Stellenbosch University

Registering a Windows device and installing the eduroam profile

Basic user guide

IT department
12-9-2021

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Intended audience

This guide is intended to assist students and staff in registering an android device for connectivity to the campus wifi network namely "Eduroam".

Disclaimer

The steps in this guide are intended to assist users as best as possible who are using Windows 10 devices. The steps may differ slightly among older versions of Windows which may affect the accuracy of this guide. In such instances you may apply logical judgement where possible in selecting the relevant settings and if you are still unable to successfully register your device then contact IT at help@sun.ac.za and log a request to be assisted further.

# Getting your device registered and connected to eduroam

Step 1: From your Desktop, right click the wireless icon from the system tray as shown below → Click Open Network & Internet settings.
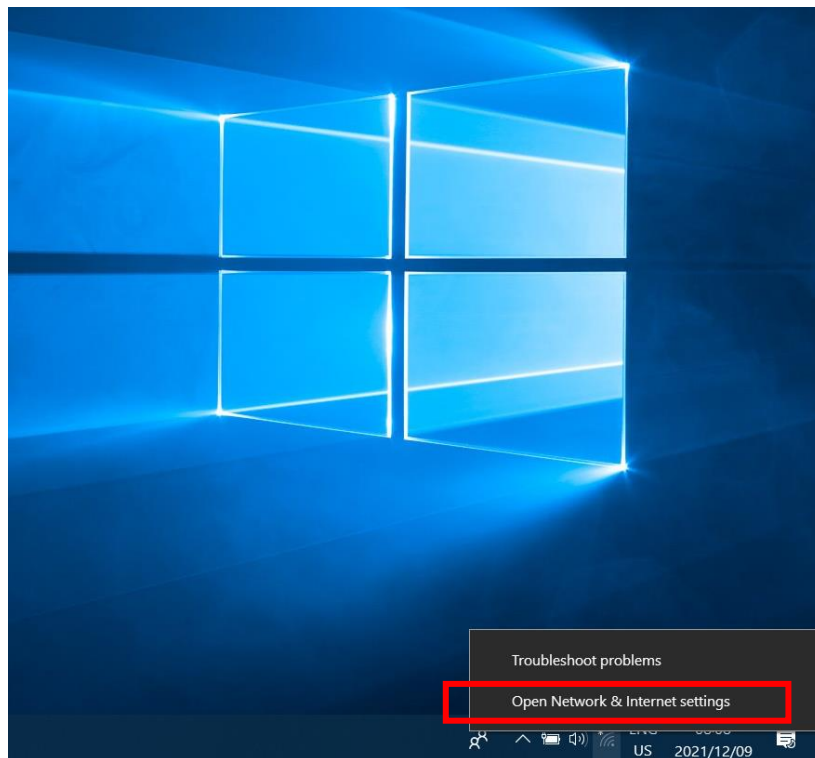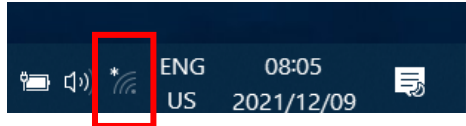
Step 2: Select WiFi from the left pane → Ensure that the "Use random hardware address feature is off as shown below.
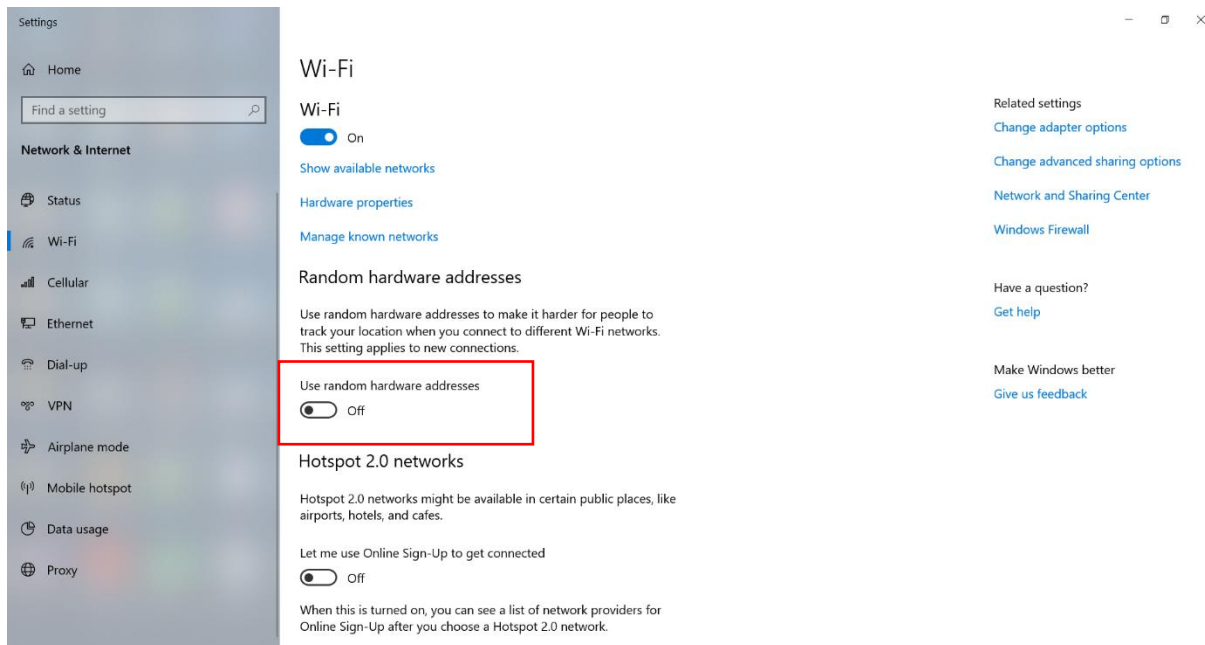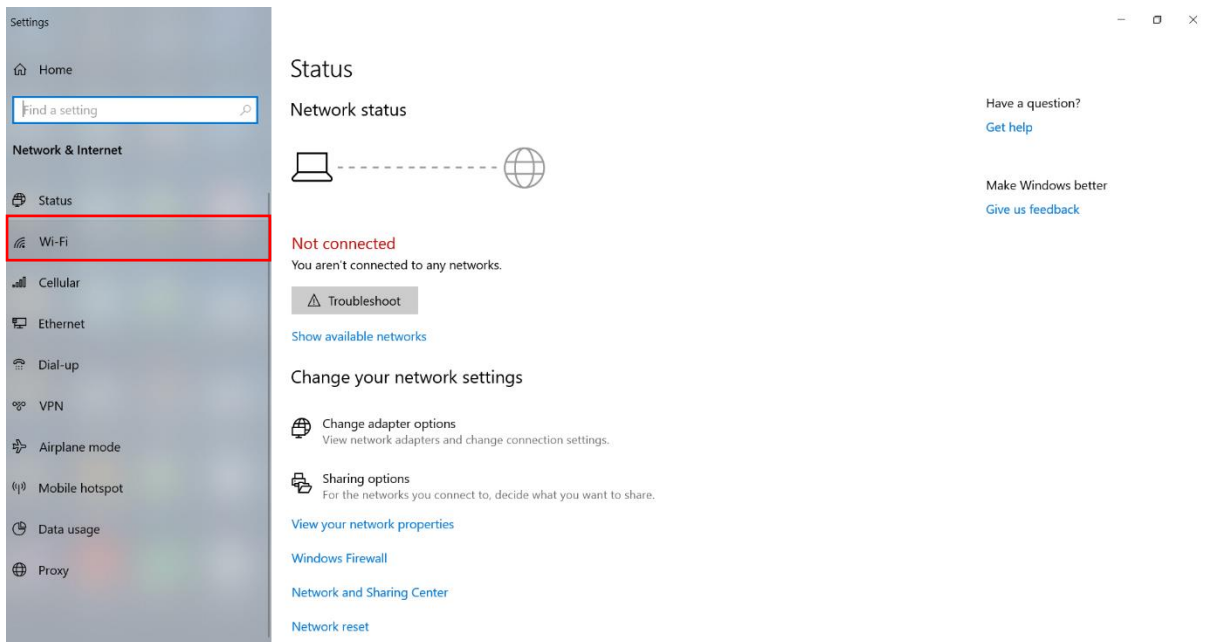
Step 3: Click Show available networks from the middle pane → Look for RegisterMe in the list of available wireless networks → Click on RegisterMe → Click on Connect
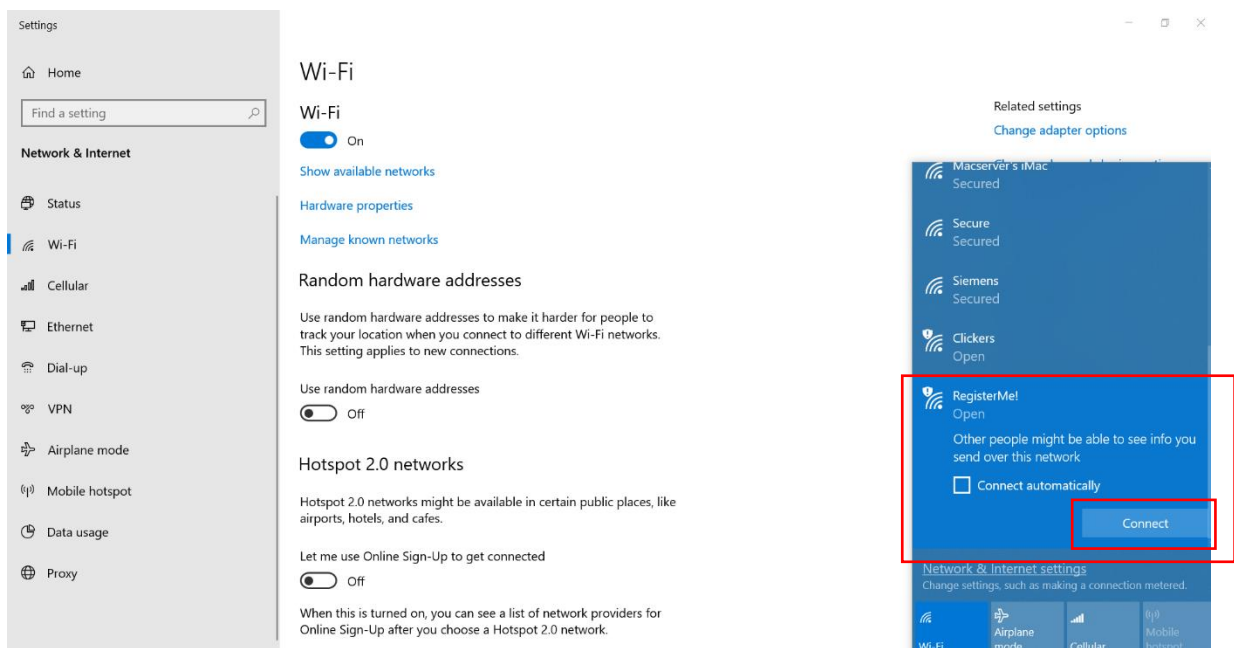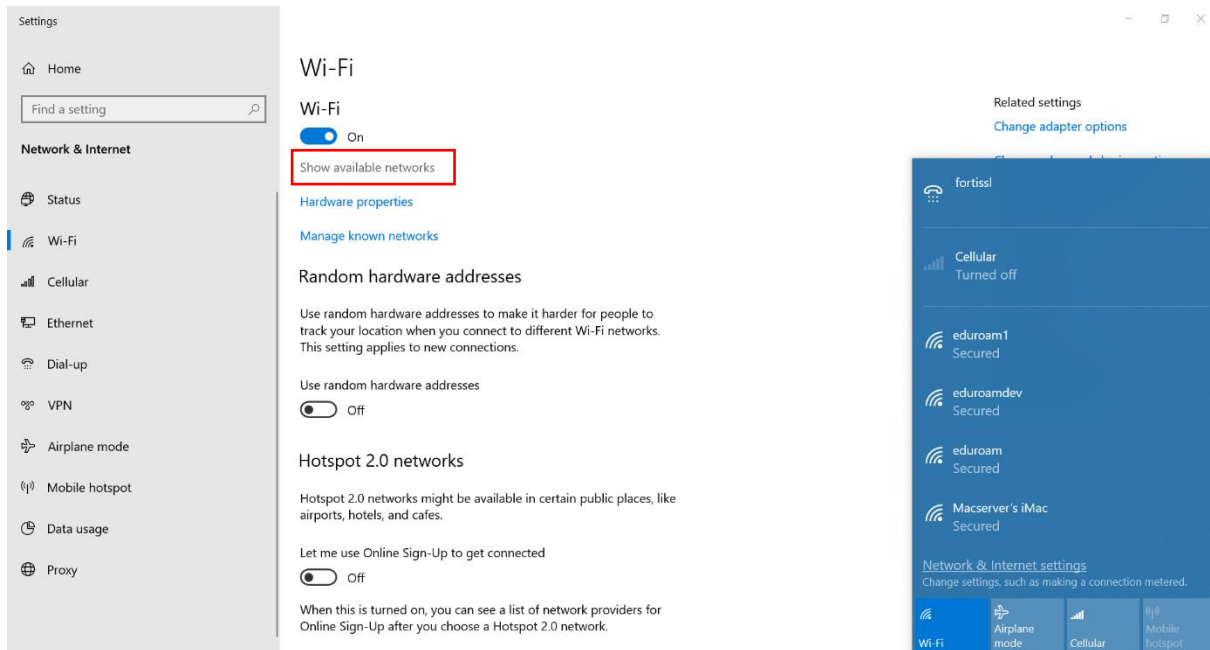
Step 4: Once your device connects to RegisterMe! a web page will automatically open in your default browser and you should be presented with a login screen. Enter your username and password → Click Sign in → At the next screen click Don't Save if you are asked to save the credentials → Select your preferred language
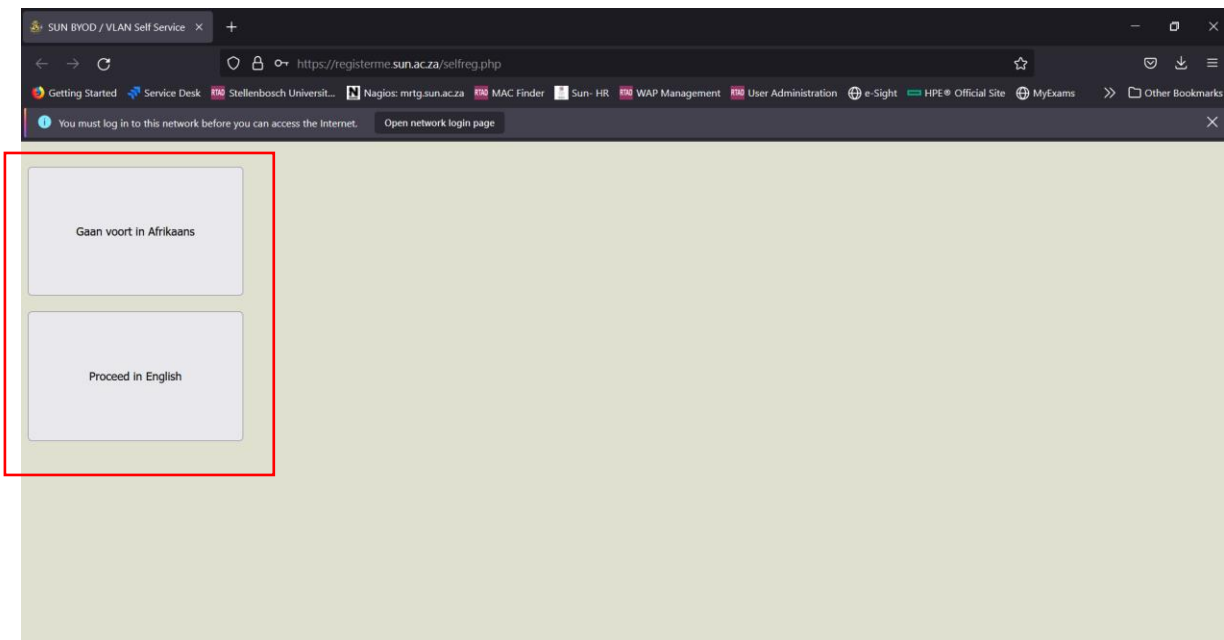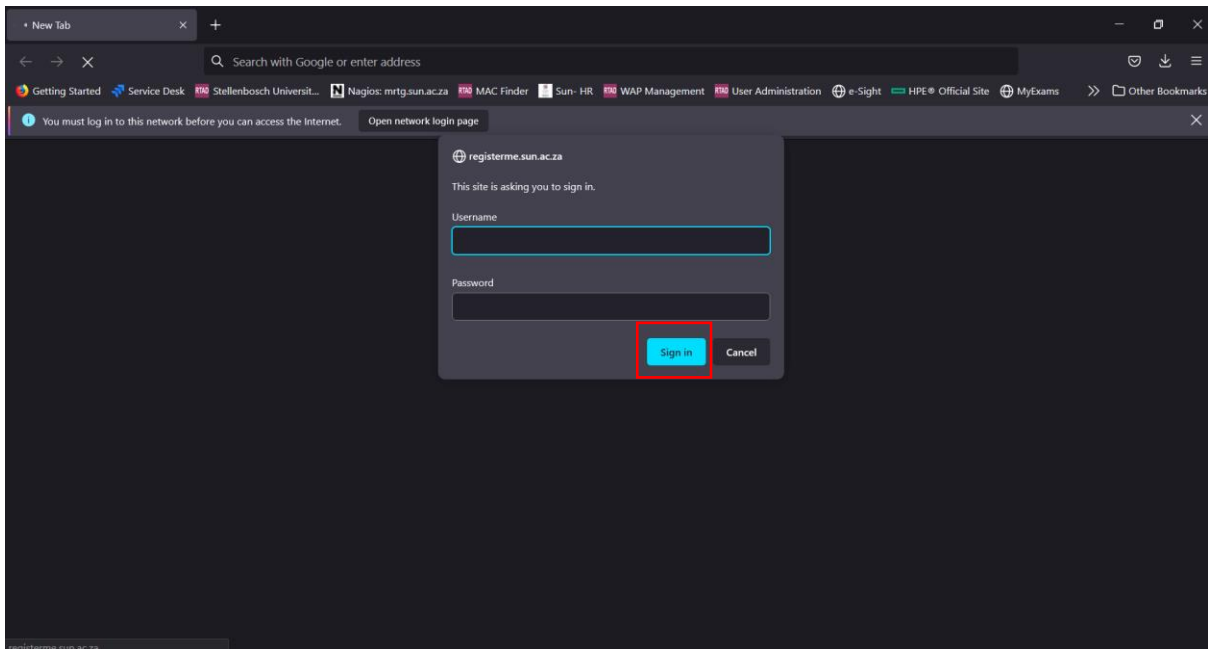
