Wi-Fi Troubleshooting – Student IT

Windows 7 / Windows 8

**Basic login to UniWireless**
- Click the **Wireless Network** icon on the system tray
- Click **UniWireless**
- Enter student **username** and **password** then click **Ok**
- Check connect automatically
- Click **Connect**

**Basic login to eduroam**
- Click the **Wireless Network** icon on the system tray
- Click **eduroam**
- Enter home university’s **student email** as the **username**
- Enter **password** and then click **Ok**, then check ‘connect automatically’ Click **Connect**

**Devices running Windows 7 may require additional configuration settings**
- Click the **Wireless Network** icon on the system tray.
- Click **Connect2UOM**
- Select link to **Cloudpath Express**
- Follow on screen instructions

**Instructions by device**

Follow the steps below to connect to UniWireless:

- **Windows 10**
  1. Click the **Wireless Network** icon on the system tray.
  2. Click **UniWireless**.
  3. Enter your **username** and **password** then click **Ok**.
  4. Check connect automatically
  5. Click **Connect**.

- **Windows 8**
  1. Navigate to the top-right corner of your screen to display the Windows sidebar and click **Settings**.
  2. Click the **Wireless Network** icon.
  3. Click **UniWireless**.
  4. Enter your **username** and **password** then click **Ok**.
  5. Click **Connect**.

- **Windows 7**

  Devices running Windows 7 may require additional configuration settings. Please use **Cloudpath Express** to configure your device with the required network settings.

- **iOS (iPhone and iPad)**
  1. Top Settings.
  2. Top Wi-Fi.
  3. Top UniWireless.
  4. Enter your **username** and **password**.
  5. **Top Join**.
  6. Top Accept/Terms certificate to get connected.
Forgetting a Wireless network
- Open PC Settings
- Open Networks
- Open Connections
- Under Wi-Fi click Manage Known Networks
- Click on the network you want to forget and click Forget

Resetting the Network adapter
- Search for Command Prompt in Windows search function.
- Right click on Command Prompt and select Run as Administrator
- This will open the Command Prompt (running as administrator)
- Type in `netsh winsock reset` into the Command prompt window and hit Enter
- Restart the computer
Basic login to UniWireless

- Click the Wireless Network icon on the system tray.
- Click UniWireless.
- Enter student username and password then click Ok.
- Check connect automatically
- Click Connect.

Basic login to eduroam

- Click the Wireless Network icon on the system tray.
- Click eduroam
- Enter home university’s student email as the username.
- Enter password.
- Check connect automatically Click Connect.

Forget a Wireless network

- Click the Network icon on the lower right corner of your screen. Click Network settings.
- Click Manage Wi-Fi settings.
- Under Manage known networks, click the network you want to delete/forget. Click Forget. The wireless network profile is deleted.

Resetting the Network adapter

- Search for Command Prompt in Windows search function.
- Right click on Command Prompt and select Run as Administrator
- This will open the Command Prompt (running as administrator)
- Type in netsh winsock reset into the Command prompt window and hit Enter Restart the computer
Basic login to UniWireless

- Click on Wi-Fi icon on top right side on the menu bar and turn on the Wi-Fi
- Click on UniWireless
- Enter student username and password.
  - Click Join.
- Click Continue to verify the certificate and authenticate.

Basic login to eduroam

- Click on Wi-Fi icon on top right side on the menu bar and turn on the Wi-Fi. Click on eduroam
- Enter home university’s student email as the username
- Enter password.
- Click Join.
- Click Continue to verify the certificate and authenticate.

Opening Keychain Access to delete certificates

- Type in Keychain Access in Spotlight search
- Click Certificates
- Delete any certificates from other universities and any UniMelb certificates that have expired.
  - To do this select the certificate name and hit delete
  - The computer will ask for the computer password for each certificate you delete.
Forget a Wireless network

- Select the WiFi symbol along the top menu bar and click on **Open Network Preferences** at the bottom of the drop down menu.

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- Click on WiFi in the menu on the left and click **Advanced**, located at the bottom right of the popup window.

- Select the WiFi network you want to delete, and click the minus sign “−”. Click **OK**.
**iPhone**

**Basic login to UniWireless**

- Tap Settings
- Tap Wi-Fi
- Tap UniWireless.
- Enter student username and password.
- Tap Join.
- Tap Accept/trust certificate to get connected.

**Basic login to eduroam**

- Tap Wi-Fi
- Tap eduroam
- Enter home university’s student email as the username and then the password
- Tap Join.
- Tap Accept/trust certificate to get connected.

**Forget a Wireless network**

- Tap Settings
- Tap WiFi
- Tap the blue arrow next to the name of the wireless network you want to forget Tap Forget this Network
Reset Network Settings

- Tap Settings
- Tap General
- Tap Reset
- Tap Reset Network Settings

This resets Wi-Fi networks and passwords, cellular settings, and VPN/APN settings that you've used before.
**Android Phone**

**Basic login to UniWireless**

- Navigate to **Apps**. Locate and tap **Settings**. Tap **Wi-Fi**.
- Tap **UniWireless**.
- Ensure that EAP method is set to **PEAP**.
- Set the Phase 2 authentication to **MSCHAPV2**.
- Enter your **username** in the Identity field.
- Leave anonymous identity field blank.
- Enter your **password** in the Password field.

**Basic login to eduroam**

- Navigate to **Apps**. Locate and tap **Settings**. Tap **Wi-Fi**.
- Tap **eduroam**
- Ensure that EAP method is set to **PEAP**.
- Set the Phase 2 authentication to **MSCHAPV2**.
- Enter home university's **student email** as the **username** in the Identity field. Leave anonymous identity field blank.
- Enter your **password** in the Password field.
- Tap **Connect**

**Forget a Wireless network**

- Navigate to **Apps**
- Locate and tap **Settings**
- Tap **WiFi**.
- **Press and hold** the name of the network you want to forget
- Tap **ForgetNetwork**
Reset Network Settings

- Go to Settings.
- Go to Backup & reset.
- Now tap on the Network settings reset option.
- Hit the Reset Settings button.
- You will be given another warning, hit the Reset Settings button again.