

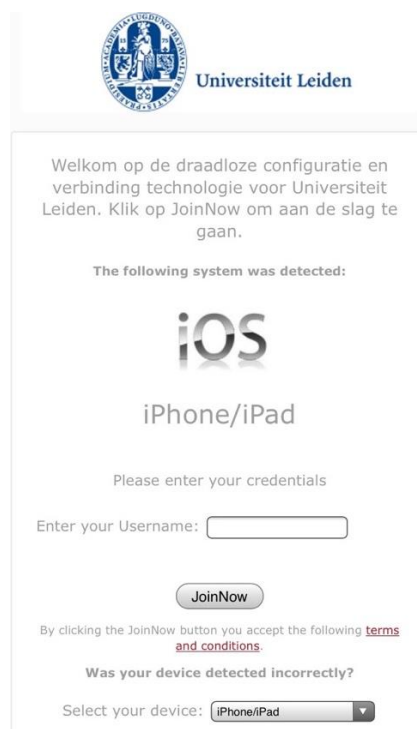
Eduroam via iPhone or iPad

This quick reference describes how to connect to eduroam Wi-Fi from your iPhone or iPad.

Connect with eduroam

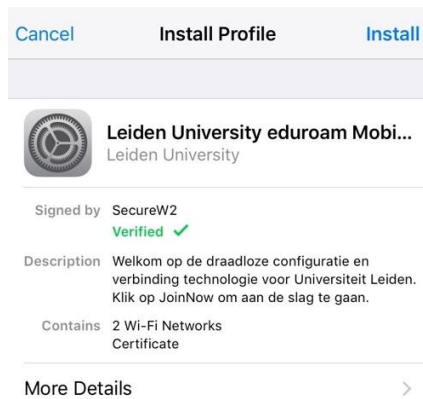
This method uses the automatic eduroam installer. For this method a connection with internet is needed. For instance, via a mobile carrier or an existing wifi-network, such as Leiden University (log in with your ULCN account). You also have to be within reach of the eduroam network.

1. Use Safari or another browser to go to <https://cloud.securew2.com/public/13114/eduroam/>. This site recognizes your operating system (iOS) and confirms this in a window like this:



The screenshot shows a mobile browser interface for Universiteit Leiden. At the top left is the university's crest logo, and to its right is the text 'Universiteit Leiden'. Below this is a white box containing the following text: 'Welkom op de draadloze configuratie en verbinding technologie voor Universiteit Leiden. Klik op JoinNow om aan de slag te gaan.' Underneath, it says 'The following system was detected:' followed by a large 'iOS' logo and 'iPhone/iPad'. A prompt 'Please enter your credentials' is followed by 'Enter your Username:' and an empty text input field. A 'JoinNow' button is centered below. A small note states: 'By clicking the JoinNow button you accept the following [terms and conditions](#).' Below that is the question 'Was your device detected incorrectly?' and a dropdown menu labeled 'Select your device:' with 'iPhone/iPad' selected.

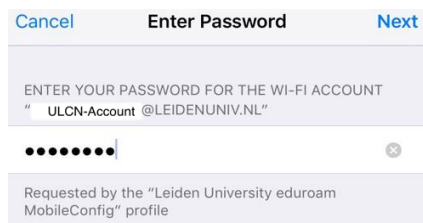
2. Enter your ULCN username, followed by @leidenuniv.nl (like johnsonj@leidenuniv.nl) and then tap [JoinNow]. The next message asks you to install the Leiden University profile.



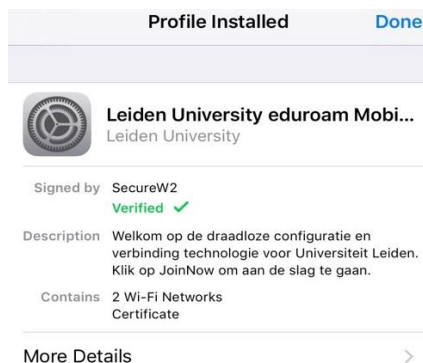
3. Tap *Install* and then enter your iOS access code. A message appears, stating that a certificate will be added.



4. Confirm again with *Install*.
Next, your ULCN password is requested:



5. Enter your ULCN password and confirm with *Next*. When successful, iOS reports that the profile was installed.



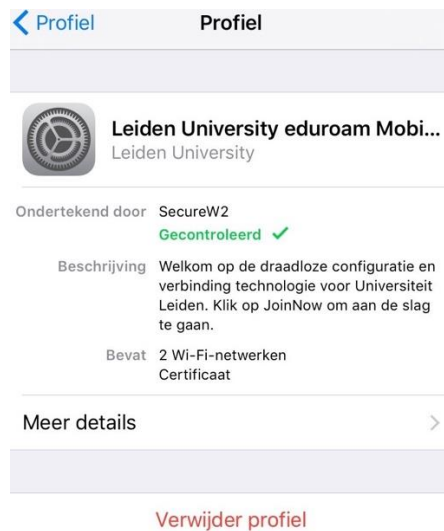
6. Tap *Done* and you are connected with eduroam.

Solve problems after password change

After a change of your ULCN-password (obligatory every six months) iOS opens a pop-up asking you to enter your new password. After that, eduroam should work normal again.

If eduroam does not work properly after your password change, you can usually solve this by deleting the eduroam profile from your device. This can be done as follows:

1. Go to *Settings, General, Profiles*.
2. Select the 'Leiden University eduroam Mobi...' profile.



3. Tap *Delete profile/Verwijder profiel* and enter your iOS access code when asked.

After the profile was deleted, you can connect to eduroam again as described at the start of this quick reference.