



香港中文大學(深圳)
The Chinese University of Hong Kong, Shenzhen

Guidelines for Using eduroam Off-Campus



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To facilitate your access to eduroam when you are off-campus, we will provide a brief introduction to the usage and troubleshooting process of eduroam, offering you guidance and assistance in using eduroam.

1. What is eduroam?

eduroam (education roaming) is a global cross-domain wireless roaming authentication service designed for research and education institutions. It currently covers universities and research institutions in over 106 countries and regions. Our university has successfully joined the eduroam federation, allowing our faculty and students to connect to the eduroam wireless network at other member institutions and access the internet for free.

2. Which institutions support eduroam?

Global eduroam deployment, please refer to:

<https://www.eduroam.org>

China eduroam deployment, please refer to:

<http://eduroam.cstnet.cn>

3. How to use eduroam when off-campus?

Just three simple steps to get connected.

1) Search for the eduroam network and click “Connect”.



- 2) Enter your account and password.
- 3) Configure the security items (Note: only some systems need to be configured) and click “Login”.

Three key points for eduroam setup		
Account and Password	<p>Students: student number + @cuhk.edu.cn.</p> <p>Staff: Full name of CUHK(SZ) email address</p> <p>Password: Corresponding CUHK(SZ) mailbox password</p>	<p>1. Accounts must attach the suffix which is “@cuhk.edu.cn”</p> <p>2. For student accounts, please ignore the term “link”.</p>
Common Configurations	<p>1. EAP method: PEAP</p> <p>2. Phase 2 authentication: MSCHAPV2</p> <p>3. Security option: WPA2-Enterprise</p> <p>4. CA certificate: do not select</p> <p>5. Anonymous Identity: leave blank, if you fill in the box, please keep it consistent with your account.</p>	<p>In most operating systems, it only needs to user account and password. There are only a few operating systems that need security configurations, see the Configuration Procedures section for a detailed tutorial.</p>
Special Configurations	<p>In Android 11 and 12, please select "Use system certificate" in the CA certificate settings and fill in "cuhk.edu.cn" in the domain name field.</p>	<p>The configuration interface changes slightly for each device as the operating system version is updated.</p>

4. Unable to connect eduroam when off-campus?

Please follow the three steps below.

- 1) Check your account and configuration.



- 2) Delete the SSID “eduroam” and reconnect.
- 3) If you have tried the first two steps and still can't connect, please report the information to ITSO.

Other useful information:

- Test Account

You can use the testing website provided by Peking University to check if there are any issues with your CUHK(SZ) account. If the account test fails, please provide your account information to ITSO for feedback.

<https://analysis.eduroam.edu.cn/checkc/pkudetection>

The testing account should be consistent with your eduroam account at our university!

- Refer to this operation manual to confirm that the terminal configuration is correct. You can try forgetting eduroam and reconnecting again.
- When you have confirmed that both your account and terminal settings are correct, please provide the following information to ITSO.

<u>CUHK (SZ) Account</u>	<u>Name of the visiting organization</u>	<u>eduroam login time</u>
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5. Our eduroam certificate

When connecting to eduroam on Apple iOS or macOS systems, you'll go through the steps involving a trust certificate. Similarly, on



Microsoft Windows 10 and Windows 11 systems, a prompt will appear and allow you to view the details of the certificate.

To assist your OS in recognizing and trusting the appropriate eduroam certificate, the information about the current eduroam certificate utilized at our university is provided below:

- Certificate Name (CN): wireless.cuhk.edu.cn
- Certificate Authority (Issuer): TrustAsia TLS RSA CA
- Certificate Signature Fingerprint (SHA-1): 6C 8C DE 99 15 B4
1C 65 F9 68 A2 40 67 CF 88 55 DE 64 68 64

Please note that the certificate is renewed annually in September, during which time the certificate's signature fingerprints are updated accordingly.

6. Frequently asked questions

1) After successfully connecting to eduroam, the signal is unstable.

Each member institution will set up the eduroam network environment in their respective area, including specific coverage range, data limits, validity period, etc. Please refer to the services provided by the visiting institution for specific information.

2) Can I test eduroam connection on campus?

Yes, our university's faculty and students can test the configuration and validity of their accounts by connecting to the eduroam network on campus. However, it is recommended that faculty and students prioritize using CUHK(SZ)'s wireless network for daily internet access.




