



Connecting your Windows 10 device

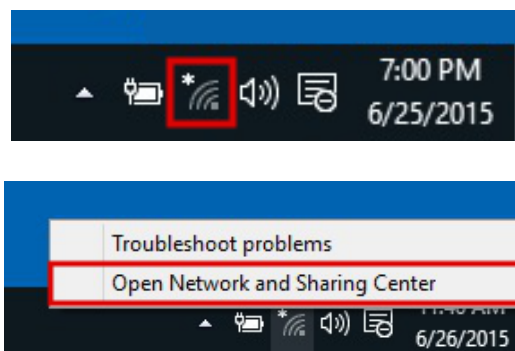
It is possible that your device will connect to eduroam in two easy steps.

1. Select eduroam from your list of available wireless networks
2. Enter in your full USC email address (eg username@student.usc.edu.au if you are a student and username@usc.edu.au if you are a member of staff) and then your current password.

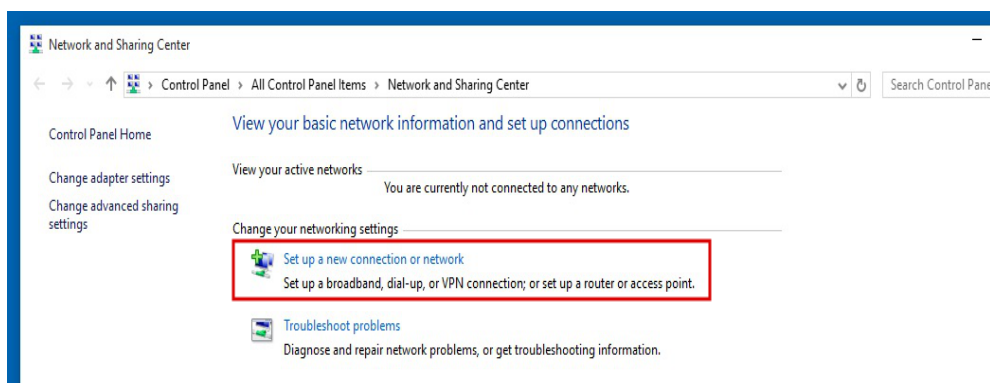
If your device does not connect, please follow this detailed guide.

This guide will take you step-by-step through the process of connecting your **Windows 10** device to the eduroam wireless network at USC. Simply follow the instructions below:

- 1 Once you are logged in to your device, right click on the wireless icon in the taskbar (found on the bottom right of the screen) and choose **“Open Network and Sharing Center”**.



- 2 On the screen that appears select **“Set up a new connection or network”**.

