Wireless Network Connection Instructions – Mac OS X (10.7/10.8)

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 click “Turn Airport Off.”
2. Click on the icon once again and select “Open Network Preferences…”
3. Select Wi-Fi and under Status turn on Wi-Fi.
4. Select “Network Name:” eduroam and click connect.
5. Under “Mode:” Select Automatic
6. Under “Username:” 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
7. Under password, type your City University password.
8. Tick “Remember this network” and then click Join
9. Click Continue to Verify Certificate
10. Input your Apple Mac local admin credentials and you will then be connected 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 and ensure that eduroam SSID is selected.

If you ticked “Remember network” it will then just reconnect, otherwise it will prompt for your username and password once again, follow the instructions in step 6&7.

Advanced Users – Key Technical Details:
- SSID = “eduroam”
- Encryption = WPA2/AES
- PEAP authentication method
  -o 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