

Introduction

Eduroam is the Hope university wireless network and is available across all campuses and within all the halls of residence.

The credentials to be used when logging on to eduroam are:

Username: Your Liverpool Hope email address ([e.g.18000000@hope.ac.uk](mailto:18000000@hope.ac.uk))

Password: The password you use to access network services

The eduroam service will allow you access to all web-based University services and many public websites. It should be noted, however, that some network 'ports' may not be available (or 'open') to ensure the security and stability of the overall University network, and also to prevent unauthorised activity such as peer-to-peer file sharing. This may affect your online gaming experience.

Depending on the device being connected, there are different approaches to accessing eduroam viz

Mobile devices – Phones and Tablets

The easiest way to configure eduroam on a mobile device is to download the 'geteduroam' app.

You can search your app store for 'get eduroam' or find further details and links here – <https://www.geteduroam.app/>

Once the app is installed, run it, search for Hope as your institution and then enter your credentials as above.

Eduroam can also be installed manually as follows:

Apple IOS

1. From the home screen, select **Settings**, then select **Wi-Fi**
2. From the list of networks, select **eduroam**
3. Enter your Liverpool Hope credentials and press **Join**



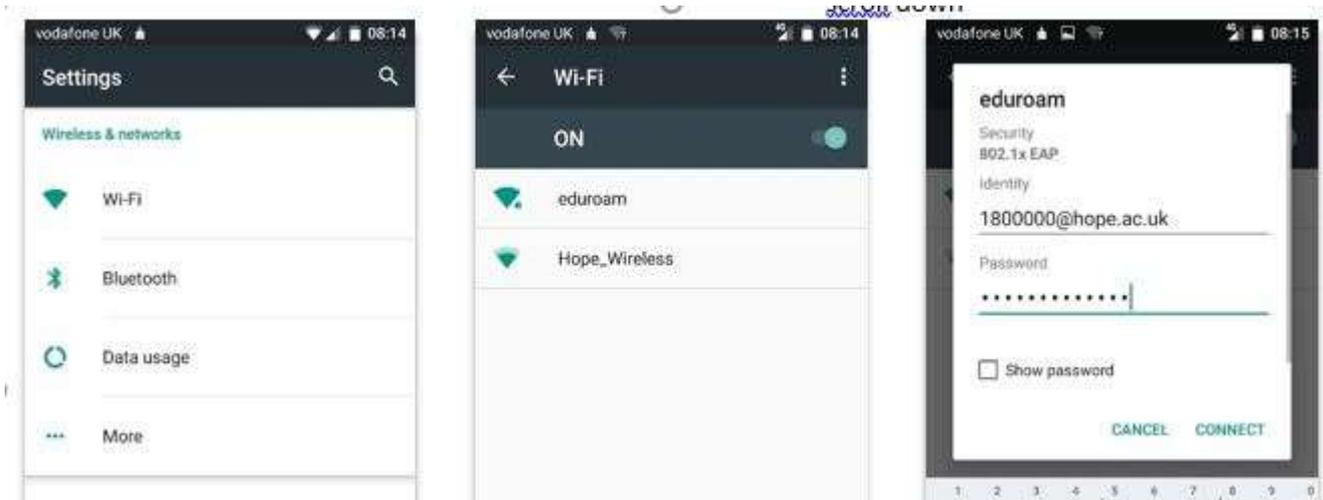
4. At the certificate screen, select **Trust**.

For more information on connecting to eduroam visit: www.hope.ac.uk/gateway/itservices/wirelesservice/

Should you experience any difficulties connecting to eduroam, please contact the IT Services Help Point on 0151 291 2100, via email at itshelp@hope.ac.uk or in person on the first floor of the Sheppard-Worlock Library

Android

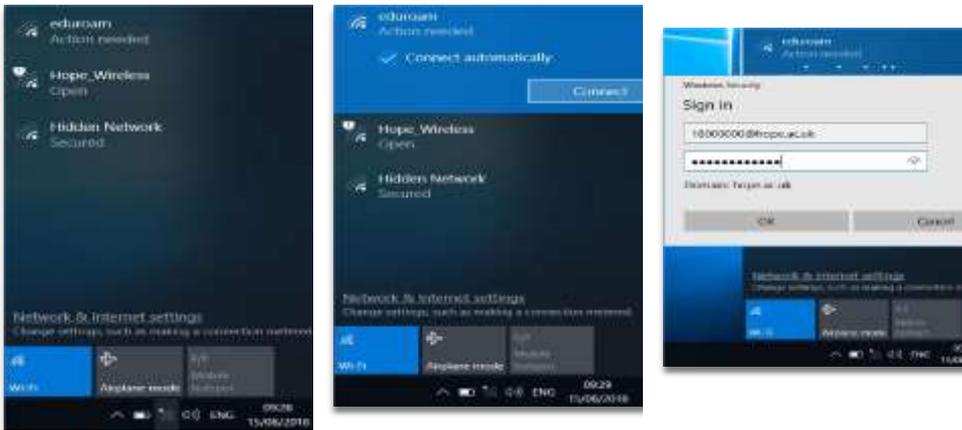
1. Go to **Settings** then **Wifi**
2. From the list of networks, select eduroam
3. Enter your Liverpool Hope credentials.



4. Select Advanced Options and change Phase 2 authentication to **MSCHAPV2** and set **CA Certificate** to '**do not validate**', then click **Connect**.

Windows Desktop computers and laptops

1. Click the network icon near the clock in the notification area
2. Select **eduroam** in the list of available networks
3. You will be prompted to enter your credentials and click connect.



Apple Mac OS Desktop computers and laptops

1. Click the network icon near the clock in the notification area.
2. Click on eduroam and you will be prompted to enter your credentials.



3. At the certificate prompt, check that the certificate is named *.lhu.hope.ac.uk (e.g. **roamer01.lhu.hope.ac.uk**) and then select **Trust**
4. You may be prompted to enter credentials in order to make changes to your certificate trust settings, **note that this is the local password that you use to login to the Mac computer**. Enter your password and click **Update Settings**

Wired Connection Guide

The primary Internet connectivity in Halls of Residence is via the eduroam Wi-Fi service. However, if you require an Ethernet cable to connect a device, one may be obtained, free of charge from the following locations:

Hope Park: IT Services Help Point in the Sheppard-Worlock Library

Creative Campus: Security Lodge

Aigburth Park: Reception

Ethernet Cable Connectivity

The Ethernet cable must be connected to the wall mounted access point as shown below.



Please note that any additional spare Ethernet ports in your room are **not** active and will not provide connectivity.

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