

# 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](mailto: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](mailto: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](mailto:username@sun.ac.za) **ked 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](#).