Campus Wi-Fi

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

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Before you get online

Your desktop or laptop needs to have a modern and secure operating system and anti-virus app before its allowed on the Kent network. For details search the website for “what tech to pack”.

Wi-Fi services

Staff and students

Your Wi-Fi service is eduroam. Log in with your Kent IT Account details.

To activate your IT Account, find out your username or set your password go to 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

Pick up the Kent Wi-Fi service eduroam in all indoor spaces at Canterbury and Medway, with growing coverage outdoors. WiFi Guest is free Wi-Fi for campus visitors and is more restrictive.

Wi-Fi respect – no mobile hotspots

Don’t upset your friends by running a mobile hotspot: 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 your IT Account and Kent email may be suspended.

About eduroam

Read about eduroam and which institutions use it: www.eduroam.org
Connect a phone or tablet

If you have mobile data, run the set up tool at kent.ac.uk/wireless

Enter your Wi-Fi username as follows: your Kent IT Account username followed by @kent.ac.uk

Connect a PC or laptop

Windows 10 and Windows 8.1

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

2. From the Desktop right-click the Wi-Fi icon (bottom right). Click Network and Sharing Centre

3. Select Setup a new connection or network

4. Select Manually connect to a wireless network > Next

5. Enter the Network name: eduroam

6. Enter Security type: WPA2-Enterprise

7. Enter Encryption type: AES

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

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

10. In the Trusted Root Certification Authorities window tick GlobalSign Root CA

11. Click Configure and untick ‘Automatically use my Windows logon name and password’

12. Click OK > Advanced Settings

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

Log in to connect

Click the wireless icon, and connect to eduroam. Enter your IT username followed by @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 kent.ac.uk/wireless - and that’s it, you don’t need to follow the steps below.

2. 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.

3. To log in, enter your Kent IT Account username followed by @kent.ac.uk

4. 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.

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. Is Wi-Fi on? Go to Applications, Settings, Wireless and Networks and Wi-Fi Settings. Tick the box to Turn on Wi-Fi.
2. From the scan result, choose eduroam and check that these settings are selected for eduroam:
   - EAP method: PEAP
   - Phase 2 authentication: MSCHAPV2
   - CA Certificate: Unspecified
   - User Certificate: Unspecified
3. For Identity, enter your Kent IT Account username followed by @kent.ac.uk
   Username abc1 would enter abc1@kent.ac.uk

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: kent.ac.uk/library/support
🌐 UKCLibraryIT
🌐 kent.ac.uk/itservices/help