3) Why can't I access the internet with eduroam when I'm off-campus, even though my account and configuration are correct?

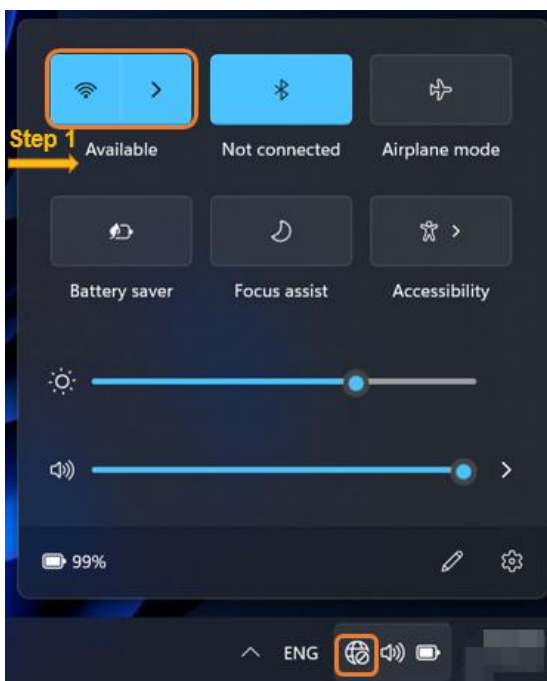
eduroam is a free and secure global wireless roaming service. The connectivity and stability of its network are influenced by various complex factors, such as the stability of the server and network infrastructure at the host institution, the infrastructure of the education network, the eduroam settings of the visiting institution, and the proper functioning of the higher-level network nodes.



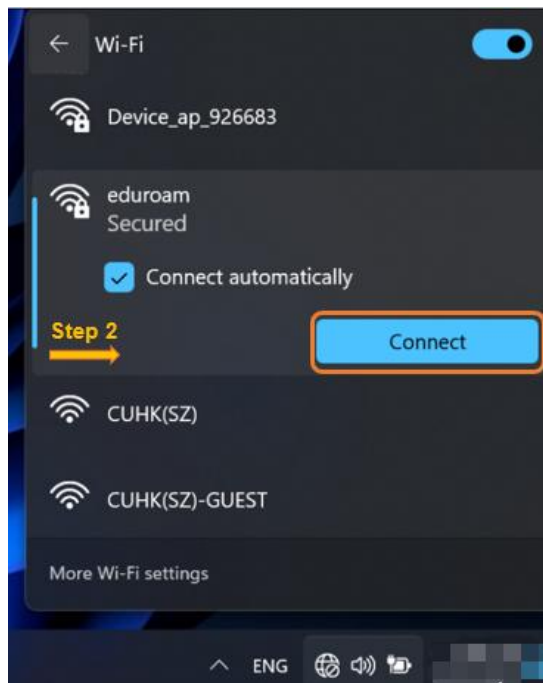
7. Configuration Procedures

7.1. Windows

1. Select the Network icons  on the far right side of the taskbar to open quick settings. On the Wi-Fi quick setting, select "Manage Wi-Fi connections (>)".