Step 5: Click the icon of the detective → A window will appear prompting for a file download → Click on Save file
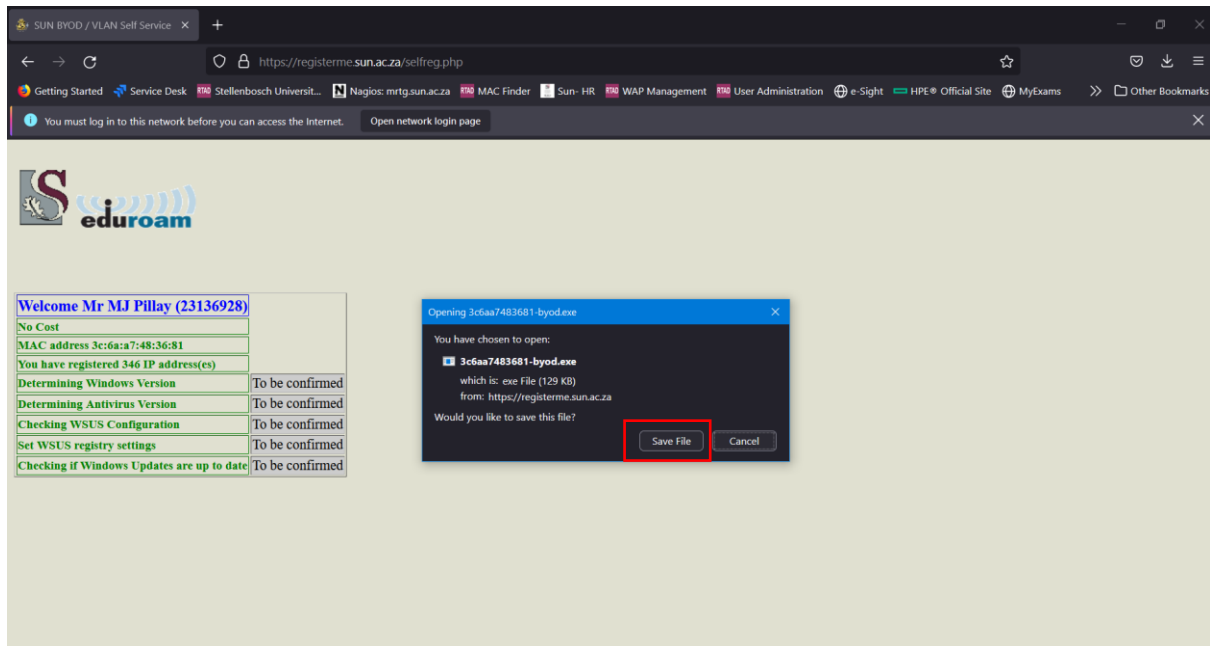
Step 6: Take note of the download location shown in the address bar and then click Save
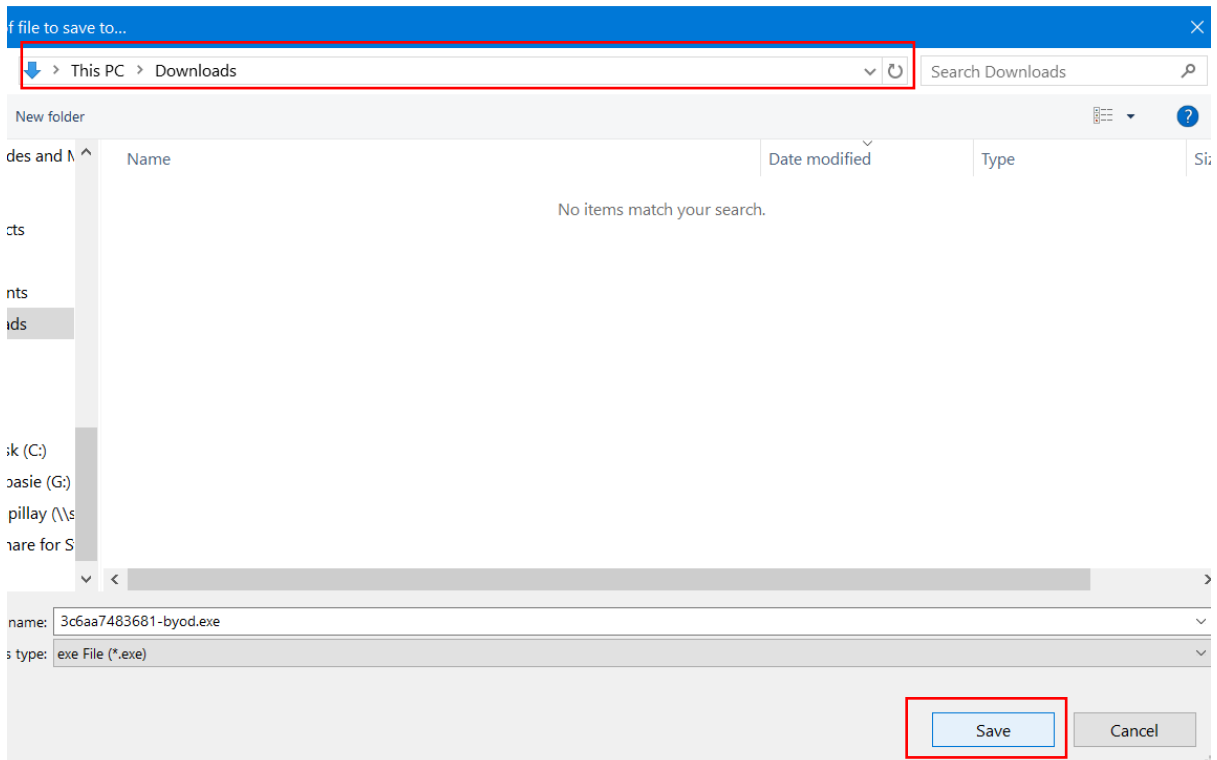
Step 7: Once the download has completed, go to the location where you saved the file and double click to run it (MINIMIZE your open webpage DO NOT close it at this point) → In the Smartscreen window that appears click Run.
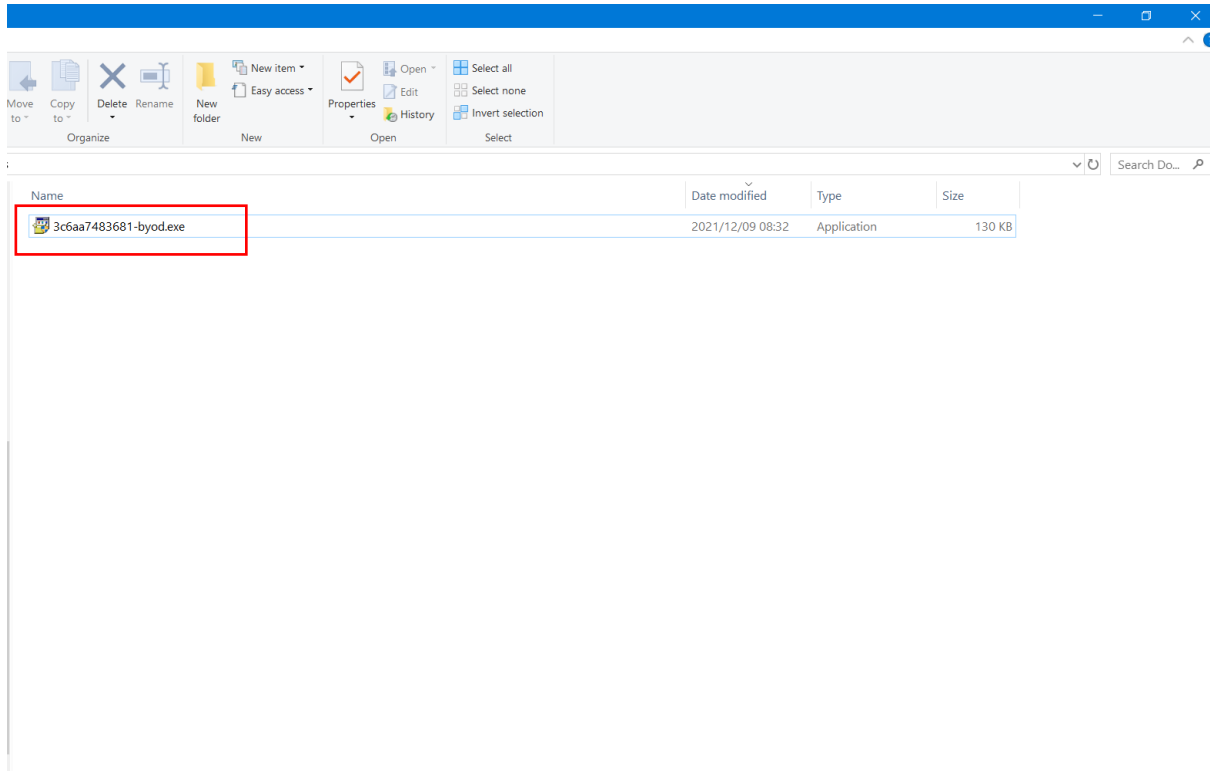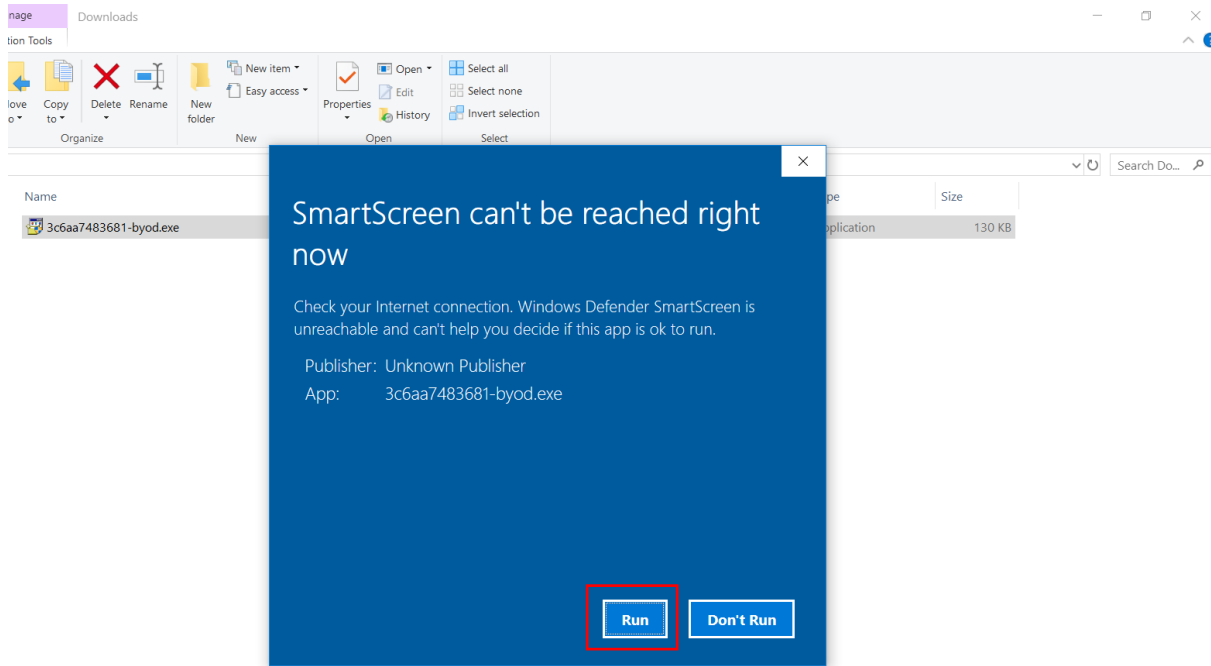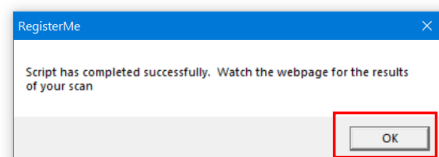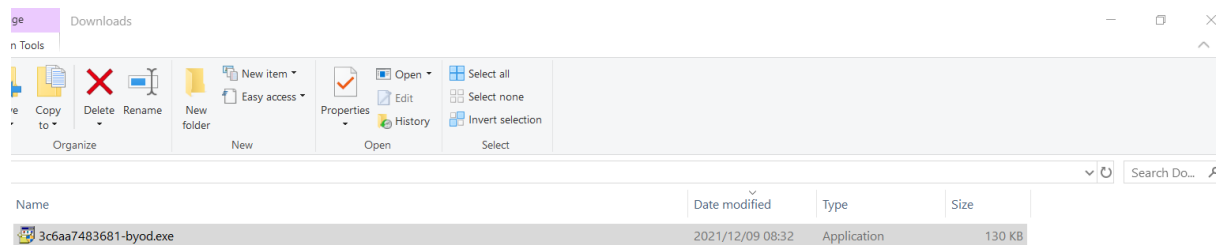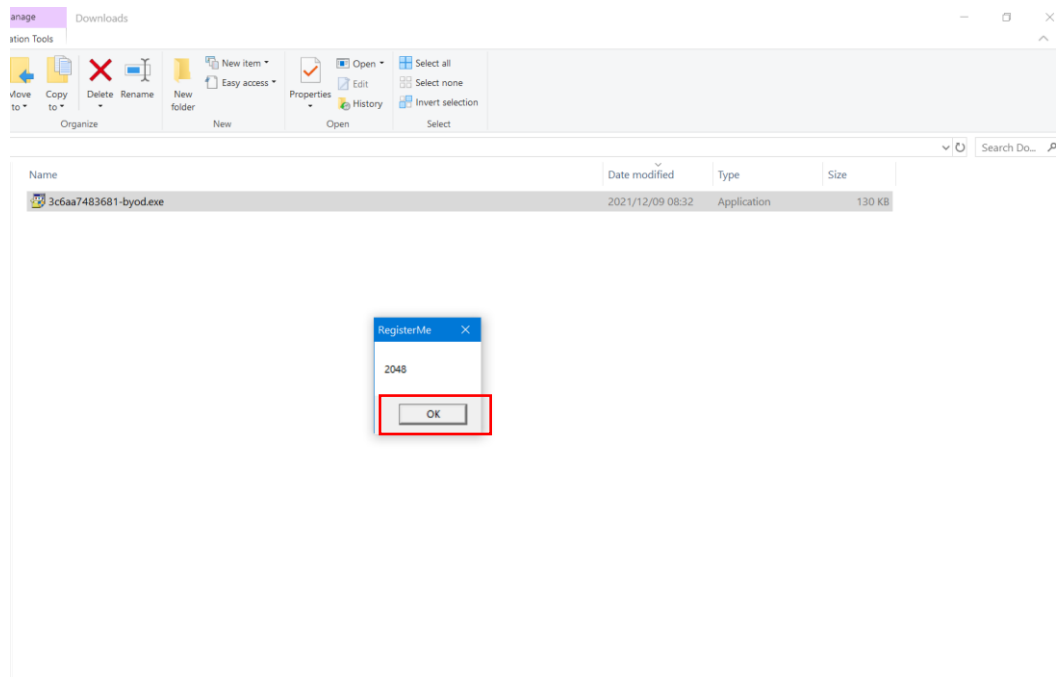
Step 8: Click Yes in the widow that appears as shown below → Wait a few moments while checks are done.
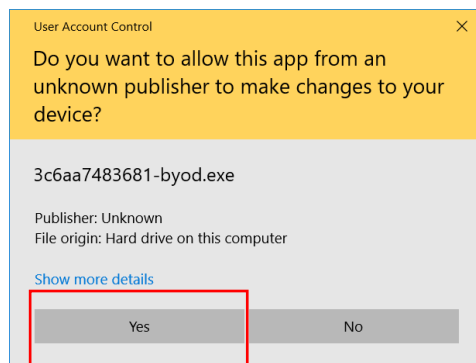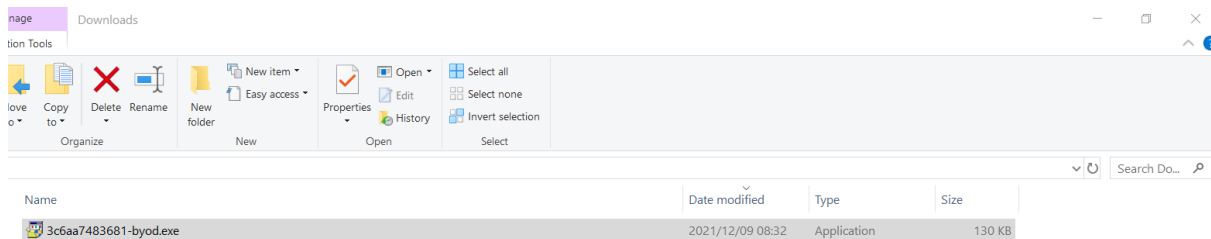
Step 9: Once the checks are done the below window will appear →. Click OK → At the next window that appears click OK again.