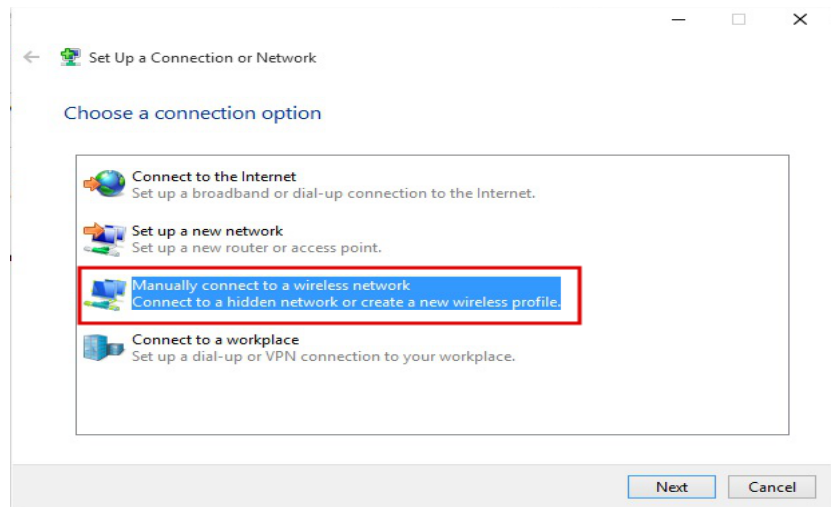




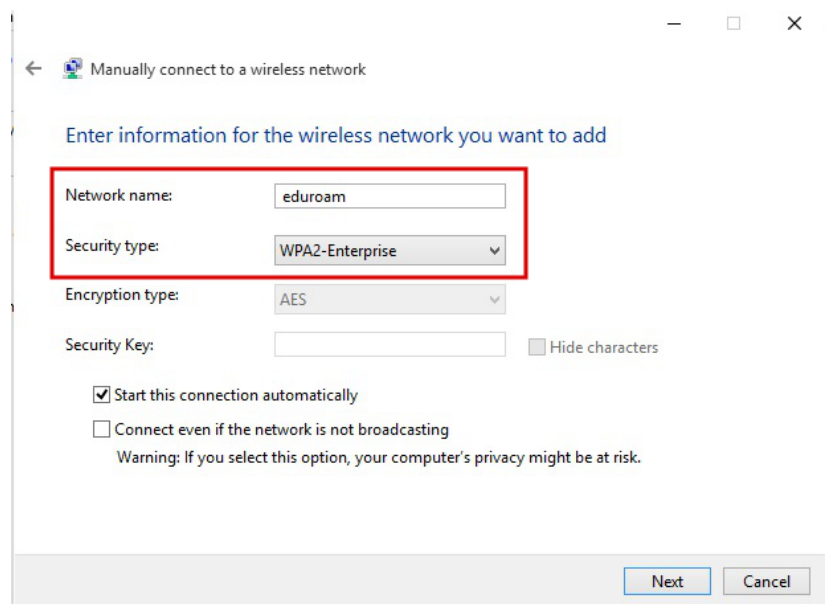
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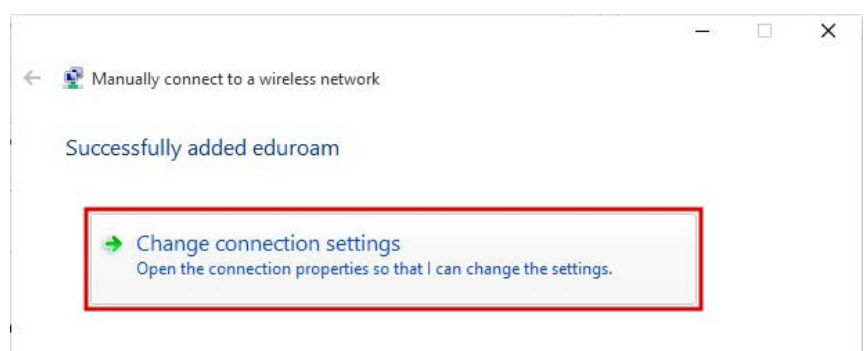
- 3 Now choose to **manually connect** to a wireless network.



- 4 In "Network name" type in **eduroam** (all in lowercase) and select **WPA2-Enterprise** from the Security type dropdown, then select next.



- 5 You should now get a "Successfully added eduroam" message. Choose "**Change connection settings**".



