Wireless Network Connection Instructions – Mac OS X (10.5/10.6)
For advanced users – key technical Information can be found below.
Note - Please ensure that:

- All Mac updates have been applied.

Connecting to City Wireless Network:

1. Click the wireless icon near the clock and select “Open Network Preferences…”

2. On the left hand side ensure the device selected is “Airport”, select the “Turn AirPort On” button (if not already on), unlock the interface if locked and click on “Advanced…”

3. Click on the “+” icon to add a new network.

4. Click on “Show Networks”

5. Select eduroam and under “User Name:” Type your University username in the format: ‘abcd123’ followed by @city.ac.uk (note, this is not your email address). If you are visiting City University enter the credentials provided by your institution. Leave 802.1X: Automatic.
6. If you get a popup to Verify Certificate click on “Continue”, it might prompt for your machine password to store the certificate. Your machine will then authenticate and connect to eduroam.

**Connecting/Disconnecting**

To disconnect from the wireless service click on the Wireless icon near the clock and click on Turn AirPort Off, this will also save on your battery.

To connect to the service again in future, click on the Wireless icon near the clock and click on Turn AirPort On, it should connect to eduroam automatically, if not click on the Wireless Icon again and select eduroam from the list of wireless networks.

**Advanced Users – Key Technical Details:**

- SSID = “eduroam”
- Encryption = WPA2/AES
- PEAP authentication method
  - MSCHAP v2 – secured password authentication
- Do not use local computer username/password
- 802.1x user authentication.

**IT Support**

For IT support, assistance or questions, please contact the IT Service Desk

**Online help:** Report your IT incident or raise a service request on IT Self Service

www.city.ac.uk/itservicedesk

**Telephone:** 0207 040 8181, or extension 8181, 24/7 support

**Visit in person:** Monday to Friday, 8am to 8pm at

*Northampton Square, Library, 2nd floor

*Northampton Square, Drysdale building, Room E101

*Cass Business School, Library, The Cyril Kleinwort Learning Resource Centre, 1st floor