

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: *Eduroam* 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](#)).