Step 10: Maximise the webpage you were on earlier → Tick the checkbox → Click Confirm

Step 11: Click the Device Type combo box → Select the option that applies to you.
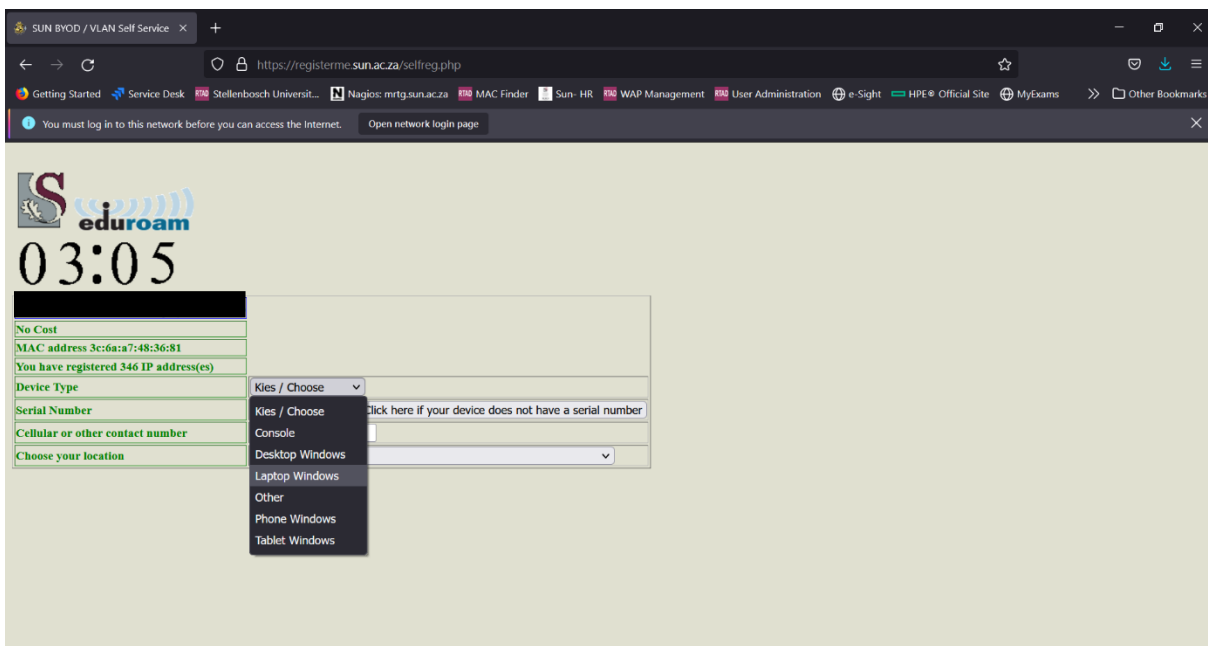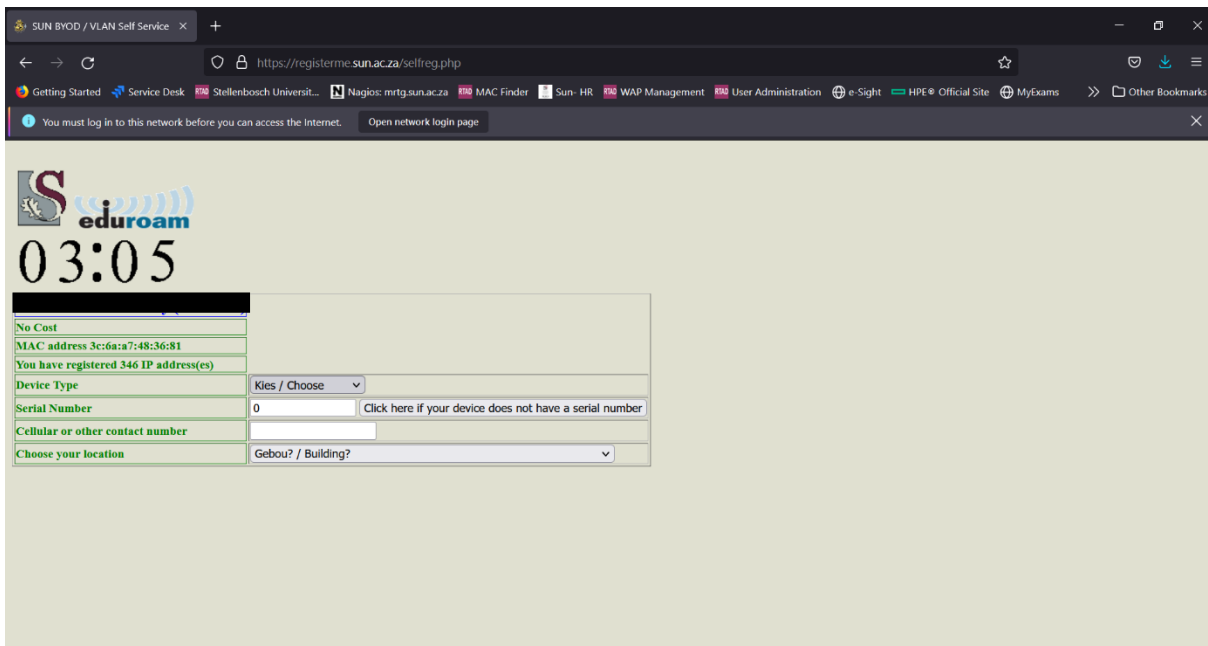
Step 12: Enter the serial number of your device if available or if not then click the button below it to automatically populate this field. It will automatically populate with your US number, if you choose to use this option then append a few digits to the end to avoid any conflicts should you be registering multiple devices eg. Append a 00 for your first device then a 01 for your next device and so forth.

