

## Commonly experienced problems

### Unable to associate with wireless eduroam network

If you are at an advertised eduroam enabled hotspot at an eduroam site, with the 'eduroam' SSID clearly visible to your laptop/mobile device, but you are unable to connect at all to the wireless network, you should check your wireless settings and may need to consult the configuration settings information provided by the Visited site or contact the local IT Support team. If you cannot even detect an 'eduroam' wireless network you may be out of area and may need to contact the local IT Support team to identify if the problem is due to a local outage or lack of coverage.

### Authentication failure

Once connected to the wireless network, if unable to gain authentication you should consult your Home organisation's IT Support team for further help. Hint - has you been able to get the service working at your Home organisation? Hint - check username/password is correct. Eduroam username usually follows the format; username@yourorganisationrealmname.ac.uk<sup>[1]</sup> - but not in all cases!

### Can't access Home services

Once connected to the wireless network, if you have problems connecting to your Home organisation's remote access services (eg. e-mail, VPN), you should contact your Home IT Support.

### Disconnection problems

Once connected and authenticated but you experience disconnection problems you should consult the Visited organisation's IT Support team for further help.

### Associated to wireless network and authenticated, but cannot access Internet

Does the Visited site use a web proxy for the eduroam guest network? Have you checked the eduroam sites map for information about the Visited site / the Visited site eduroam info page? If a web proxy has been implemented, the Visited site eduroam info page will detail how to configure your machine to work with this.

---

**Source URL:** <https://community-stg.jisc.ac.uk/library/janet-services-documentation/commonly-experienced-problems>

### Links

[1] <mailto:username@yourorganisationrealmname.ac.uk>