IT user guide

WiFi for mobile devices

Contents

University of
Kent

Wireless coverage

You should be able to pick up the University **eduroam WiFi signal** in learning and social areas at Canterbury and Medway, in most Canterbury study bedrooms (from 24 September), and in the Tonbridge Centre.

What you need to connect

- A wireless enabled mobile device that supports WPA2 Enterprise/AES authentication.
- A Kent IT account, or an account from another institution that participates in eduroam.

For a list of eduroam-participating institutions, visit:

www.ja.net/services/authentication-and-authorisation/janet-roaming.html

Conference visitors not from a participating institute should initially contact their conference organiser/ course co-ordinator. Alternatively an account can be purchased from the Welcome Desk, Level 1 Centre, Templeman Library.

Conditions of use

By connecting to the University network, you confirm that you have read and will abide by the IT regulations at:

www.kent.ac.uk/is/regulations

Connect your mobile device

Depending on your model of mobile device, instructions may vary slightly from those stated below.

Mobile devices connection settings

Ensure that you are within a wireless zone on campus then follow the instructions for your device:

iOS (Apple)

1. From the home screen, tap **Settings**. then tap **Wi-Fi**.
2. On the *Wi-Fi Networks* screen, make sure *Wi-Fi* is set to **ON**.
3. Under *Choose a Network*, select **eduroam**.
4. Enter your Kent IT account details, with the username in this format: **username@kent.ac.uk** (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**).Tap **Join**.
5. When prompted to accept the network certificate, tap **Accept**.
6. A blue tick will show next to the eduroam network when you are successfully connected.

Android

1. From the home screen tap **Settings**, then **Wireless and Network**, then **Wi-Fi Settings**.
2. On the *Wi-Fi settings* screen, tick the box marked **Turn on Wi-Fi**.
3. Your device will scan for available wi-fi networks, from the resulting list tap **eduroam**.
4. You *may* be prompted to enter a credential storage password – this relates to your device password, **not** your Kent IT account password or wireless connection.

IT Services website: **www.kent.ac.uk/itservices**

5. A box shows the connection settings options for **eduroam**. Scroll to the top of the settings to check that:

   - *EAP method* is set to **PEAP**

   - *Phase 2 authentication* is set to **MSCHAPV2**

   - *CA Certificate* and *User Certificate* are set to **Unspecified**.

6. Enter your Kent IT account username into the *Identity* field in this format:
   username@kent.ac.uk (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**)
   Your device may not tell you if your user details have been entered incorrectly.

7. Leave the *Anonymous identity* field **blank**, enter your IT account password, then tap **Connect**.

BlackBerry

BlackBerry OS 7 users may have trouble connecting; view the advice on our blog: **http://bit.ly/kentbb**

1. From your BlackBerry's main menu, select **Manage Connections** (radio aerial icon).

2. From the menu that appears, select **Set Up Wi-Fi Network**.

3. A setup wizard will appear, to guide you through the setup process – select **Next**.

4. Select **Scan for networks**. If you are prompted to *enable Wi-Fi*, select **Turn-On Wi-Fi**.

5. From the list of available *Wi-Fi Networks* select **eduroam (WPA2-Enterprise)**.

6. When the *Wi-Fi Security* settings appear ensure that *Security Type* is set to **PEAP**.

7. Enter your Kent IT account username in this format: **username@kent.ac.uk**
   (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**

8. Enter your Kent IT account password, change the *CA certificate* to **Globalsign 2014**
   and click **Save**.

9. When prompted to *Save this Wi-Fi Network* as **Profile**, choose **Yes**, then click **Next** followed by **Finish**.

Symbian (including Nokia)

This should work for all Symbian phones.

1. From your device's main menu select **Tools > Settings > Connectivity > Destinations > Access points**.

2. From the *Options* menu select **New access point**.

3. Configure the new access point as follows:

   - set *Connection Name* to **eduroam** (lower case only – case sensitive)

   - set *Data bearer* to **Wireless LAN**

   - set *Wlan network name* to **eduroam** (lower case only – case sensitive)

   - set *Network status* to **Public**

   - set *Wlan network mode* to **Infrastructure**

   - set *WLAN security mode* to **WPA/WPA2.**

4. Select **WLAN Security Settings** to open the next menu, and then set *WPA/WPA2* to **EAP**.

5. Select **EAP plug-in settings** to open the next menu.

6. Select **EAP-PEAP > Options > Enable**.

7. Disable all other *EAP types* listed except **EAP-PEAP** (highlight each entry, then select **Options > Disable**).

8. Select **EAP-PEAP** and select **Options** then edit.

9. Configure the *EAP-PEAP* settings as follows:

- set *Personal certificate* to **not defined**
- set *Authority certificate* to **Globalsign Root CA**
- set *Username in use* to **User defined**
  - users with Kent IT accounts should use this format: **username@kent.ac.uk** (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**
  - users of non-Kent accounts should use their home institution details in place of kent.ac.uk.
- set *Realm in use* to **User defined**
- leave *Realm* as **blank**
- set *Allow Peapv0* to **Yes**
- set *Allow Peapv1* to **Yes**
- set *Allow Peapv2* to **Yes**

10. Select the *EAP* tab, by moving right.

11. Within the *EAP* tab, select **EAP-MSCHAPv2 > Options > Enable**.

12. Disable all other *EAP* types listed (highlight each entry, then select **Options > Disable**).

13. Select **EAP-MSCHAPv2** again, then **Options** then **Edit** and enter your username:

- users with Kent IT accounts should use this format: **username@kent.ac.uk** (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**
- users of non-Kent accounts should use their home institution details in place of kent.ac.uk.