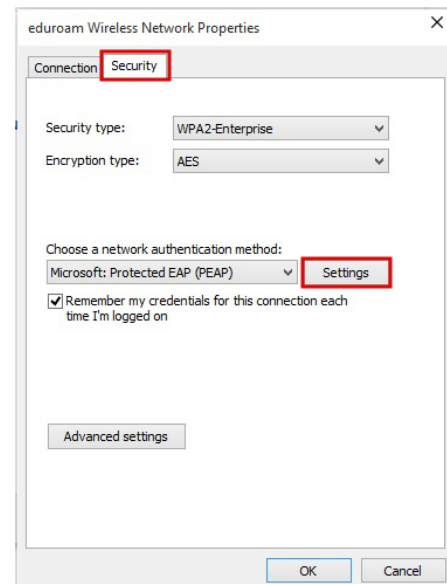


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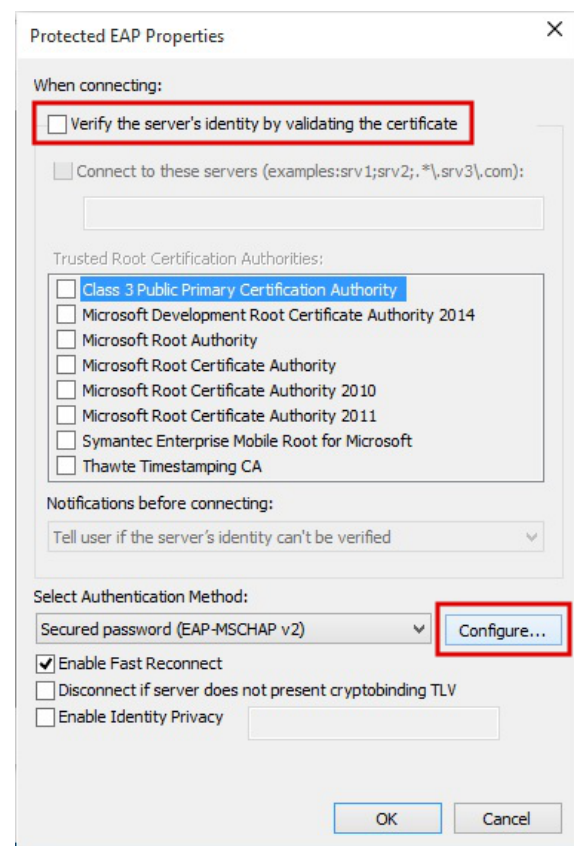
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A Properties screen will now appear. Select **"Security"** (the second tab along the top) then press **"Settings"**.



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In the **"Protected EAP Properties"** window, uncheck the validate server certificate and press the **"Configure"** button.

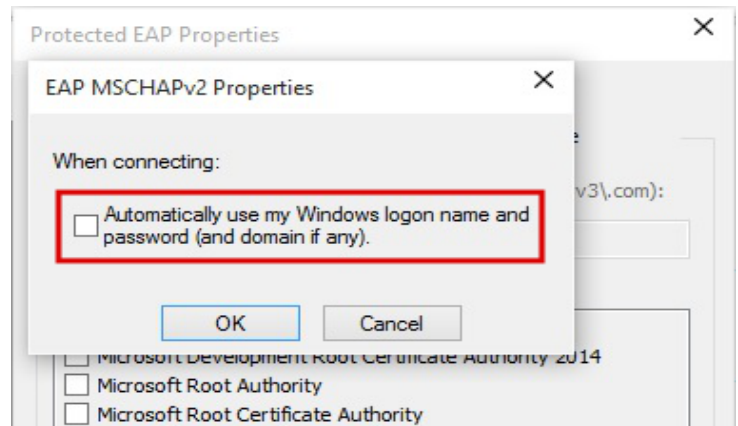




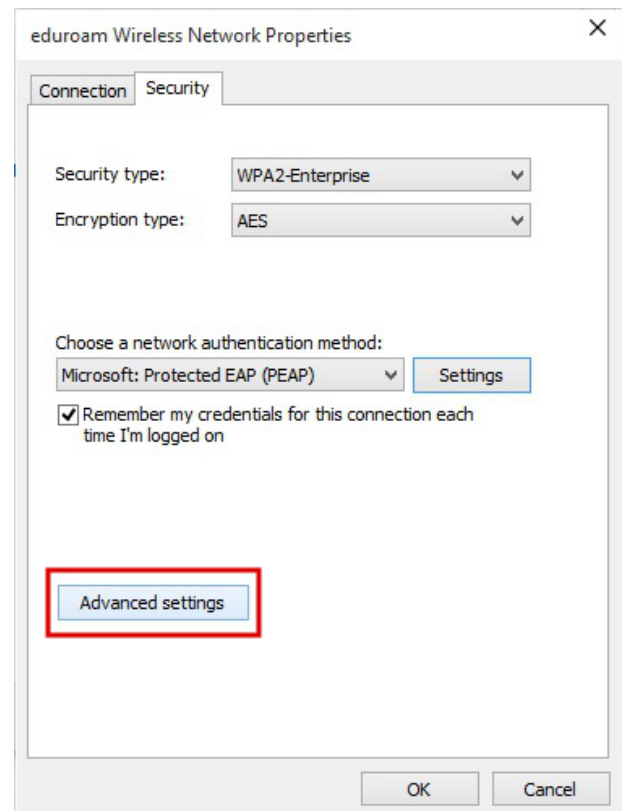
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- 8 Make sure the check box on the **EAP MSCHAPv2 Properties** screen that appears is **un-ticked** (it should be **already**) and press OK, and then OK again.



