Eduroam Password Reset

When your UMassp.edu password changes you will need to update your eduroam configured devices (along with any applications that you have setup) with your new password. Failure to do so may result in your account being locked. Your account will become locked if you access the eduroam network on multiple occasions with the wrong password. In the event that your username becomes locked out please follow the instructions available on mypassword.umassp.edu, or contact the Help Desk for assistance.
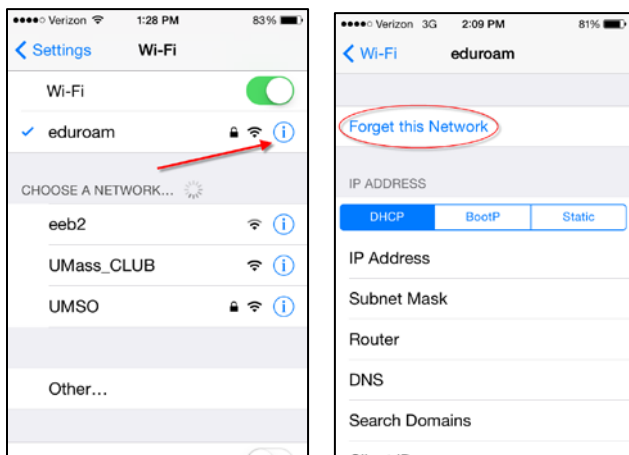
iOS (iPhone, iPad & iTouch)

It is not possible to change your saved password for eduroam on an iOS device.
Go under **Settings > Wi-Fi**
Select **info icon**
Select **Forget this Network**

Re-connect to broadcast SSID "eduroam"
Enter your username (**your email address**) and password.
Accept the Certificate
Connect to eduroam

Users of Apple iPhones and iPads please note that these devices send multiple authentication requests each time you attempt to join a wireless network. If you try accessing the eduroam network on three or more occasions with an incorrect password your account will become locked.

Android

Click Settings > **Wi-Fi**

Select and hold your finger on eduroam, this will bring up an option to **forget network** or **modify network config**.

Select >**modify network config**.

You will be presented with the wireless configuration settings that you entered earlier for eduroam.
Enter your new password in the Password field
Select **Save**

If your phone does not have an option to edit your settings it may be necessary to forget the network and re-enter details for the eduroam network.

MAC OS X

When connecting to eduroam from Mac OS X after your password has been reset you will be prompted to enter your Account name and password.
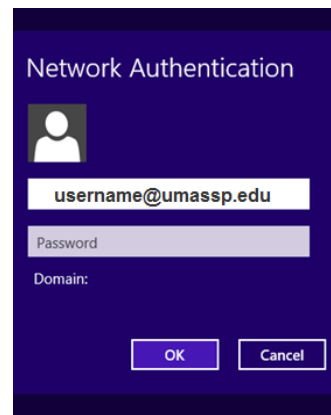
When prompted for your Account Name: Enter your username (<mark>**your email address**</mark>) and password, click OK

Windows 7/8

When connecting to eduroam from Windows 7/8 after your password has been reset you may be notified that Windows was unable connect to eduroam. Enter your username (<mark>**your email address**</mark>) and password, click OK
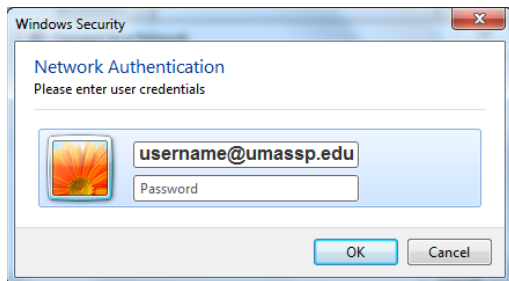
Windows 7

Windows 8

 If you are not being prompted to enter your new password you will need to re-run the Windows 7/8 installer located in the Window 7/8 setup section of **Quick-Setup**