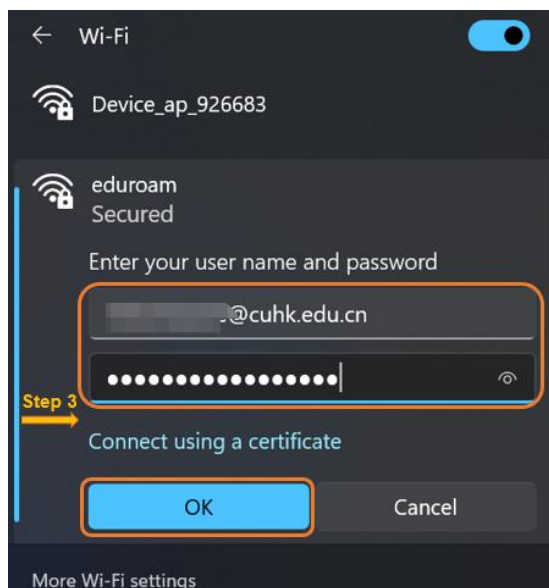


2. Choose "eduroam" from the list of available networks, then select "Connect".

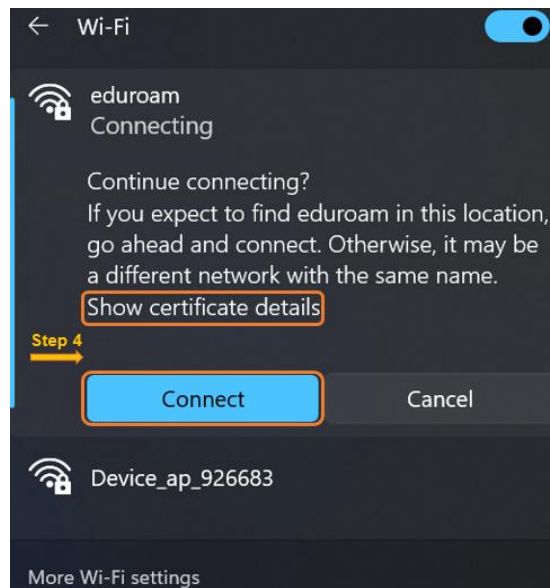




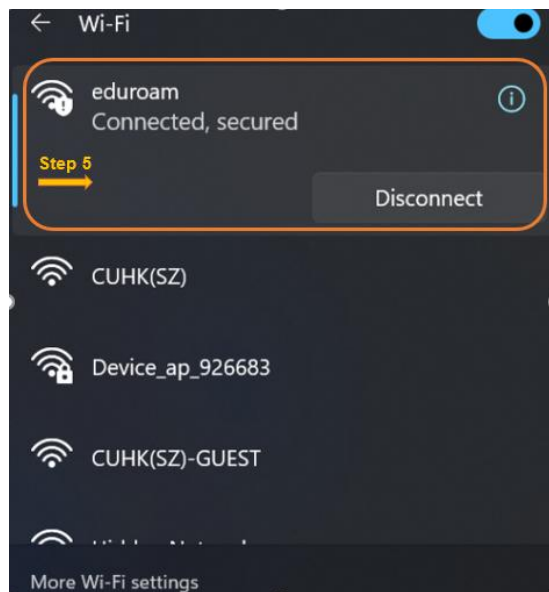
3. Input your username and password when prompted, and then select "OK".



4. Ensure that the certification is from our university before proceeding, select "Connect" to finalize the connection.



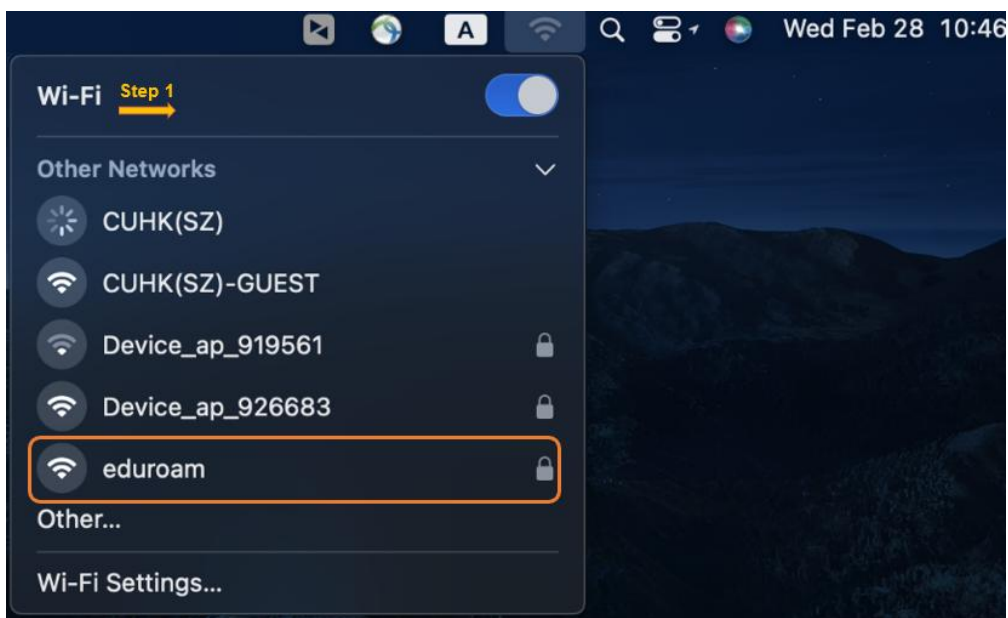
5. When you see "Connected" underneath the "eduroam" name, you have successfully connected to eduroam network.





