Wireless Network Connection Instructions - iPhone/iPad/iPod Touch

For advanced users – key technical information can be found below.

Note - Please ensure that:

- You have upgraded to firmware version 2.0+

Connecting to City Wireless Network:

1. Turn on wireless ([Settings] then [Wi-Fi]). You should see a list of available wireless networks.
2. Select [eduroam].
3. Enter your IT login name in the format: abcd123@city.ac.uk (note this is not your email address, it’s your userID plus the domain) and password. If you are visiting City University enter the credentials provided by your institution.
4. The certificate will be shown; click “Accept”
5. You will be returned to the Wi-Fi Networks screen; this should show that you are now connected to eduroam
6. To disconnect, simply turn the wireless off.
Advanced Users – Key Technical Details:

- SSID = “eduroam”
- Encryption = WPA2/AES
- PEAP authentication method
  - MSCHAP v2 – secured password authentication
- Do not use local computer username/password
- 802.1x user authentication.

IT Support
For IT support, assistance or questions, please contact your local IT service team.

Northampton Square – visit IS Service Centre (E101-Drysdale building) or telephone x8181.
Cass Business School – visit Learning Resource Centre (Level 1 – Cass) or telephone x8990.
City Law School – visit IT Support Office in Princeton Street or telephone 020 7400 0261 or x8181.
CCHS – visit IS Service Centre (E101-Drysdale building) or telephone x8181.