FAQs Register & Connecting to Eduroam

Windows

RegisterMe!

RegisterMe! not connecting /opening browser

- Smart run screen error message: This program can harm your computer - Run anyway

Eduroam

Error cannot/unable connect to network

- Forget network and re-enter credentials
- Make sure password is updated
- Make sure username has no spaces e.g: xxxx@sun.ac.za with password
- Restart device
- Windows updates then restart

Connected - no internet:

Initial connection takes a few minutes, please be give it a moment and try again.

- Restart device
- Make sure password is updated
- Make sure username has no spaces e.g: xxxx@sun.ac.za with password

Change/update university password

Device might not connect when your password has been updated

- Forget Eduroam wifi network
- Re-enter full sun email and password

Apple

RegisterMe!

MacBook

- Make sure you have an Apple certified LAN adapter
- When it states "Unauthorised" please type the URL into the browser to continue.
- https://registerme.sun.ac.za
- Make sure your device has the latest software update

iPhone

- Use full email and password.
- Make sure your device has the latest software update

Eduroam

MacBook

- Check profile in system preference, should be the last icon and remove the Eduroam profile
- Check in KeyChain and search Eduroam. Set the new password in the Certificate

iPhone

- If your password has updated Please do the following
    - Go to Eduroam wifi and press the blue "i"
      Forget the network. When it shows up, click blue "i" again
      Turn off auto join
      Join network
      Enter full university email and password
      Trust certificate
- If you cannot forget Eduroam network check if the Eduroam profile is installed:
    - Go to settings
    - General
    - VPN & Device management
    - Profiles
    - Remove Eduroam profile
    - Reinstall the Eduroam profile

Android

RegisterMe!

- Be sure your device is updated
- If unauthorized comes up, select 3 dots top right and select use without internet
- Fill in URL correctly https://registerme.sun.ac.za

Eduroam

When your password have changed please do the following

- Click **Eduroam** on your **Wi-Fi** menu and the following should appear
- Enter or select the following settings to connect
- Make sure you have the correct
- Enter your Identity: Full university email e.g **username@sun.ac.za blocked URL**
- Make sure no spaces are left after you have entered it and **do not auto fill**
- Enter your Password: Enter your university password
- Click connect
- You will now be connected to **Wi-Fi: Eduroam**

If you are unable to solve your connectivity error and need further assistance, click here to log a **Service Request**.