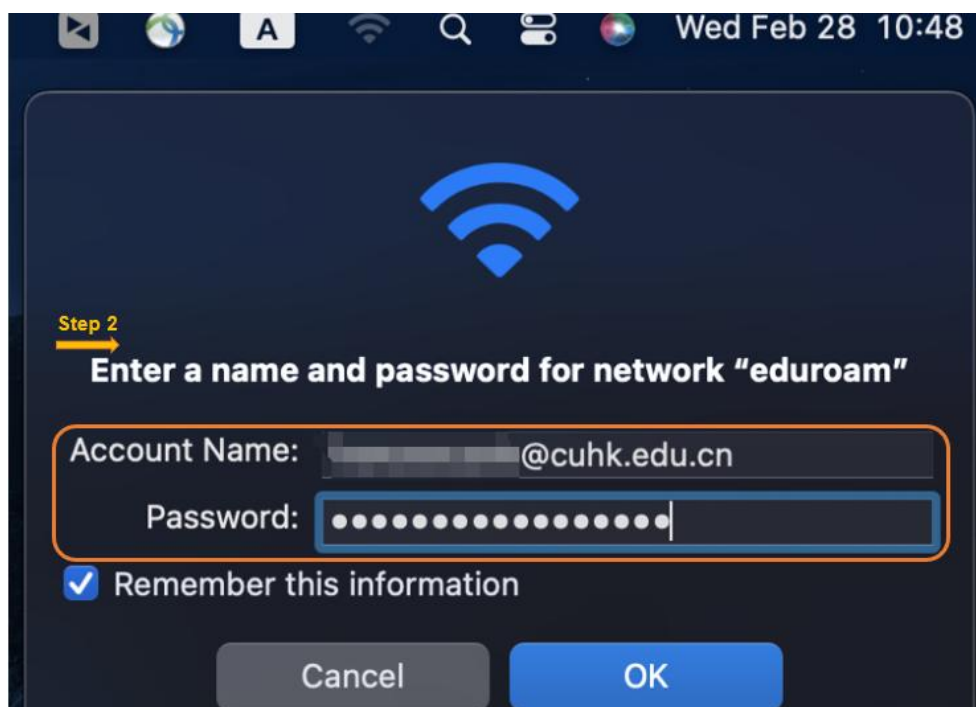
7.2. Mac

1. From the Wi-Fi menu  in the menu bar, Choose “eduroam” from the list of available networks.

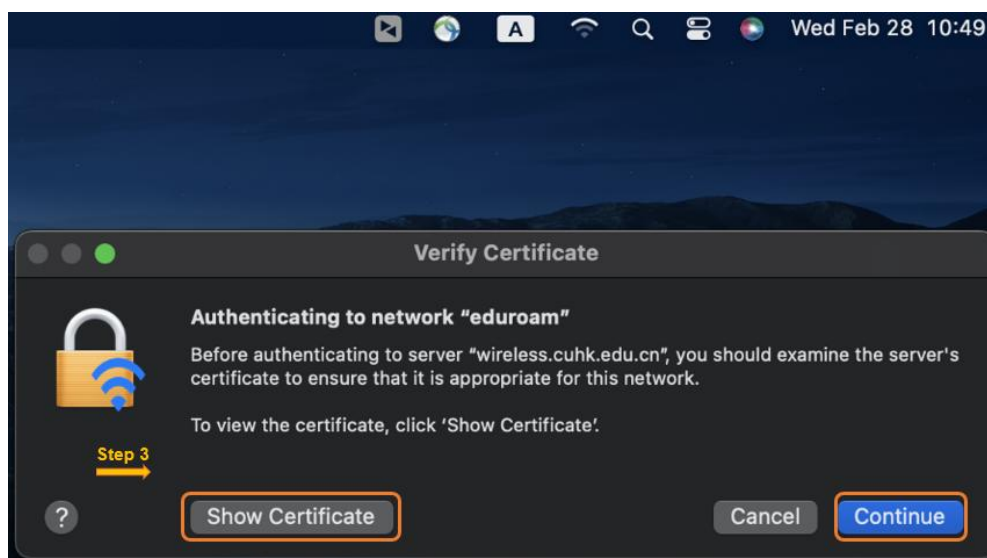




2. Input your username and password when prompted, click "OK".

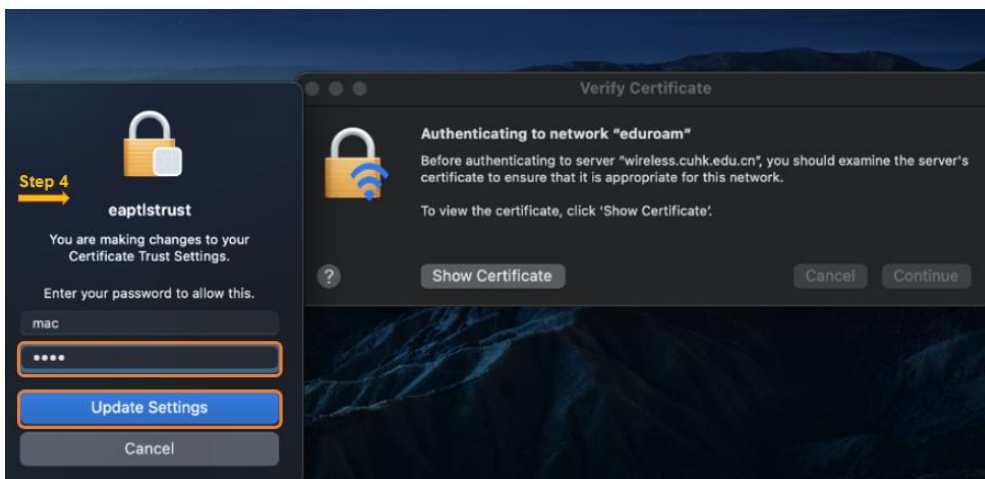



3. Ensure that the certification is from our university before proceeding, click "Continue".