14. Enter your **password**.

15. Press **Back** repeatedly to return to your device's home screen – you should now be able to connect.

Windows Mobile 7

1. From your device's home screen, tap **Settings**.

2. On the **Settings** screen, tap **WiFi**.

3. On the **WiFi** screen, check that **WiFi networking** is set to **On**, then tap **eduroam**.

4. On the **Sign in** screen, enter your username:

- users with Kent IT accounts should use this format: **username@kent.ac.uk** (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**
- users of non-Kent accounts should use their home institution details in place of kent.ac.uk.

5. Type in your **password**, then tap **Done**.

Other devices/operating systems

Follow your device manufacturer's instructions, using the settings provided below. Any options to use the username and password inherited from your device should be disabled, so that the correct details are used.

- *Network name/SSID:* **eduroam** (lower case only – case sensitive)
- *Security type:* **WPA2-Enterprise**
- *WPA settings encryption type* (if required): **AES**
- *WPA authentication method*: **Protected EAP or PEAP** (on some devices select **EAP** then **PEAP**)
- PEAP settings:
  - *Authority/server certificate* (if required): **GlobalSign Root CA**
  - *PEAP version* (if required): **Version 0**, or **PEAPv0**
  - *Personal/Private certificate*: **none**
  - *Username*: your username:
    - users with Kent IT accounts should use this format: **username@kent.ac.uk** (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**
    - users from other eduroam institutions: use your home institution details in place of kent.ac.uk.
  - *Password*: your password
  - *Domain*: none
  - *PEAP authentication method*: **MSCHAPv2** or **PEAP-MSCHAPv2**
- MSCHAPv2 settings
  - *Username* (if required): **your username**:
    - users with Kent IT accounts should use this format: **username@kent.ac.uk** (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**
    - users of non-Kent accounts should use their home institution details in place of kent.ac.uk.
  - *Password* (if required): **your password.**

More connection advice is on the Mobile Devices blog: **http://bit.ly/kenteduroam**

Kent email on your mobile

You can configure your mobile device to access your Kent Email account.

Live@Edu setup instructions (for undergraduate and taught postgraduate students):

- **http://bit.ly/LiveEdu**

ConnectMail setup instructions (for staff and research postgraduates):

- **http://bit.ly/connectmail**

Connection problems

I followed the instructions but am unable to connect

How are you entering your username?

- Kent IT account users should enter: **username@kent.ac.uk**
  For example, if your username is **abc1**, enter **abc1@kent.ac.uk**

- Other visitors should use their home institution details in place of **kent.ac.uk**

If that does not fix the problem, try to set up your device again – it may have reset itself to its default settings. **Your password, and the network name eduroam, are case sensitive.**

Help and support: **email helpdesk@kent.ac.uk**

My device did connect to wireless, but won't any more

This could be due to a changed password, or your device may have reset back to the default wireless settings. Try opening the devices wireless or network configuration and try to connect manually. If that doesn't work try deleting/removing (or 'forgetting' in the case of an Apple iOS) the wireless network settings and run through the set up instructions for your device again.

I can't get a wireless signal in my study bedroom

WiFi should be available in all Canterbury study bedrooms by 24 September.

My first generation iPhone won't connect

First generation iPhone users need to download the latest firmware upgrade from iTunes before connecting.

My Kindle/Nintendo/DS/PSP won't connect

Some portable devices don't have the necessary security configuration options available to connect eduroam.

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www.facebook.com/UniKentMobile

Help and support

More information on using your mobile device at Kent: **http://blogs.kent.ac.uk/mobiledevices/**

Information Services support desks

IS support staff will try their best to resolve mobile connection problems, but due to the wide range of devices on the market cannot guarantee to resolve all issues.

Canterbury

- IT & Library Support Desk, Level 2 Centre, Templeman Library
- Welcome Desk, Level 1 Centre, Templeman Library

Medway

- IT Helpdesk, Drill Hall Library

Tonbridge

- Service desk, Tonbridge Library

Telephone, email and online help

- **Email:** helpdesk@kent.ac.uk
- **Telephone:** Students (01227 82) 4999; Staff and visitors (01227 82) 4888
- **Kent IT user guides**: www.kent.ac.uk/itservices/help/guides