

Information Technology and Media Services

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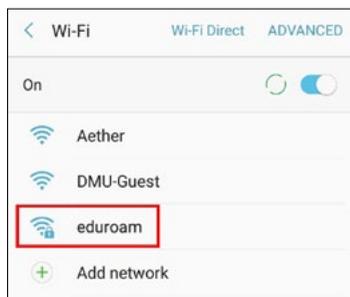
Connecting to the Wireless Network (eduroam)

eduroam provides staff and students with a wireless connection when travelling to other institutions worldwide, that subscribe to eduroam.

You can access eduroam where you see this logo.



How to connect your iPhone, iPod or iPad to eduroam



1. Choose a Wi-Fi Network

- Tap Settings > Wi-fi
- Tap eduroam



2. Login to Wi-fi

- Enter your wi-fi username which is made up of your unique **P-number** (found on your student ID card) followed by **@dmu.ac.uk** - e.g. P1234567x@dmu.ac.uk. Please note, this is not your email address.
- Enter your MyDMU or Blackboard password.
- Tap to **Join**



3. Accept Security Certificate

After a few moments, you will be shown a security certificate.

- Tap Accept or Trust.
- You should now be connected to eduroam Wi-Fi

Note: Password Changes

If your password changes, you will need to update eduroam:

- Go to Settings and Wi-Fi
- Select eduroam and you will be prompted for your new password.
- Enter it and select Join

You will now be reconnected to eduroam. You will have to do this every time your password changes.

How to connect to eduroam using Apple OSX

These instructions are supported on OSX 10.13 and newer.



1. Choose a Wi-fi network

- Click on the Wi-fi icon for options
- Select eduroam from the wireless network list



2. Enter credentials

- Enter your wi-fi username which is made up of your unique **P-number** (found on your student ID card) followed by **@dmu.ac.uk** - e.g. P1234567x@dmu.ac.uk. Please note, this is not your email address.
- Enter your MyDMU or Blackboard password.
- Click to **Join**

3. Verify the Security Certificate

You will be issued a certificate from wireless.dmu.ac.uk



- If you wish to view the certificate, click **Show Certificate**
- Then, click **Continue**

- Or, click **Continue** to connect without seeing the certificate



Note: Password Changes

If your password changes, you will need to update eduroam:

- Go to Settings and Wi-Fi
- Select eduroam and you will be prompted for your new password.
- Enter it and select Join

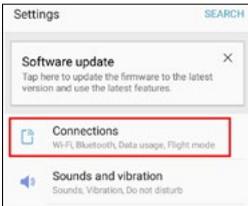
You will now be reconnected to eduroam. You will have to do this every time your password changes.

How to connect to eduroam using Android 9 devices



1. Go to Settings

- From the main menu, tap Settings



2. Go to Connections

- Now tap Connections, then Wi-Fi



3. Select a Wi-Fi network

- In the list of Wi-Fi networks, tap eduroam



4. Login to Wi-fi

- Under Identity, enter your wi-fi username which is made up of your unique **P-number** (found on your student ID card) followed by **@dmu.ac.uk** - e.g. P1234567x@dmu.ac.uk. Please note, this is not your email address.
- Enter your MyDMU or Blackboard password.
- Tap to **Connect**

Note: Password Changes

If your password changes, you will need to update eduroam:

- Go to your Wi-Fi settings
- Select **eduroam** and select **Forget**.
- Repeat the steps outlined in “How to Connect to eduroam with Android 9 devices” to setup your connection with the new password.

How to connect to eduroam using Android 10 & 11 devices



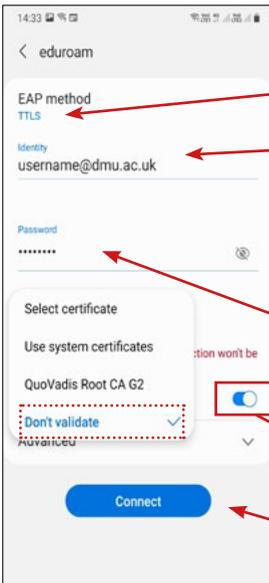
1. Go to Settings

- From the main menu, tap Settings



2. Go to Connections

- Now tap Connections, then Wi-Fi
- Then, tap eduroam



4. Login to Wi-fi

- There is a “EAP” dropdown at the top. Change this to “TTLS”
- Under Identity enter your wi-fi username which is made up of your unique **P-number** (found on your student ID card) followed by **@dmu.ac.uk** - e.g. P1234567x@dmu.ac.uk. Please note, this is not your email address.
- Enter your MyDMU or Blackboard password.
- Don't validate Certificate



