



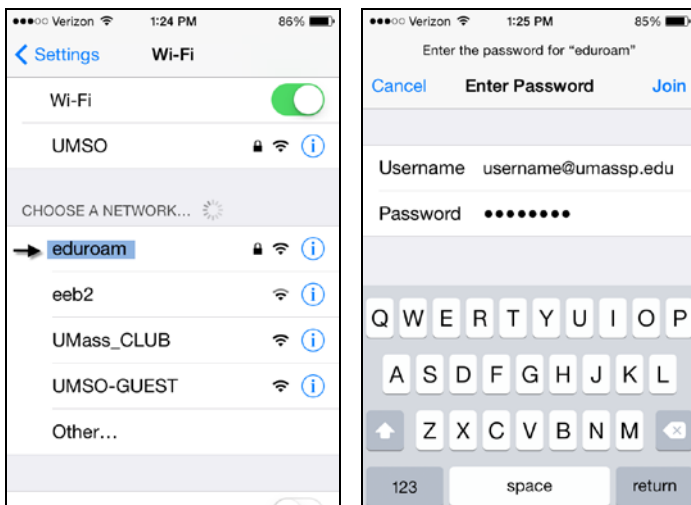
## Apple iPhone, iPad and iPod touch Quick Setup Guide

This is a quick configuration guide for connecting an Apple iPhone, iPad and iPod touch to the UMass eduroam wireless network.

**Note:** If you are not from The UMass President's Office you will need to contact your home institution for assistance.

1. Open the Wi-Fi Networks window (from the Home screen select **Settings** > **Wi-Fi**) and select **eduroam** from Choose a Network.
2. When prompted for username and password. Enter your email address in the username field [username@umassp.edu](mailto:username@umassp.edu) (see image 1).  
  
(e.g. [jdoe@umassp.edu](mailto:jdoe@umassp.edu))
3. You will be prompted to accept the certificate. Click **Accept** to connect to eduroam (see image 2).

(image 1)



### Troubleshooting 1:

If you have trouble or have changed your umassp.edu password, perform the following before attempting to connect to eduroam again.

From the Home screen select **Settings** > **General** > **Wi-Fi**. Select the icon next to the eduroam Network. This will display the configuration for the Network. At the top of the screen is a **Forget this Network** button. Tap and select **Forget Network** when prompted, then follow the instructions above (from point 1).

### Troubleshooting 2:

If this does not work you will need to completely remove the eduroam profile as follows before attempting to connect to eduroam.

From the Home screen select **Settings** > **General** > **Profile**. Select the eduroam profile and the **Remove** button. You will then be prompted to remove the profile, select **Remove**. You will be prompted to input your phone passcode. Once removed, follow the instructions above (from point 1).

For further help and support please contact UITS Help Desk (774) 455-7777

(image 2)