Step 13: Enter contact number

Step 14: Select your building and room

Step 15: Select your room by clicking on the combo box outlined in red below

Step 16: Supply a hostname for your device and then click Register Me!

Step 17: Wait a few moments, it will look as though nothing is happening, this is normal. Just wait for the new window to open.

Step 18: You will be auto directed to the below window → Click on Eduroam Configuration Assistant Tool underlined in red.

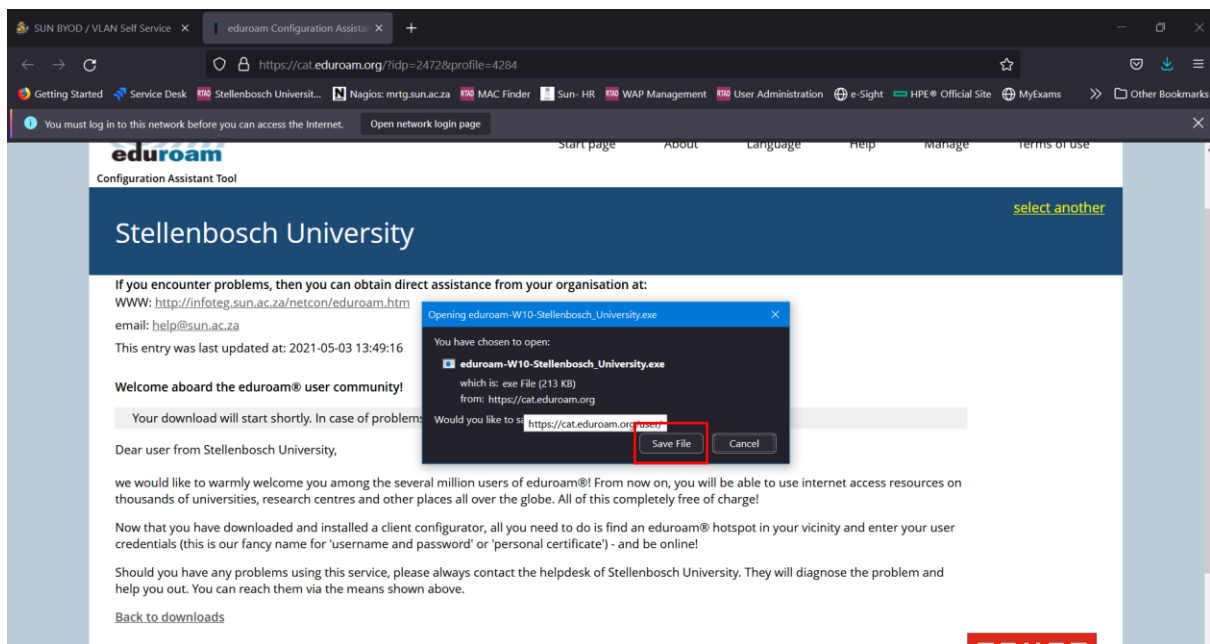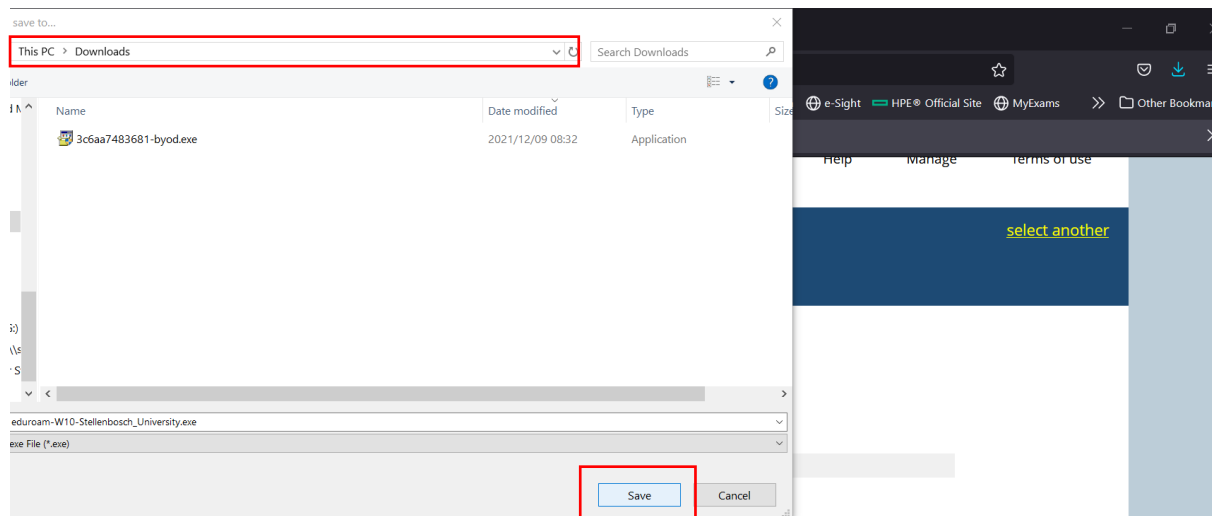Step 19: A webpage will open up as shown below. Click the MS Windows 10,11 button
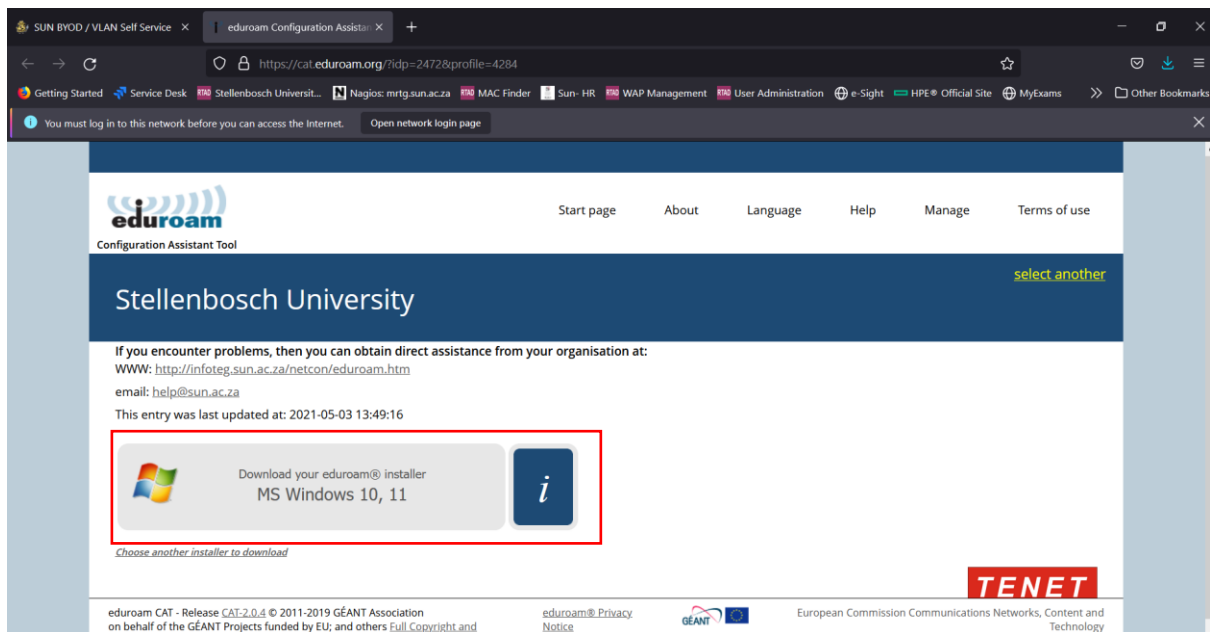
Step 20: Click Save file