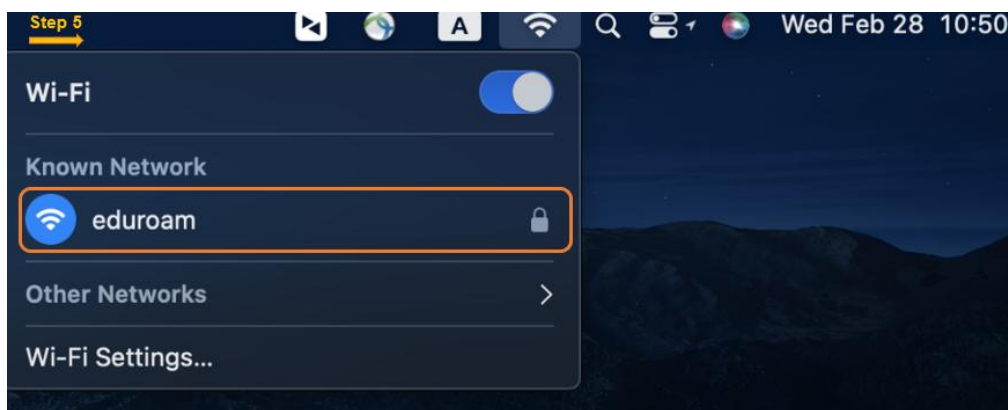




4.Type your Mac login password and press “Update Settings” for accepting certification.



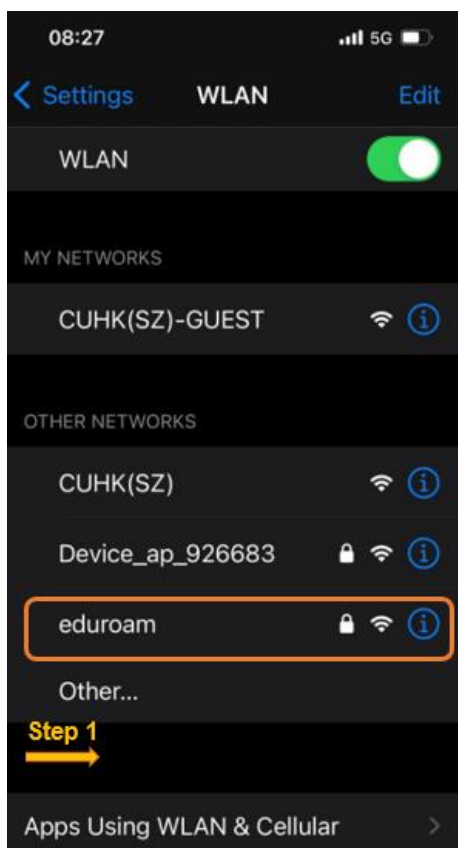
5.When you see the blue bottom icon  of a successful connection, you have successfully connected to the eduroam network.





