

Connecting iOS device to eduroam WiFi

The WiFi service eduroam (<https://www.eduroam.org>) is available in many scientific institutions worldwide as is the case at the Charité. You can connect your iPhone/iPad to the internet via this service. Please use your **Charité email address** to gain authentication. Once installed, you have access to free WiFi worldwide where eduroam is available. The following instructions are based on iOS 11.

Connecting the iOS device

To use eduroam, use your Charité email address and the appropriate password.

Open *Settings*, select *Wi-Fi (WLAN)*. If you are within range of WiFi in the Charité, your iOS device will show the *eduroam* network, *fig. 1*. Click on *eduroam* and enter your email address and password in the *join window*, *fig. 2*. iOS registers the data, so this information has only to be entered to start, or if you change your password.

Once your registration has been accepted, in the next step trust the *eduroam.charite.de* certificate, *fig. 3*. You are now connected to and can use *eduroam*, *fig. 4*. You can now go out of *Settings (Einstellungen)*.



Abb. 1 eduroam reception

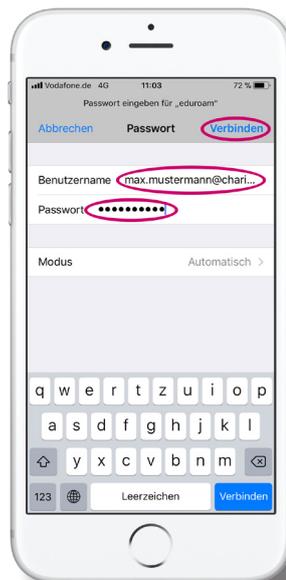


Abb. 2 User name and password



Abb. 3 Trusting certificate



Abb. 4 Connection to eduroam

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Deleting login details

Should you not be able to reconnect to *eduroam*, it is sometimes helpful to delete login details and start again. Open *Settings*, select *Wi-Fi (WLAN)* and click on  at the end of *eduroam* entry, *fig. 4*. In the new window click on *Forget This Network (Dieses Netzwerk ignorieren)*, *fig.5* and confirm, *fig. 6*. All *eduroam* login details are now deleted and you can start again with *step 1*.



Abb. 5 eduroam info



Abb. 6 Deleting profile

In very few cases, deleting of eduroam login details does not work or is insufficient. It is then possible to delete **all** network settings including login details to other networks on the iPhone. Select *Settings* → *General* → *Reset* (Einstellungen → Allgemein → Zurücksetzen) and click on *Reset Network Settings* (Netzwerkeinstellungen), *fig.7*. Enter your unlock code and then by clicking on *Reset (Zurücksetzen)* in response to another security question, your iPhone will start again. This restart has now definitely deleted all WiFi login details.



Abb. 7 Delete all network settings