Connect to eduroam while traveling
Guidance for OHSU faculty, staff, students and researchers

Before you start

- **OHSU staff**: You must have a working OHSU network account.
- Your device (e.g., laptop, tablet, smartphone) must have Wi-Fi turned on.

Instructions

OHSU staff may connect to eduroam wireless network at participating academic and research institutions (view the map of eduroam locations in the US, or search participating US locations). For countries outside US, view the map of sites with eduroam availability.

1. Make sure that your device's Wi-Fi is turned on (disable Airplane Mode on smartphones and tablets).
2. Connect to eduroam wireless network.
3. At the login prompt, enter your complete email address and network password. Connect to the network.

   **Note:** If you encounter trouble logging in, please contact the IT support for your home institution (Search for your institution's support information if you are from an US organization).

4. If you see a trust certificate prompt, accept it.
5. After your device connects to the eduroam network, you will have internet-only access.

   **Note:** Edroam connection gives you internet-only access — H: and X: drive access is not available through eduroam

Best practices

To make the most of your eduroam experience, please consider the following best practices.

- If you are an OHSU staff who is planning on using eduroam at other institutions, prepare your device connectivity ahead of time.
  - While planning your itinerary, view the map of eduroam locations in the US or search participating US locations. For countries outside US, view the map of sites with eduroam availability.
  - Information for international eduroam sites may be difficult to obtain. Try searching on Google for a specific country's eduroam maps (e.g., search for "eduroam map Japan").
  - Test eduroam connection at OHSU before connecting at remote sites.
- If you are using a smartphone or tablet at an institution with eduroam access, consider turning off cellular data and/or commercial Wi-Fi connection to reduce data usage charges.
- If you use your device to connect to the OHSU-Secure network in addition to eduroam, set the network priority for OHSU-Secure higher than eduroam. Doing so will ensure that you will be able to access internal OHSU resources while working at OHSU locations.

**Troubleshooting**

Troubleshooting eduroam connectivity is similar to troubleshooting wireless network issues.

1. Make sure that your device's Wi-Fi is enabled. If you have a smartphone or tablet, disable the Airplane Mode.
2. Disconnect from other Wi-Fi networks and try connecting again.
3. Turn off Wi-Fi in your device and turn it back on again.
4. Try to “forget this network” and re-create a fresh connection.
5. Reboot your device.
6. If problems persist, please contact the IT support for your home institution (search support information for your US institution).