7.3. iPhone

1. From your Home Screen, go to “Settings” and then select “Wi-Fi”, Tap “eduroam” from the list of available networks.

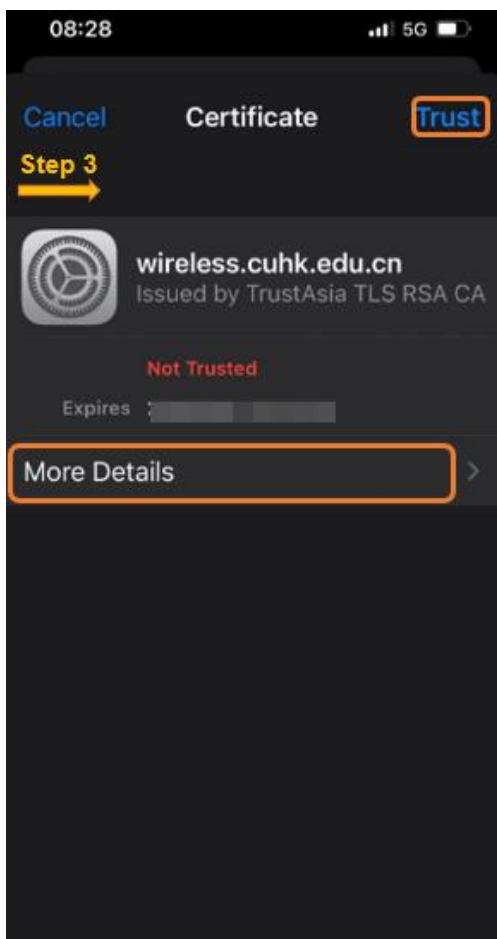


2. Input your username and password when prompted, click “Join”.

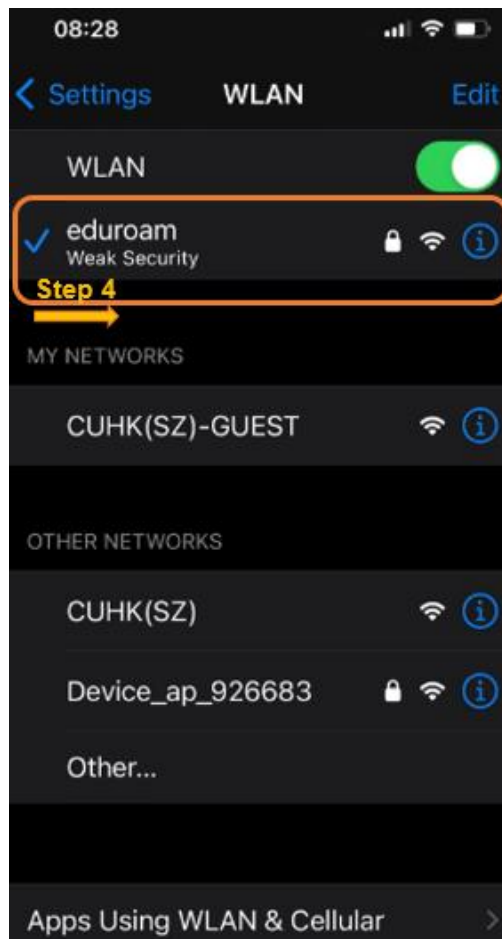




3.Ensure that the certification is from our university before proceeding, click “Trust”.



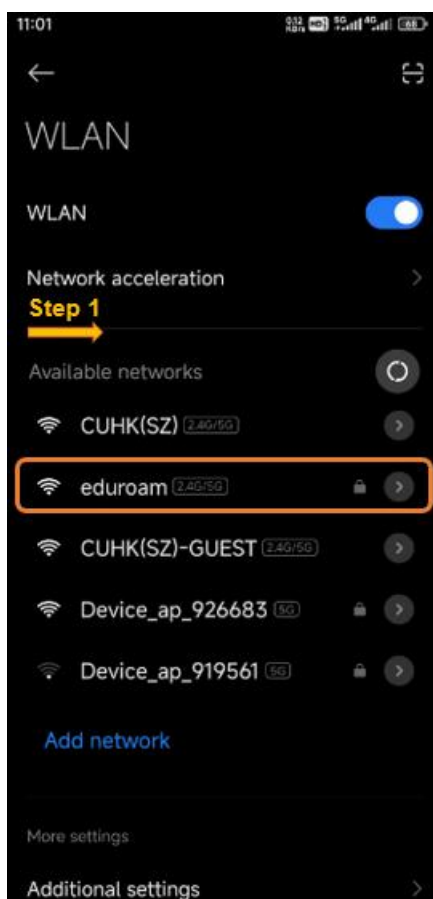
4.After you’ve joined the eduroam network, you’ll see a blue tick✓ next to the network and the connected Wi-Fi icon in the top corner of your display.