- 9 You should be on the **“Security”** tab again. Now select **“Advanced settings”**

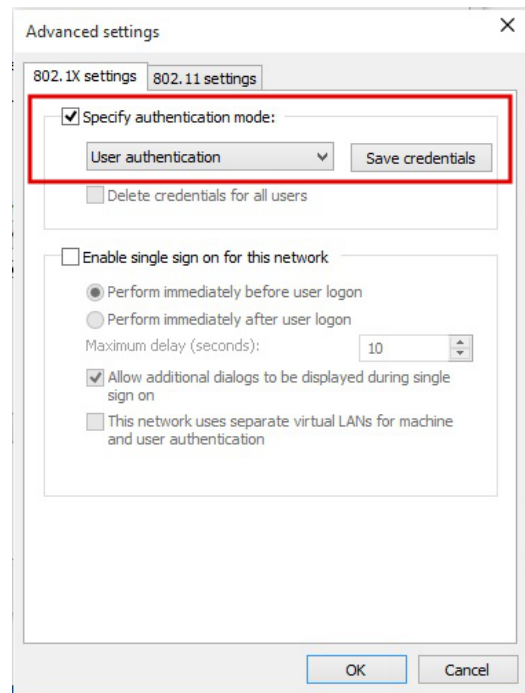




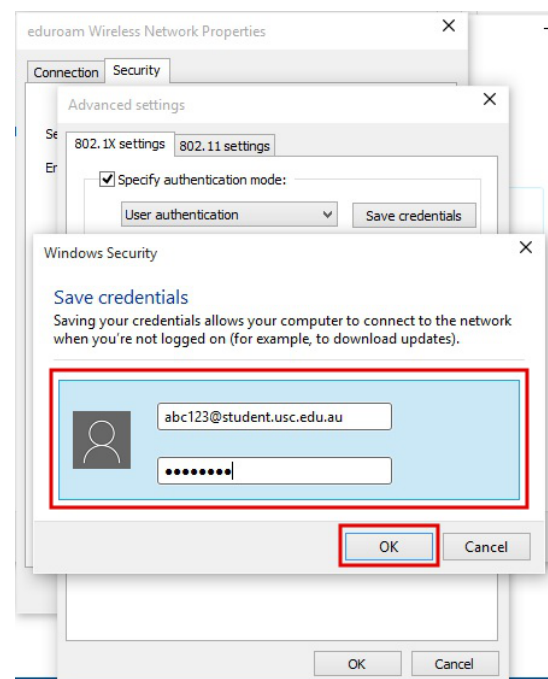
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- 10 Once in “**Advanced Settings**” tick the “**Specify authentication mode:**” check box (if it is not already) and select “**User authentication**” from the dropdown list and press “**Save credentials**”.



- 11 Now enter in your **full USC email address** (username@student.usc.edu.au for students and username@usc.edu.au for staff) and press OK, and then OK again.

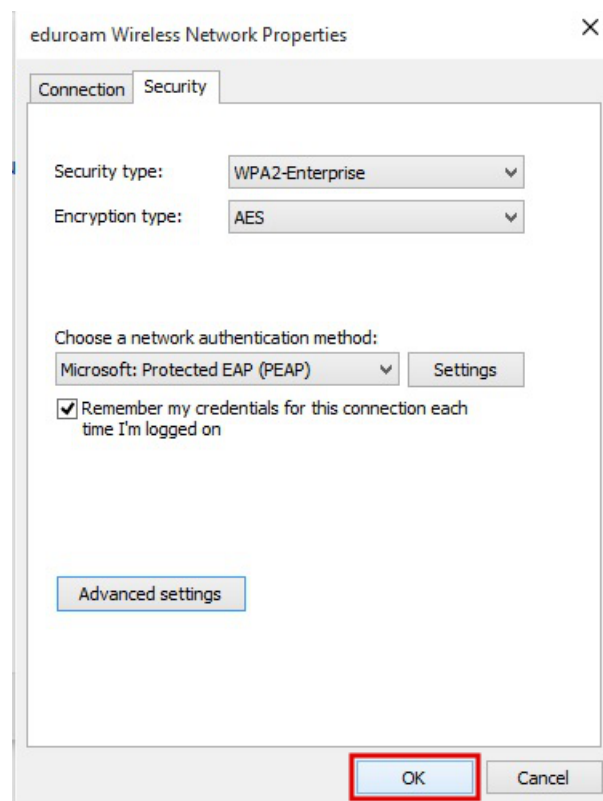




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- 12 You should once again be on the “**Security**” tab. Press OK one last time to save all the settings for the eduroam network you’ve just created.



- 13 You should now see eduroam is connected in your list of WiFi networks.