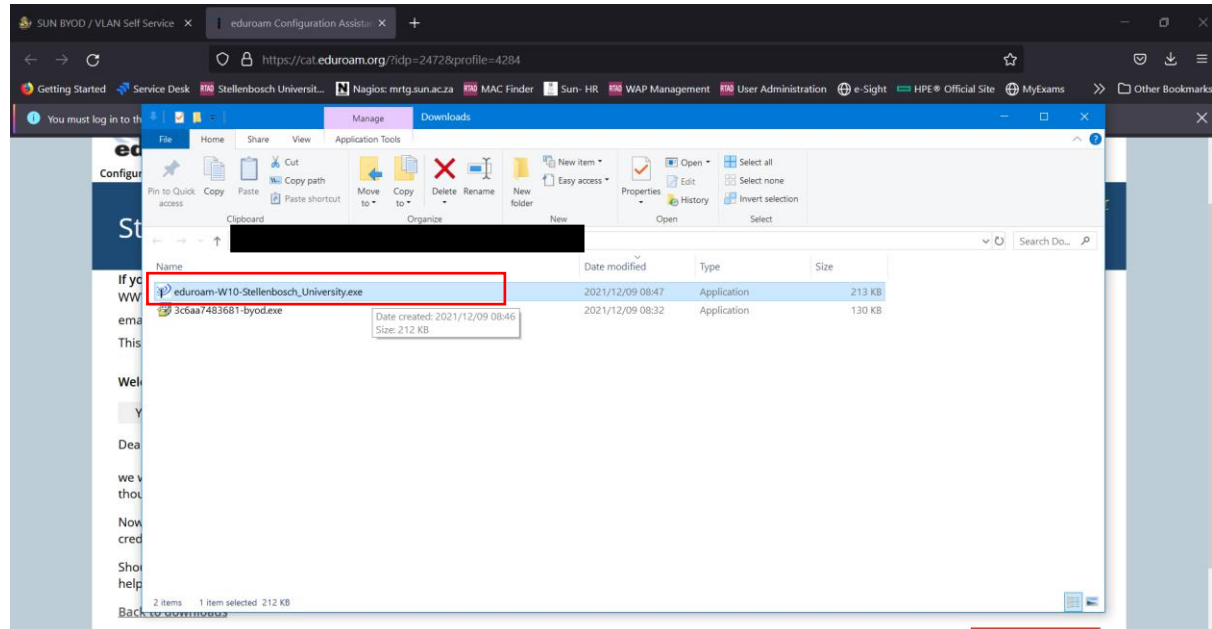Step 21: Take note of the location where you are saving and click Save

Step 22: Once the download is complete, go to the location where you saved the file and double click to run the application.

Step 23: Click Run

SmartScreen can't be reached right now

Check your Internet connection. Windows Defender SmartScreen is unreachable and can't help you decide if this app is ok to run.

