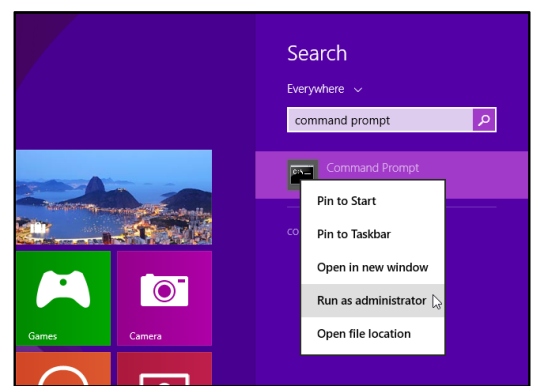
1. Open **PC Settings**
2. Click **Network**
3. Click **Connections**
4. Under **Wi-Fi**, click **Manage Known Networks**
5. Click on the network you want to forget and click **Forget**



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



```
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation.

C:\Users\[redacted]>netsh winsock reset
```

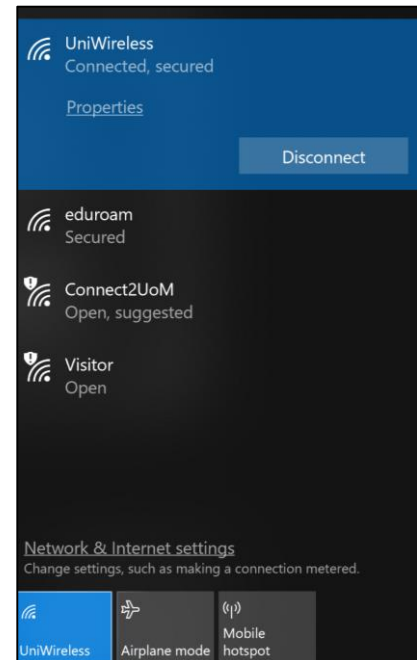
Windows 10

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.

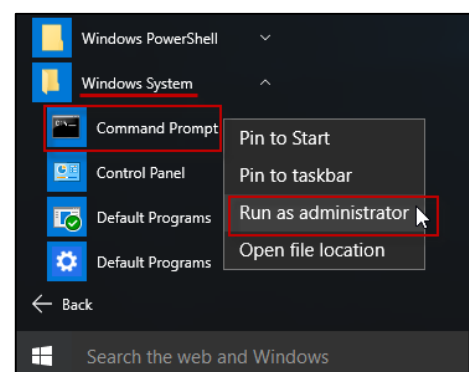
1. Click the **wireless network** icon in the system tray.
2. Click **Network settings**
3. Click **Manage Wi-Fi settings**
4. Under **Manage known networks**, click the network you want to forget
5. Click **Forget**



Resetting the Network adapter

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

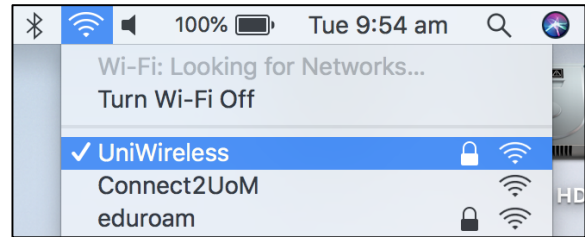
1. Search for **Command Prompt** in the start menu
2. Right click on **Command Prompt** and select **Run as Administrator**
3. In the command prompt, type **netsh winsock reset** and press **Enter**
4. **Restart** the computer