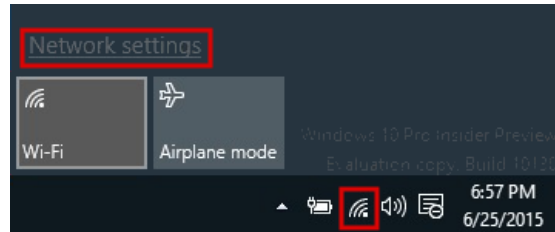


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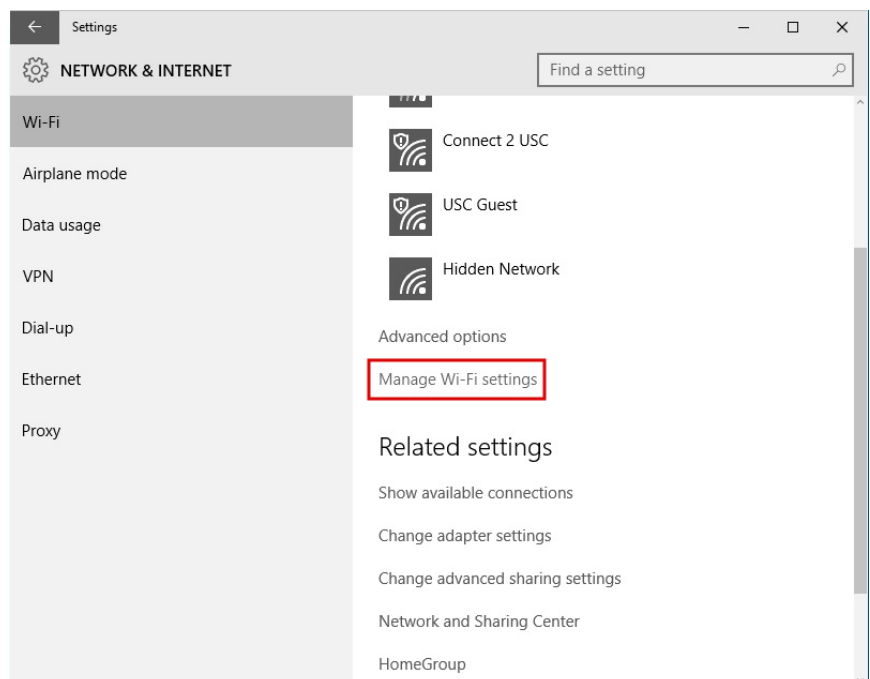
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- 14 If your device was connected to eduroam previously and will no longer connect, you will need to remove the settings entirely and start again.

To do this, left click on the wireless icon in the taskbar (found on the bottom right of the screen). This will bring up the list of wireless networks. Now select the Network settings option.



- 15 In the settings screen that appears select “Manage Wi-Fi settings”



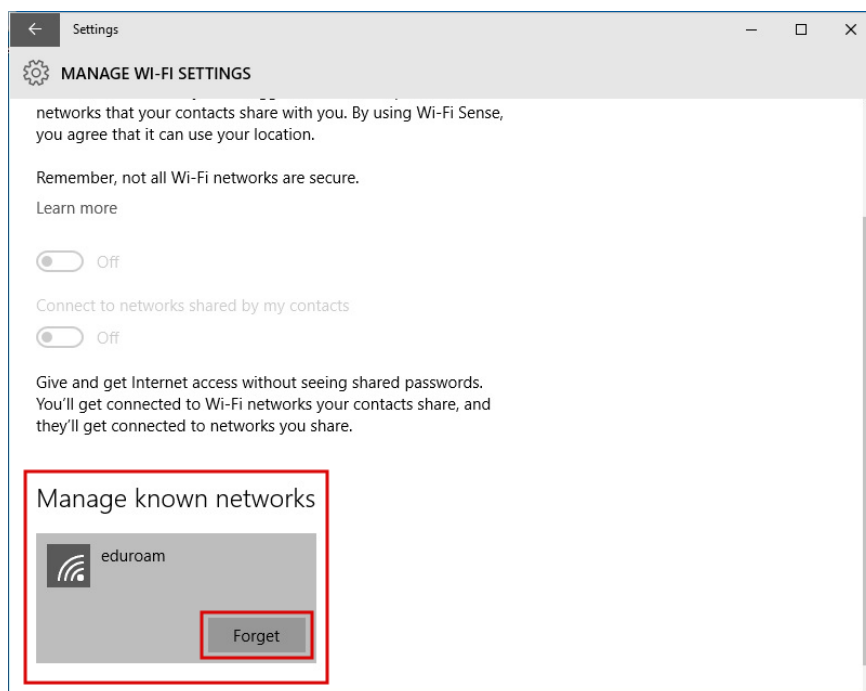


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When the Manage WI-Fi Settings screen appears, scroll to the bottom, click on eduroam and select forget.