Publisher: GÉANT Association

App: eduroam-W10-Stellenbosch_University.exe

Run   Don't Run
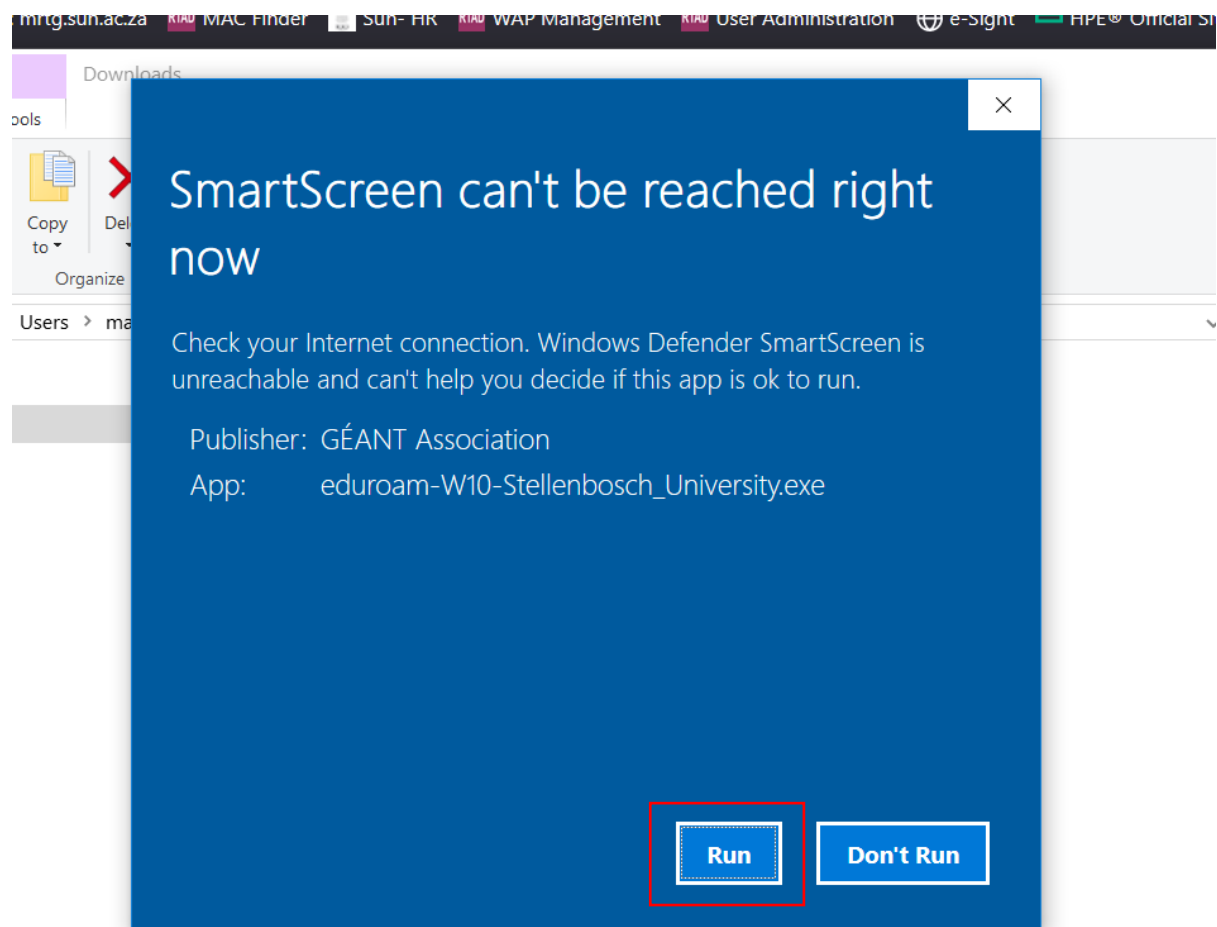
Step 24: Click Next
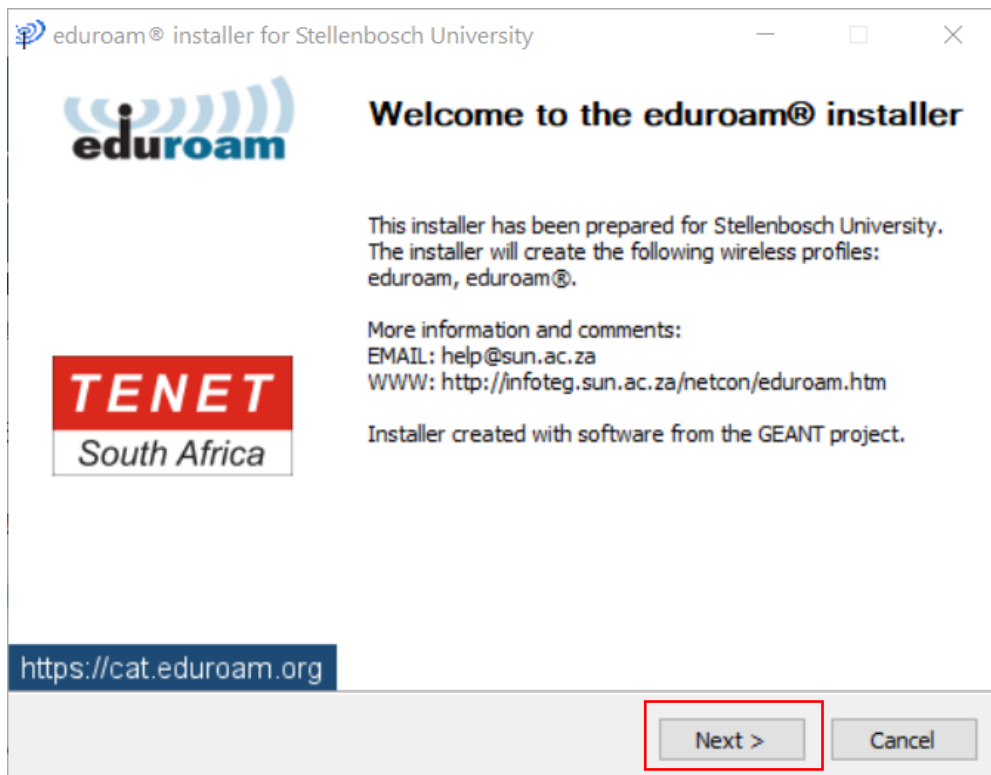
Step 25: Click OK
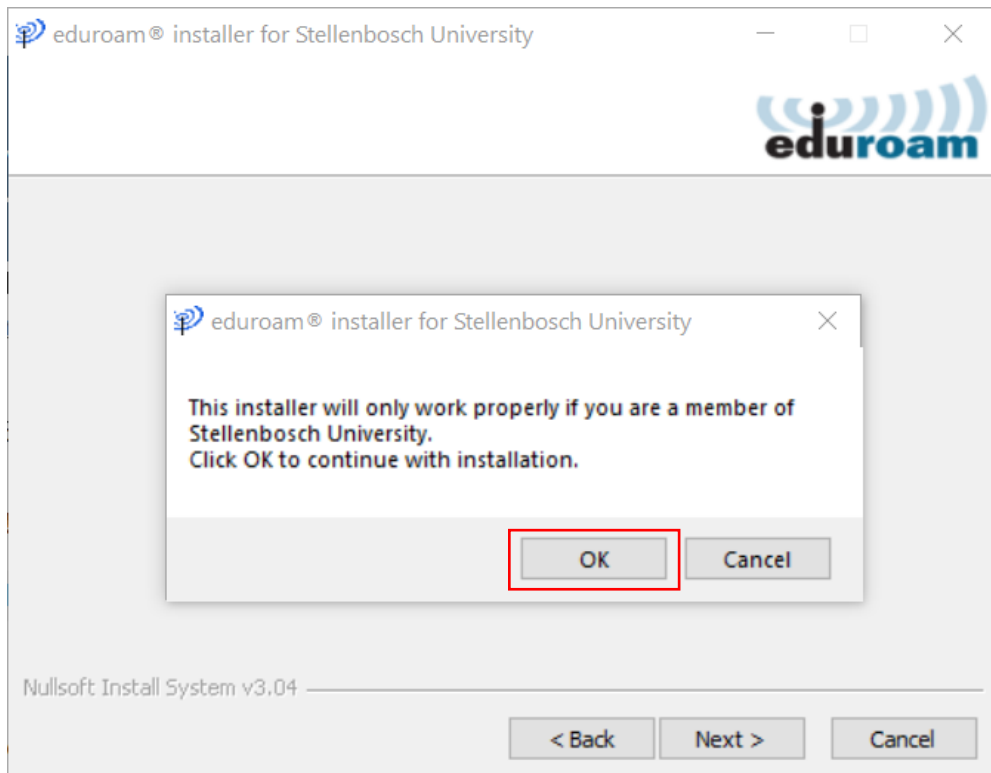
Step 26: Enter your credentials accordingly and click Install

