Wireless Network Connection Instructions – Microsoft Windows 10

For advanced users – key technical information can be found on page 2.

Note - Please ensure that:

- All Windows updates have been applied.
- An up-to-date Anti-virus client is installed and active.

Windows 10

1. Firstly, go to the Desktop.

2. Double Click on the Wireless Icon in the notification area. (Bottom right hand of your desktop near the clock and date). This will pop up a window similar to the screen below.

3. Click once to select the “eduroam” wireless

4. Uncheck the tick below the “Connect Automatically” below the “eduroam”

5. Click on “Connect” to open the window Network & Internet,

6. Select WiFi Option to open the screen below.
7. Leave the “On” switch to On

8. On the “eduroam” options;
   
   Enter your University username in the format **abcd123** followed by **@city.ac.uk** (note, this is not your email address)

   Enter your normal password.

9. Click OK button below the Password field
10. The connection should now be connected.

11. Click on the “X” on the top right of the Network & Internet window to close the screen.
Contact the IT Service Desk

Visit us in person during our opening hours between 8am to 8pm, Monday to Friday at:

- Cass Business School, Library, The Cyril Kleinwort Learning Resource Centre, 1st floor
- Northampton Square, Room E101 or Library, 2nd floor

Call us on:

0207 040 8181 for help 24 hours a day, 365 days a year

Online help:

Visit IT Self Service www.city.ac.uk/itservicedesk