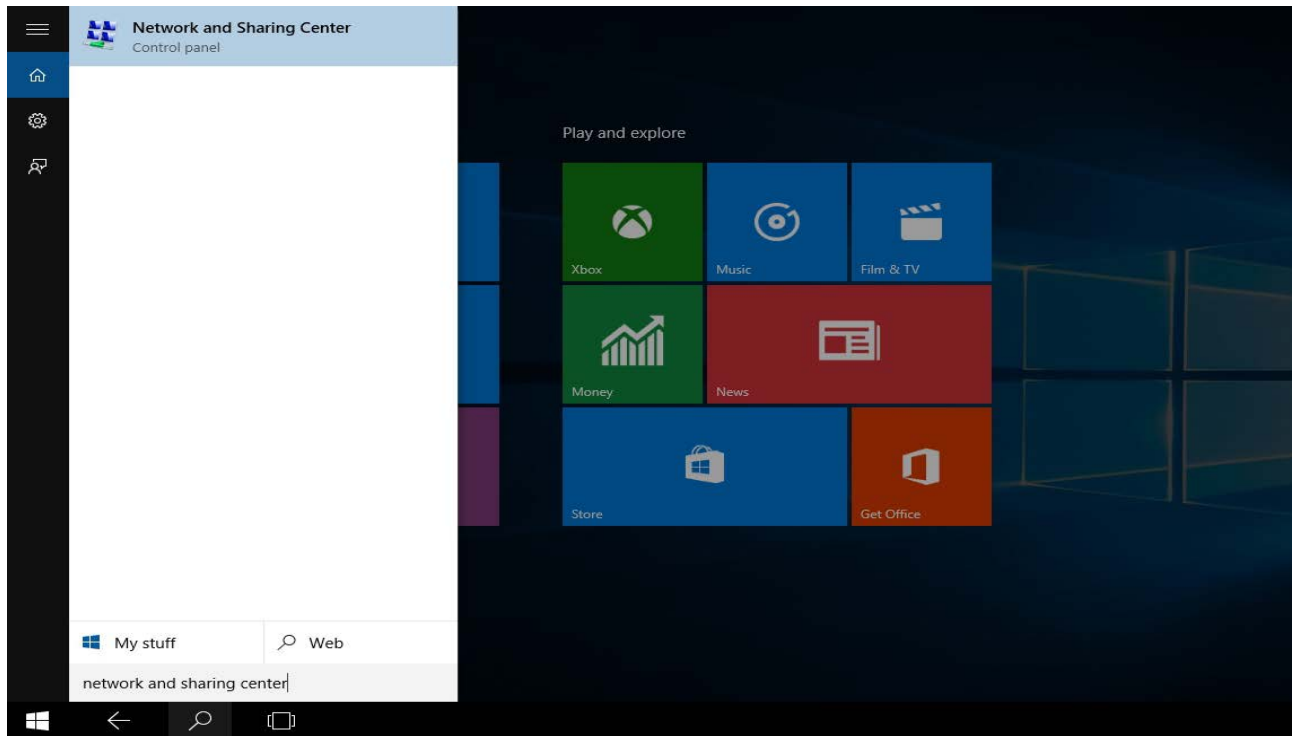
If you find your laptop attempting to connect to the “**Connect 2 USC**” network please remove it as well and your device should then default to the eduroam connection.



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Please note: If your Windows 10 device does not have the wireless icon on the taskbar you can get to the “**Manage Wireless Networks**” screen by going to the “**Tiles Screen**” and then searching for “**Network and Sharing Center**”.



If your device does not connect after following these steps please contact the Student IT Help Desk if you are a student, or the Staff IT Service Desk if you are a member of staff.

Student IT Help Desk
Tel: +61 7 5459 4455
Counter: Library Information Desk
Email: StudentITHelp@usc.edu.au

Staff IT Services Desk
Tel: +61 7 5430 1237
Counter: Level 4, ICT Centre (Building J)
Email: itservicedesk@usc.edu.au