Accessing Education Roam (EduRoam) using Mac OS version 10.5 or 10.6

EduRoam is a service that enables CQUniversity students and staff to connect a secure wireless network while visiting other educational institutions around the world. This makes it possible to travel (for work or study purposes) and connect to the internet the same as if you were using CQUniversity Roam on campus.

You can find out where EduRoam is available in Australia at: http://www.eduroam.edu.au/tools-and-resources.html.

Requirements

The following requirements are needed when using Mac OS 10.5 or Mac OS 10.6 to access EduRoam:

- Download the latest updates from the Apple website http://support.apple.com/downloads/
- Use a Network Airport Wireless card with the latest drivers. EduRoam uses 802.11a/g/n (54meg, not the 108meg dual channel systems available on the market).
- Ensure the IP address is configured to use dynamic IP address allocation. If it is set to a fixed address it will not work.

Instructions

These instructions are available to assist students and staff connecting to EduRoam using a Mac OS 10.5 or Mac OS 10.6 laptop.

1. Click the “Apple” icon in the top-left corner.
2. Select the “System Preferences...” option.
3. Click the “Network” icon (pictured below).
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4. A new “Network” window will open. Select the “AirPort” option and click the “Advanced...” tab (pictured below).

5. Select the “802.1X” tab. Click the plus “+” symbol on the bottom left.

A new menu will open. Select “Add User Profile” (pictured below).
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6. Please complete the following fields with the necessary information:
   - Enter "eduroam" as the profile name
   - User Name: In the username field, please enter your CQUniversity staff or student user name followed by: example [username]@cqu.edu.au
   - Password: Enter your CQUniversity staff or student login password
   - Authentication: Ensure only “PEAP” is selected
   - Wireless Network: Select “eduroam” from the drop-down menu
   - Security Type: Choose “WPA2 Enterprise” (if it isn’t already selected)

7. Click ‘OK’ to close the window.

8. The network window should now have an entry for “802.X1: EDURoam”. Click the “Connect” button.
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9. Once the laptop has connected to EduRoam, students and staff should see information under the “Connected” field and the “802.1X: EDUROam” field.

10. Click “Apply” to close the “System preferences…” and save the settings.

The EduRoam (wireless) connection should now be available. To test the connection, simply open a new web browser and enter a website address such as: http://www.google.com. If the website opens, the wireless connection has been successfully established.

Hints and Tips:

- If the Airport wireless card is not on, an error message will state: "There was an error joining the selected Airport network".

- Once the wireless connection is established, students and staff will automatically be connected to EduRoam (the wireless network available on campus) once they restart their computers.

- If the CQUniversity login password entered during the initial setup is incorrect, students and staff will get an error stating "802.1x authentication has failed".

Need assistance accessing EduRoam?

Students and staff can contact the Technology and Services Assistance Centre if they need any technical assistance accessing EduRoam.

Phone: 1300 666 620
Internal Extension: 9090
International: 61 7 4930 9090

Email: tasac@cqu.edu.au
Online Request: http://tasac.cqu.edu.au