Wireless Network Connection Instructions - iPhone/iPad/iPod Touch

For advanced users – key technical Information can be found below.

Note - Please ensure that:

- You have upgraded to firmware version 2.0+

Connecting to City Wireless Network:

1. Turn on wireless ([Settings] then [Wi-Fi]). You should see a list of available wireless networks.
2. Select [eduroam].
3. Enter your University username in the format: abcd123 followed by @city.ac.uk (note, this is not your email address). Enter your University computer password. If you are visiting City University enter the credentials provided by your institution.
4. The certificate will be shown; click “Accept”
5. You will be returned to the Wi-Fi Networks screen; this should show that you are now connected to eduroam
6. To disconnect, simply turn the wireless off.
**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.

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**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](http://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*