WiFi troubleshooting

Getting a good signal?

If not, check your WiFi settings. Make sure you add @kent.ac.uk to your username, and re-enter your password.

You can try turning WiFi off and on again to pick up the strongest signal. Search the Kent website for WiFi speed for more help and advice.

Problems connecting your phone or tablet

Follow the instructions below to set up your WiFi connection.

Android WiFi settings

Your Android device may vary slightly from these instructions.

1. Find WiFi settings and turn WiFi on. From the home screen tap Applications, Settings, Wireless and Networks and WiFi Settings. Tick the box to Turn on WiFi.

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 (for example, username abc1 would enter abc1@kent.ac.uk).

5. Leave the Anonymous identity box blank.

6. Enter your IT Account password. Tap Connect.

iOS WiFi settings

1. Make sure WiFi is on: from the home screen, tap Settings, WiFi, 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. Accept the network certificate. When you’re connected there’s a tick next to eduroam.

WiFi problems?

Let us know if your signal is poor and we’ll investigate.

Email: helpdesk@kent.ac.uk
Windows phone WiFi settings

1. From the home screen, tap Settings, WiFi, eduroam.

2. Enter your Kent IT Account username followed by @kent.ac.uk (for example, username abc1 would enter abc1@kent.ac.uk).

3. Tap Done. The device will now show you are connected to eduroam.

Windows tablet settings

Windows 8, 10 and RT connect like a laptop. See Problems connecting your laptop on page 10 for more advice.

General WiFi settings for other devices

Other devices might be able to connect with these settings. If you can’t change these settings, your device might not be able to use our network.

<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>Your Kent IT Account username followed by @kent.ac.uk (for example, username abc1 would enter <a href="mailto:abc1@kent.ac.uk">abc1@kent.ac.uk</a>)</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 enter your IT Account details again. Disable any options to inherit user details from your device.
Problems connecting your PC or laptop?

Use the settings below if you can’t set up WiFi in your room.

Windows 8, Windows 10 and RT (tablets, laptops and PCs)

1. From the Desktop right-click on the wireless icon (bottom right), and select Open Network and Sharing Centre.

2. Select Setup a new connection or network.

3. Select Manually connect to a wireless network and click Next.

4. Enter the following details:
   - in the Network name box type eduroam
   - set Security type to WPA2-Enterprise
   - set Encryption type to AES.

5. Click Next then click Change connection settings.

6. Select the Security tab, then click Settings.

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

8. In the Trusted Root Certification Authorities window tick GlobalSign Root CA. Click OK then click Advanced Settings.


10. Click OK/Close as prompted. You are now ready to connect.

To connect

1. Click the wireless signal icon.

2. Select eduroam and press Connect.

3. To log in, enter your Kent IT Account username followed by @kent.ac.uk (for example, username abc1 would enter abc1@kent.ac.uk).
Windows 7 / Vista (laptops and PCs)

1. Click Start, Control Panel and then Network and Internet (Can’t see it? Search for Network and Internet in the start menu search box).

2. Click Network and Sharing Center, Manage Wireless Networks.

3. Click the Add button and click Manually create a network profile:
   - in the Network name box type eduroam
   - set Security type to WPA2-Enterprise
   - set Encryption type to AES and tick the Start this connection automatically box
   - all other settings should remain as they are. Click Next.

4. Click Change connection settings:
   - tick the Connect automatically when this network is in range box
   - untick Connect to a more preferred network if available, and Connect even if the network is not broadcasting.

5. Click the Security tab:
   - set Security type to WPA2-Enterprise
   - set Encryption type to AES
   - set Choose a network authentication method to Protected EAP (PEAP)
     - Windows 7: untick Remember my credentials for this connection each time I’m logged on
     - Windows Vista: untick Cache user information for subsequent connections to this network.

6. Click the Settings button:
   - tick Validate server certificate and Connect to these servers, and type radius.ad.kent.ac.uk;radius2.ad.kent.ac.uk in the box below
   - 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 and then:
     - Windows 7: click Close then click Additional information is required to connect... (bottom right)
     - Windows Vista: click Connect to... and select eduroam from the available networks. Click Connect again followed by Enter/select additional logon information.
1. Click the message *Additional information is required to connect* in the bottom right of your screen.

**To connect**

- **To log in** enter your Kent IT Account username followed by [@kent.ac.uk](mailto:@kent.ac.uk) (for example, username *abc1* would enter *abc1@kent.ac.uk*).

- **Next time you connect**: if you see *Additional information is required to connect*... click the message to log in.

**Mac OS X 10.9 and above**

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](mailto:@kent.ac.uk) (for example, username *abc1* would enter *abc1@kent.ac.uk*).

2. If prompted to accept a *GlobalSign Root CA* certificate, check that *radius.ad.kent.ac.uk* or *radius2.ad.kent.ac.uk* is listed on the certificate before accepting it.

If automatic set up doesn’t work, try turning the Airport off and on again (via the Airport menu).