MacOS

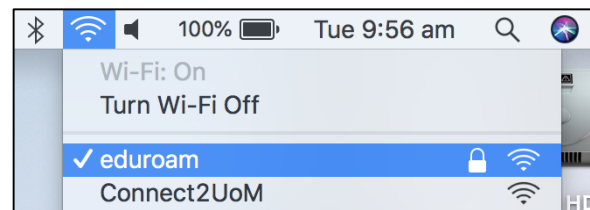
Connecting to UniWireless

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



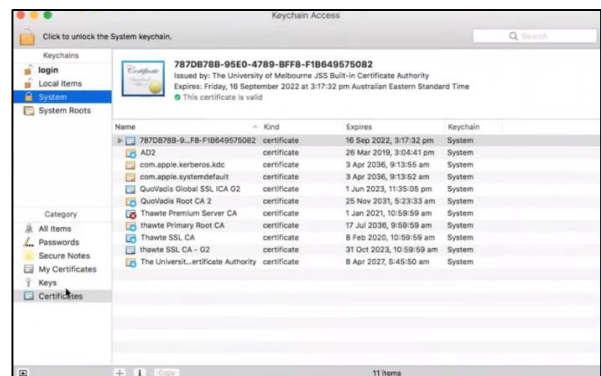
Connecting to eduroam

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**



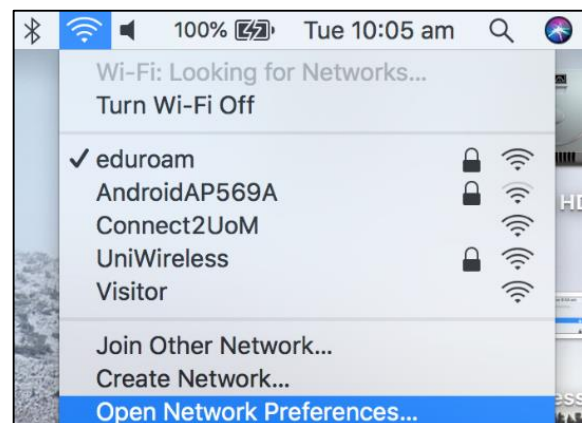
Deleting certificates in Keychain Access

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

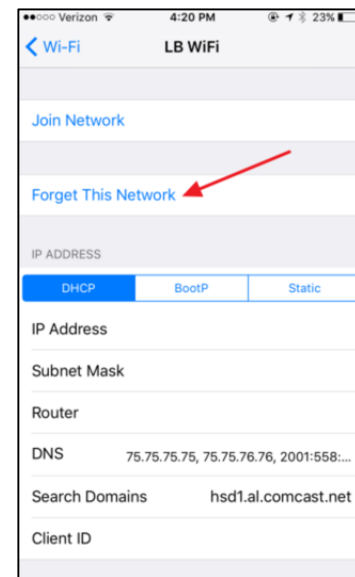


Connecting to eduroam

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

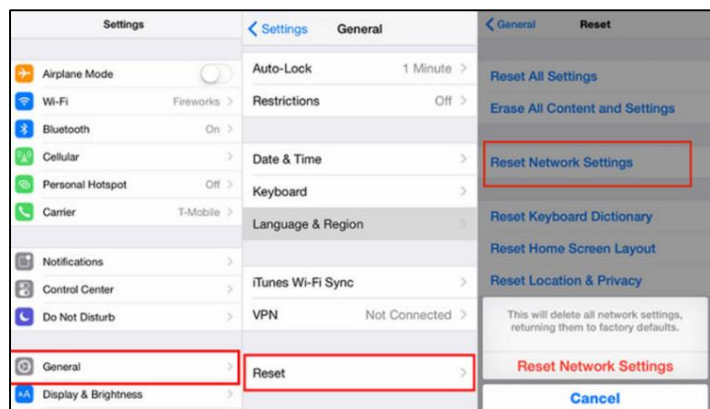
Forget a Wireless network

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

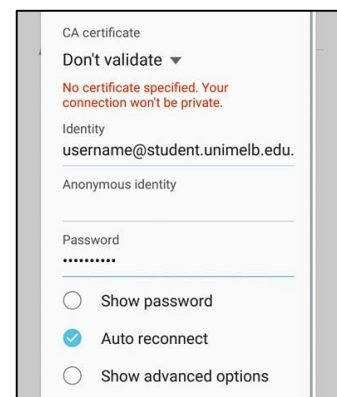
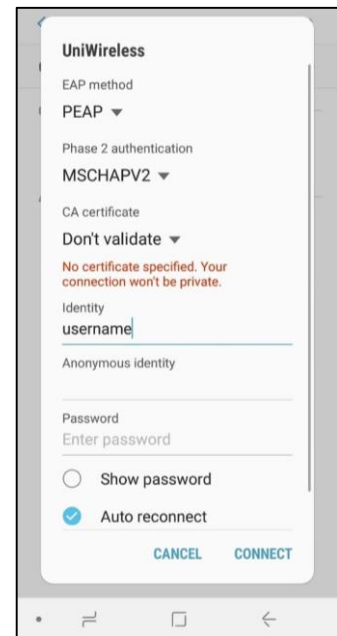
1. Open **Settings**
2. Tap **Wi-Fi**
3. Tap **UniWireless**
4. Ensure that **EAP method** is set to **PEAP**
5. Set **Phase 2 authentication** to **MSCHAPV2**
6. Enter your **username** in the **Identity** field
7. Leave **anonymous identity** blank
8. Enter your **password**
9. Tap **Connect**

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.

