

Connect to *eduroam* at OHSU as a visitor

Before you start

- **Guests from other participating academic and research institutions:** You must have a working network account with an organization that is part of the *eduroam* network.
- Your device (e.g., laptop, tablet, smartphone) must have Wi-Fi turned on.

Instructions

Guests from participating academic and research organizations can connect to the secure *eduroam* network while physically at OHSU. Specific details may vary from one type of device to another.

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: Some OHSU satellite campuses and buildings may not have *eduroam* access available.

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](#)).