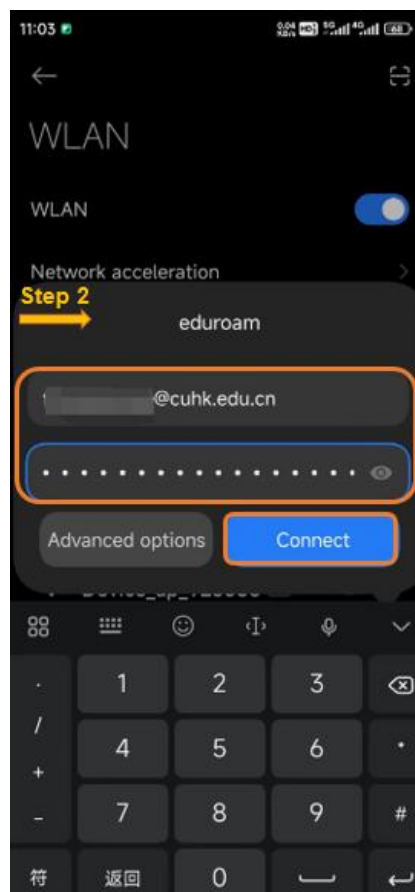


7.4. Android

1. At the Home screen, touch the Apps icon.
Open the “Settings” app and select “Wi-Fi”, Tap “eduroam” from the list of available network.

