Campus Wi-Fi

Set up access to eduroam: the University Wi-Fi network

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Before you get online

Your PC / laptop needs:

- Windows 7 or newer
- Mac OS X 10.10 or newer
- the latest security updates installed
- up to date anti-virus software.

Some Linux systems like Ubuntu might also work.

There are many free anti-virus programs (for example Windows Defender; Avast for Mac). Don’t install more than one anti-virus program. If you don’t get updates any more, you will need to change to a newer version, or buy a device which can take the latest release and updates.

If you use peer-to-peer software (for example to download files and music), you should remove or disable it to avoid possible copyright infringement and consequences (see IT regulations below).

Your phone or tablet needs:

- to support WPA2 / AES encryption (most devices do!)
- iOS 9 or newer
- Android 5 or newer (Lollipop, Marshmallow, Nougat). Brands that run Android include: Kindle, Google, Samsung, HTC and many others.
- Windows 10 mobile or newer. Typical brands that use this include Nokia and some HTC phones.

If you have an older device it might not be possible to update it to these versions. For advice visit us at the IT & Library Support Desk in the Templeman Library.

You should protect your device with a PIN and anti-virus app like Avast or Bitdefender.

Wi-Fi services and access

Staff and students

Your Wi-Fi service is eduroam and you log in with your Kent IT Account details. To activate your IT Account, find out your username or reset your password, go to www.kent.ac.uk/itaccount.

Visitors with an eduroam or govroam account

Follow the instructions from your home institution. The Security type should be WPA2-Enterprise and the Encryption type should be AES. To log in use your home institution username/password.

WiFi Guest

Visitors can use WiFi Guest on campus: you need to set up an account with The Cloud to access it.
Using eduroam

Coverage
You can pick up the University Wi-Fi service eduroam in all indoor spaces at Canterbury and Medway, with growing coverage outdoors.

WiFi Guest is free Wi-Fi access for visitors on campus. It is more restrictive than eduroam.

Wi-Fi respect – no mobile hotspots
Don’t upset your friends by running a mobile hotspot. These are not allowed for good reason; they can block the eduroam Wi-Fi signal for others around you. University Wi-Fi is a shared service.

IT regulations
By using your IT Account, you agree to our regulations:

www.kent.ac.uk/is/regulations/it

If you share copyrighted material, with or without knowing it, your IT Account and your Kent email may be suspended.

About eduroam
Read about eduroam and which institutions use it: www.eduroam.org

Connect a phone/tablet
If you have a mobile data connection, run the set up tool at www.kent.ac.uk/wireless

When asked, enter your Wi-Fi username in this way:

• your Kent IT Account username followed by @kent.ac.uk
• username abc1 would be written as abc1@kent.ac.uk

Forgotten your username or password? Search for IT Account on our website and follow the links.
Connect a PC/laptop

Windows 8.1 and newer

1. If you can get online through another network, run the set up tool at www.kent.ac.uk/wireless - and that’s it, you don’t need to follow the steps below.

2. If you have any problems accessing the setup tool from step 1, go to the Desktop right-click on the wireless icon (bottom right), and select Network and Sharing Centre

3. Select Setup a new connection or network

4. Select Manually connect to a wireless network > Next

5. Enter the following details:
   • Network name: eduroam
   • Security type: WPA2-Enterprise
   • Encryption type: AES

6. Click Next > Change connection settings > Security tab > Settings

7. Tick the box labelled Connect to these servers and type this in the box below: radius2.ad.kent.ac.uk

8. In the Trusted Root Certification Authorities window tick GlobalSign Root CA
   • Click Configure
   • Untick ‘Automatically use my Windows logon name and password’

9. Click OK > Advanced Settings

10. Tick Specify authentication mode and select User authentication > Click OK / Close

Log in to connect

1. Click the wireless signal icon

2. Select eduroam and press Connect

3. Enter your Kent IT Account username with @kent.ac.uk (like this: abc1@kent.ac.uk)

Windows 7 (laptops and PCs)

1. If you can get online through another network, run the set up tool at www.kent.ac.uk/wireless - and that’s it, you don’t need to follow the steps below.