Select Autoconnect

- Tap to **Connect**

Note: Password Changes

If your password changes, you will need to update eduroam:

- Go to your Wi-Fi settings
- Select **eduroam** and select **Forget**.
- Repeat the steps outlined in “How to Connect to eduroam with Android 10 & 11 devices” to setup your connection with the new password.

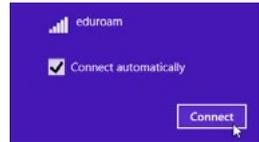
For Windows 8.1



1. Open Wireless Connections on the task tray (bottom right).



2. Select eduroam from the list.



3. Select **Connect**.



4. Enter username and password (format as other instructions) then click **OK**.



5. At “**Continue connecting?**”, click **Connect**.

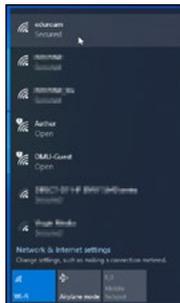


6. Wireless Connections (task tray) now shows **eduroam Connected**.

For Windows 10



1. Open Wireless Connections on the task tray (bottom right).



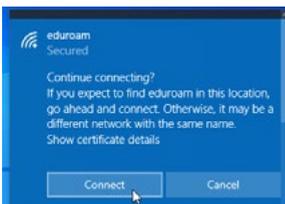
2. Select eduroam from the list.



3. Select **Connect**.



4. Enter username and password (format as other instructions) then click **OK**.



5. At “**Continue connecting?**”, click **Connect**.



6. Wireless Connections (task tray) now shows **eduroam Connected**.

Change your Password

After you have logged into DMU Systems for the first time ensure you change your password:

- Your password must be a min of 8 and max of 32 characters and should contain at least one number. It is case sensitive.
- You can manage and **change** your password at <https://sspr.dmu.ac.uk/>.



Set up security questions so you can reset your password in the event that you forget it.

The ITMS Service Desk can provide assistance if necessary.

Further information can be found in the IT Guide For Students found here

If you do change your password you would need to log out of all DMU systems and clear your cache on your devices e.g. Phone and PC, for the new passwords to be recognised from all devices.

Unsupported Devices

Devices without manufacturer support are no longer supported on eduroam. This includes:

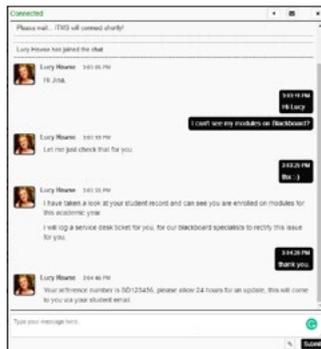
- Windows versions prior to 8.1 (e.g. XP, 7, 8.0)
- Apple OSX versions prior to 10.13 (High Sierra)
- Windows Phone (all versions)
- Apple iPhone/iPad versions prior to iOS 12.4.8
- Android versions prior to 8.0 (Oreo)

Support and Guides

LibChat

ITMS Service Desk can also be contacted via Live Chat. We can assist with technical queries, faults and offer guidance and support. This service can be found on the Library website via the LibChat icon or via <https://library.dmu.ac.uk/libchats>.

We are available for Live Chat support Monday to Friday 10am to 12pm and 2pm till 4pm.



Self Service: help.dmu.ac.uk

Please refer to our self service help page where you will be able to locate answers and information to some of the common queries around IT Services at DMU. Visit: <https://help.dmu.ac.uk>.

Student advice

- Where can I find guidance for taking examinations online? +
- Where can I learn more about using DMU's IT services, including MS Teams and downloadable software? +
- What IT and online learning resources can DMU offer and how can it support me and my studies? +
- How can I connect to the university Wi-Fi (Eduroam)? +
- Can I download Microsoft 365 on my personal device? ×

Yes, Microsoft 365 enables you to install Office for free on up to 5 devices and save files on your OneDrive which comes with 1tb of storage. [See full download instructions.](#)