Connecting your IOS device

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

1. Select “Settings” from your applications list on your home screen.

2. Select “Wi-Fi” from the “Settings” menu. Make sure it is enabled and then press “eduroam”.

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On the screen that appears enter your full USC email address in the Identity field and your password in the “Enter password” field.

A certificate screen may appear. This certificate should be labelled as magneto.usc.edu.au and is safe to accept.

Your device should now be connected to the eduroam network and you should now be able to browse the internet and use apps.
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, select “Settings” from your applications list on your home screen. Select “Wi-Fi” and then press “eduroam”.

On the screen that appears you should find a “Forget this network” option. Select this and confirm the network removal.

If you find Connect 2 USC in your list of Wi-Fi networks please remove this network as well.
If your device was previously configured to connect to eduroam using the Xpress connect system you will need to remove the profile that it created.

To do this, select “Settings” from your applications list on your home screen. Swipe down and select “General”, then choose the “eduroam Profile”.

On the screen that appears press the delete profile button and confirm the deletion.

You will now be able to configure eduroam again starting from step one.

Please note: 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