Step 27: Click Yes

Step 28: Click Finish

Step 29: Click the wifi icon in the system tray → locate eduroam → click on eduroam → click Connect
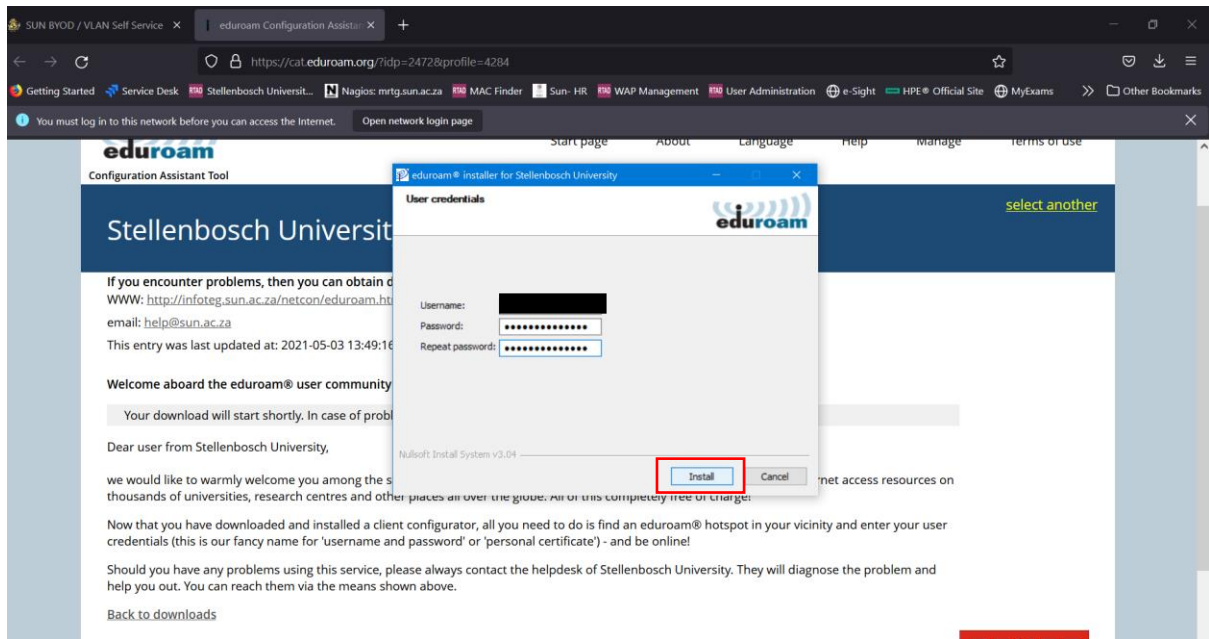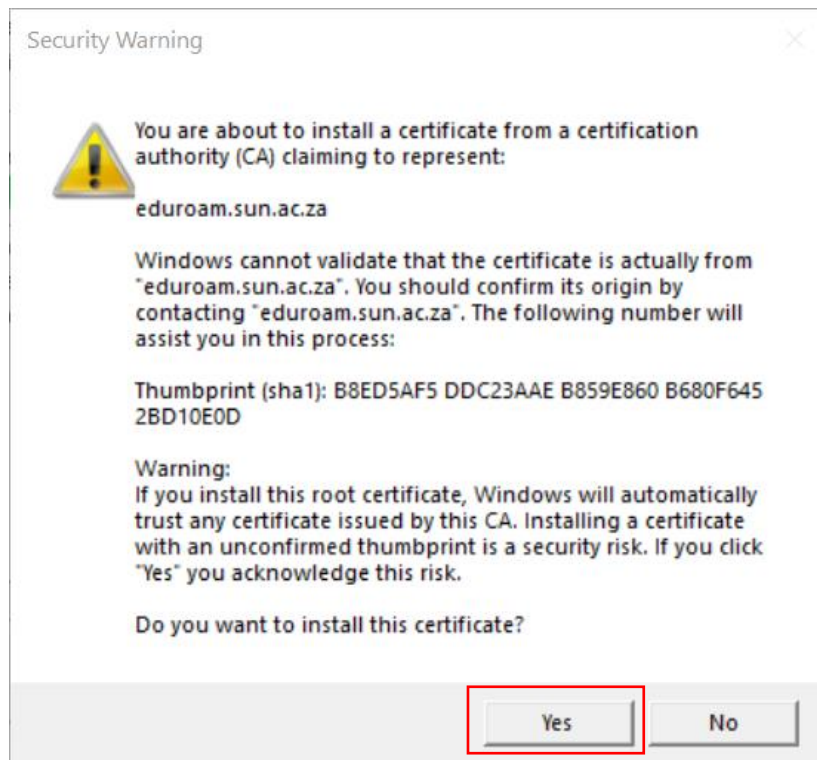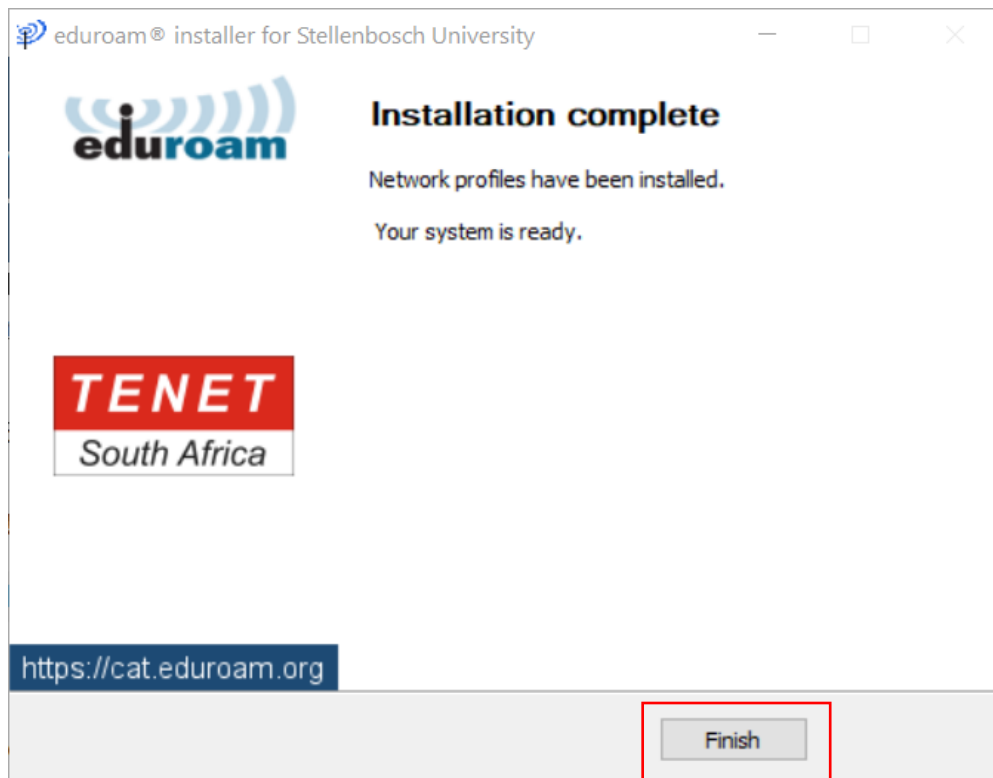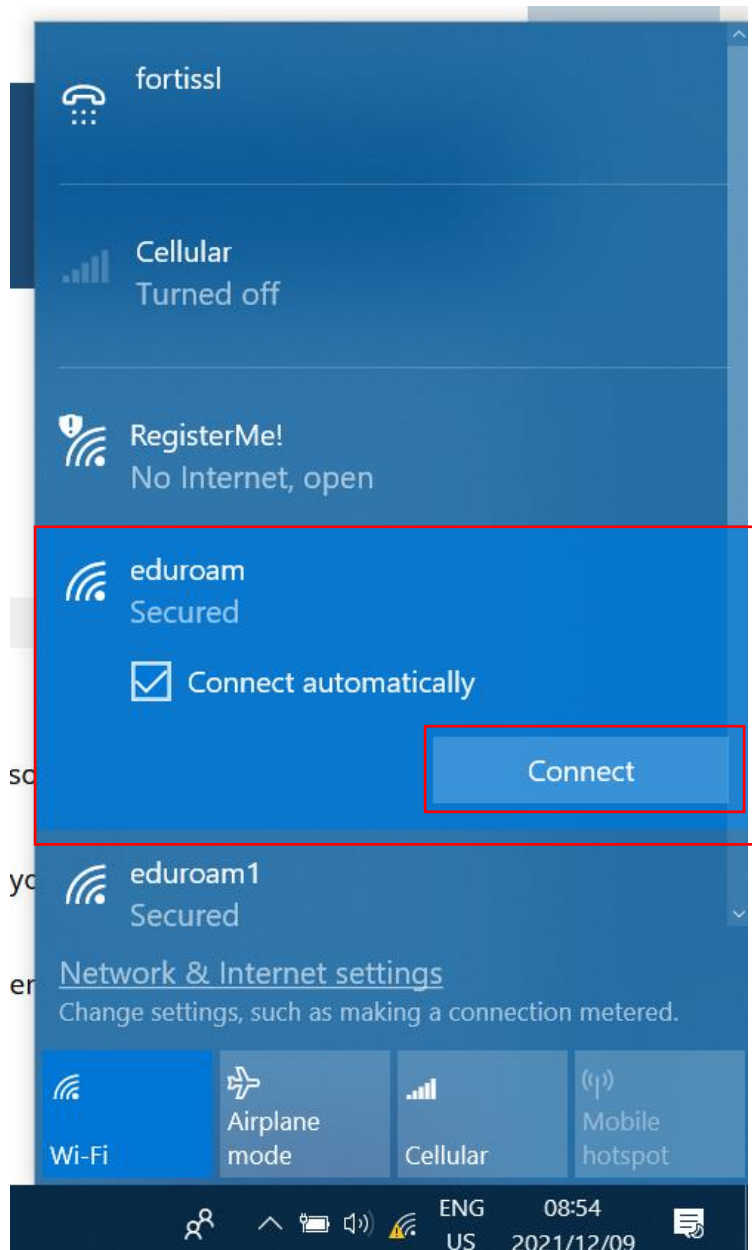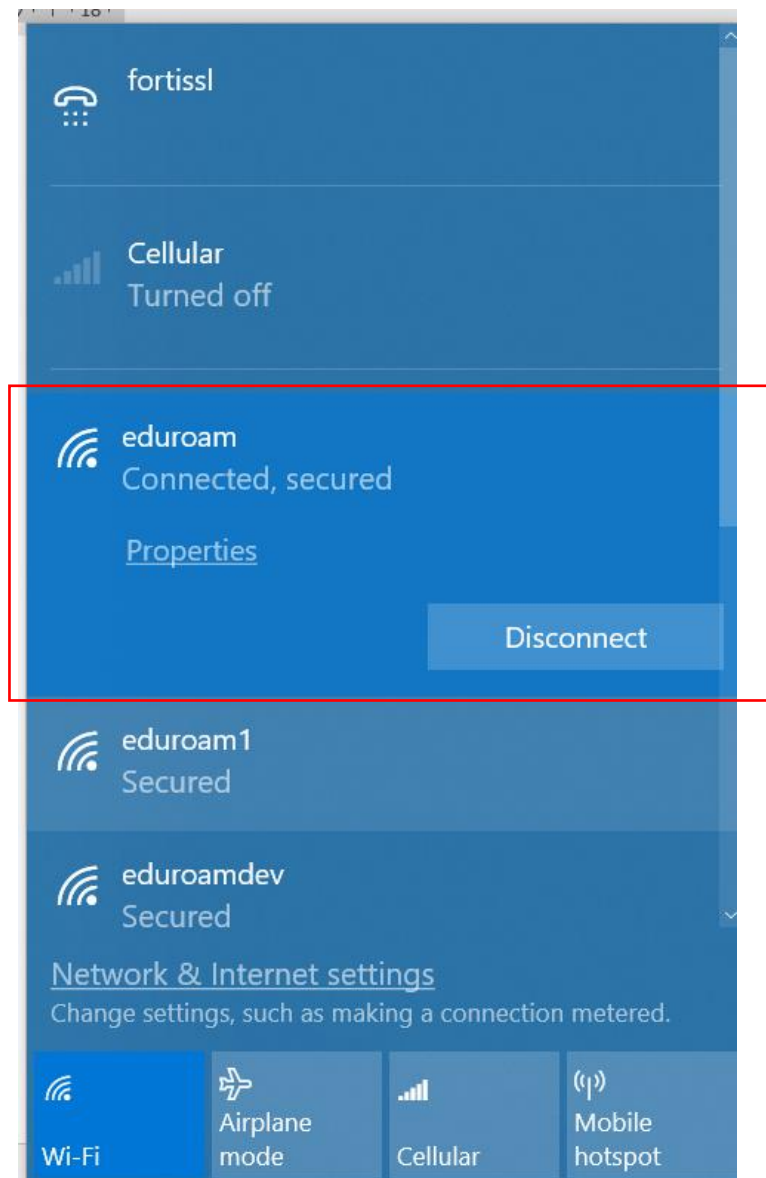
Step 30: Your device will start connecting to the eduroam network and should look like the below once done.

Step 31: If you see an exclamation mark on the wifi icon in the system tray – Wait a few moments, it should disappear and will look like the picture on the right.

Password Changes

Very Important

Password Changes: When your login password does change which is around every 90 days then your device will need the new password in order to connect to Eduroam again. To do this open up the eduroam CAT application that was installed earlier and follow steps 21 – 31 of this guide.