2. If you can't access the setup tool in step 1, go to Desktop and right-click on the wi-fi icon (bottom right). Click Open Network and Sharing Centre > Manage Wireless Networks

3. Click the Add button and click Manually create a network profile
   • Network name: eduroam
   • Security type: WPA2-Enterprise
• Encryption type: AES
• Tick the box Start this connection automatically
• Keep other settings as they are and click Next

4. Click Change connection settings
  • Tick the box Connect automatically when this network is in range
  • Untick the box Connect to a more preferred network if available
  • Untick the box Connect even if the network is not broadcasting

5. Click the Security tab:
  • Security type: WPA2-Enterprise
  • Encryption type: AES
  • Choose a network authentication method: Protected EAP (PEAP)
  • Untick Remember my credentials for this connection each time I’m logged on

6. Click the Settings button
  • Tick Validate server certificate and Connect to these servers
  • In the box below type radius2.ad.kent.ac.uk
  • Scroll to the Trusted Root Certification Authorities list, and tick GlobalSign Root CA. If there’s more than one option, tick them all. If you don’t see any, contact us.
  • Click Configure
  • Untick Automatically use my Windows logon name and password (and domain)
  • Click OK > Close > Additional information is required to connect... (bottom right)

Log in to connect
Enter your Kent IT Account username with @kent.ac.uk (like this: abc1@kent.ac.uk)

Mac OS X 10.10 and newer
1. If you can get online through another network, run the set up tool at www.kent.ac.uk/wireless - and that’s it, you don’t need to follow the steps below.
2. If you can’t access the website in step 1, open the AirPort menu and select eduroam.
   If it’s not listed, select Join other network, type eduroam as the network name and select WPA2 Enterprise in the security field.
   To log in, enter your Kent IT Account username followed by @kent.ac.uk
   For example, username abc1 would enter abc1@kent.ac.uk
   3. Only accept a GlobalSign Root CA certificate if radius2.ad.kent.ac.uk is on the certificate.
   If automatic set up doesn’t work, try turning Airport off and on again (using the Airport menu).
Troubleshooting

Check that you added @kent.ac.uk to your username, and entered your password correctly.

Poor signal?

You can try turning Wi-Fi off and on again to pick up the strongest signal. Search the Kent website for Wi-Fi speed for more help and tell us if the problem persists.

We might be able to help, but we won’t know there’s a problem until you tell us.

Problem connecting a phone or tablet?

Try the steps below to set up your Wi-Fi connection manually.

Android Wi-Fi settings

Your Android device may vary slightly from these instructions.

1. Make sure Wi-Fi is on: from the home screen, tap Applications, Settings, Wireless and Networks and Wi-Fi Settings. Tick the box to Turn on Wi-Fi.
2. From the scan result, choose eduroam.
3. Check that the box shows these settings for eduroam:
   - EAP method: PEAP
   - Phase 2 authentication: MSCHAPV2
   - CA Certificate: Unspecified
   - User Certificate: Unspecified
4. For Identity, enter your Kent IT Account username followed by @kent.ac.uk
   Username abc1 would enter abc1@kent.ac.uk
5. Leave Anonymous identity blank. Enter your IT Account password.
6. Tap Connect.

iOS Wi-Fi settings

1. Make sure Wi-Fi is on: from the home screen, tap Settings, Wi-Fi, ON.
2. Choose a network and select eduroam.
3. Enter your Kent IT Account username followed by @kent.ac.uk
   For example, username abc1 would enter abc1@kent.ac.uk. Tap Join.
4. If the network certificate says radius2.ad.kent.ac.uk, you can accept it.
   If it says something else please contact us.
5. When you’re connected there’s a tick next to eduroam.
Windows phone Wi-Fi settings

1. From the home screen, tap Settings, Wi-Fi, eduroam.
2. Enter your IT username with @kent.ac.uk – so username abc1 would enter abc1@kent.ac.uk
3. Tap Done. The device will now show you are connected to eduroam.

Generic Wi-Fi settings for phones / tablets

While we don’t support other devices, some may connect successfully using these settings:

<table>
<thead>
<tr>
<th>Network name/SSID</th>
<th>eduroam</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security type</td>
<td>WPA2-Enterprise</td>
</tr>
<tr>
<td>WPA settings encryption type (if required)</td>
<td>AES</td>
</tr>
<tr>
<td>WPA authentication method</td>
<td>Protected EAP (or PEAP, or EAP then PEAP)</td>
</tr>
<tr>
<td>Authority/server certificate (if required)</td>
<td>GLOBALSIGN ROOT CA</td>
</tr>
<tr>
<td>PEAP version (if required)</td>
<td>Version 0, or PEAPv0</td>
</tr>
<tr>
<td>Personal/private certificate</td>
<td>none</td>
</tr>
<tr>
<td>Username</td>
<td><a href="mailto:username@kent.ac.uk">username@kent.ac.uk</a> with your Kent password</td>
</tr>
<tr>
<td>Domain</td>
<td>none</td>
</tr>
<tr>
<td>PEAP authentication method</td>
<td>MSCHAPv2 or PEAP-MSCHAPv2</td>
</tr>
</tbody>
</table>

You may need to disable options to inherit user details from the device.

Help and support

IT & Library Support Desk, Templeman Library

📞 01227 82 4999
✉️ helpdesk@kent.ac.uk
💬 Chat to us: www.kent.ac.uk/library/support
🌐 UKCLibraryIT

www.kent.ac.uk/itservices/help