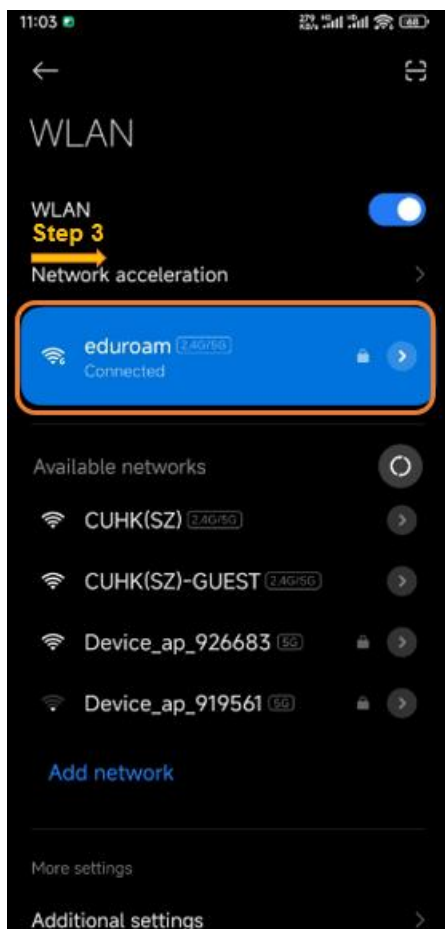


2. Input your username and password when prompted, and select “Connect”.





3. When you see "Connected" underneath the eduroam name, you have successfully connected to eduroam.

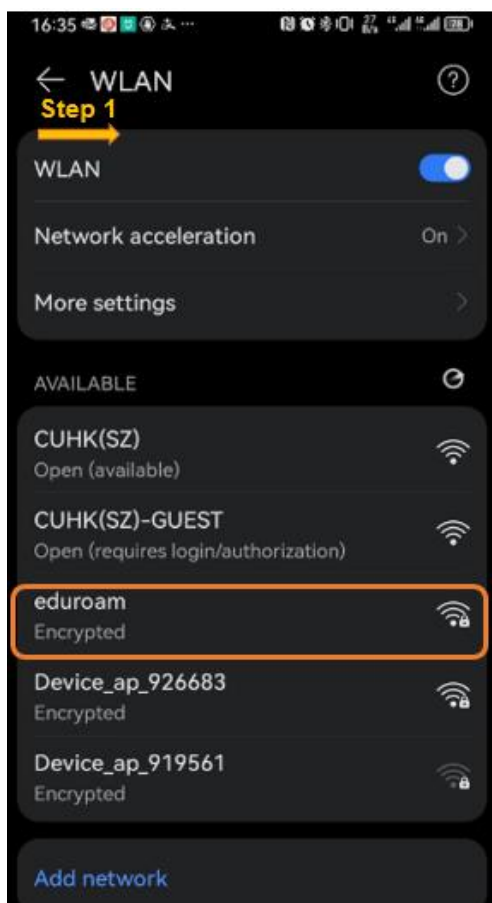


7.5. Other systems

Here we will describe how to connect eduroam for non-windows systems such as (Ubuntu, Harmony) systems.



1. At the Home screen, touch the Apps icon. Open the “Settings” app and select “Wi-Fi”, Tap “eduroam” from the list of available network.



2. Security configuration (if necessary)

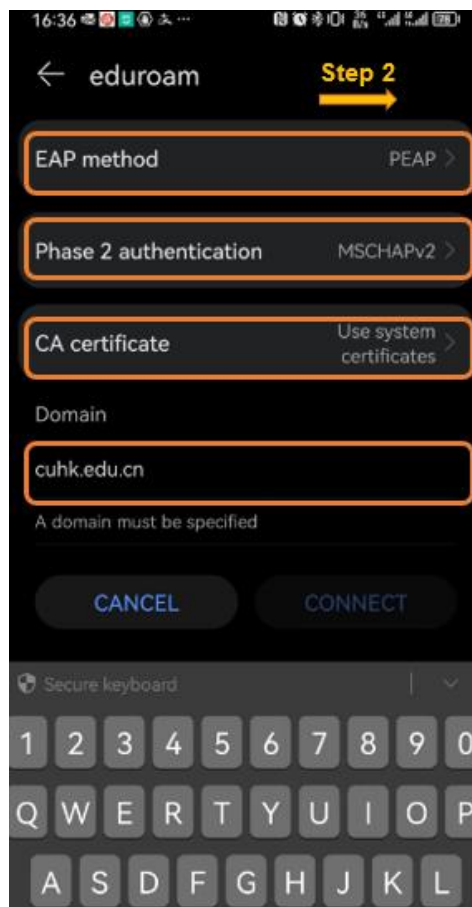
EAP method: PEAP

Phase 2 authentication: MSCHAPV2.

CA certificate: Use system certificate

(Required for some systems only)

Domain name: cuhk.edu.cn (Required for some systems only)

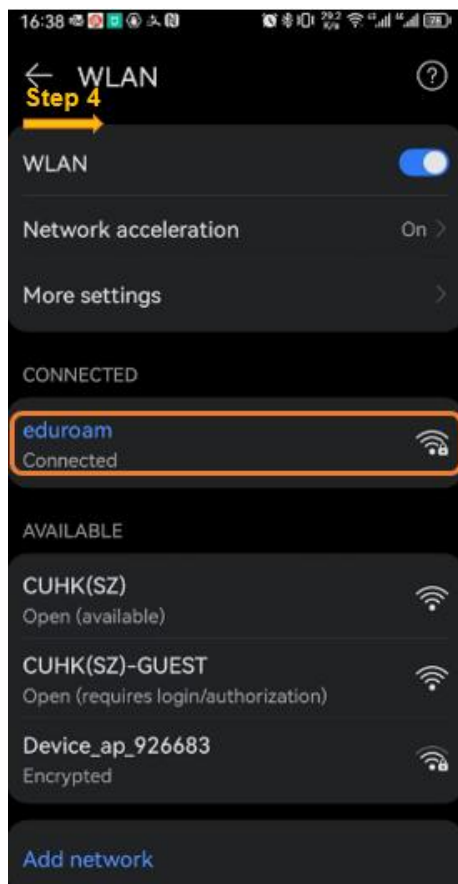




3. Input your username and password when prompted, and then select "CONNECT".



4. When you see "Connected" underneath the eduroam name, you have successfully connected to eduroam network.



8. Contact us

Hotline: 0755-84273333

E-mail: isupport@cuhk.edu.cn

Office Hours: 8:30~12:00, 13:00~17:30

(Closed on weekends and public holidays)

ITSO Service Desk: First Floor, TD