Setting up Eduroam - Android

This document will cover downloading and installing the SecureW2 certificate installer for Eduroam. **Because each Android version is different, images and menus may be different**.

1. Download and install the SecureW2 JoinNow application
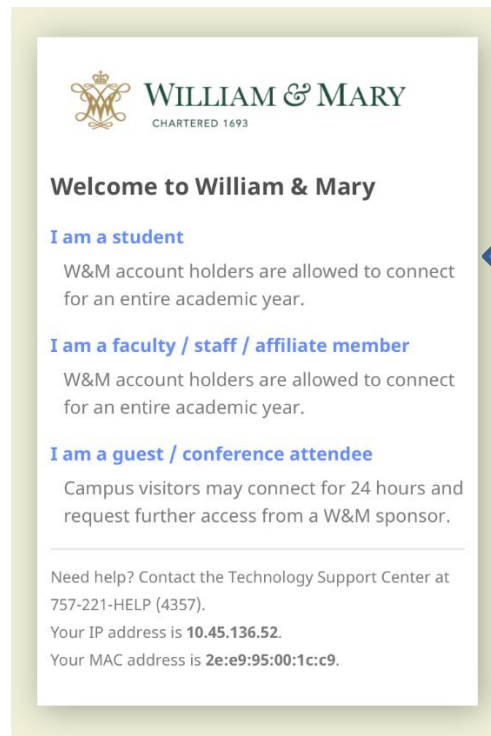2. Install the Eduroam certificate
3. Troubleshooting

Download and install the SecureW2 JoinNow application		
In the **Chrome** browser, visit https://connect.wm.edu Choose your role. (Chrome is the only browser that works for this one-time setup)		**WILLIAM & MARY** CHARTERED 1693 **Welcome to William & Mary** **I am a student** W&M account holders are allowed to connect for an entire academic year. **I am a faculty / staff / affiliate member** W&M account holders are allowed to connect for an entire academic year. **I am a guest / conference attendee** Campus visitors may connect for 24 hours and request further access from a W&M sponsor. Need help? Contact the Technology Support Center at 757-221-HELP (4357). Your IP address is **10.45.136.52**. Your MAC address is **2e:e9:95:00:1c:c9**.

Check that Android is selected as your device type. Choose 'Download Configuration App'	
Install 'SecureW2 JoinNow'	
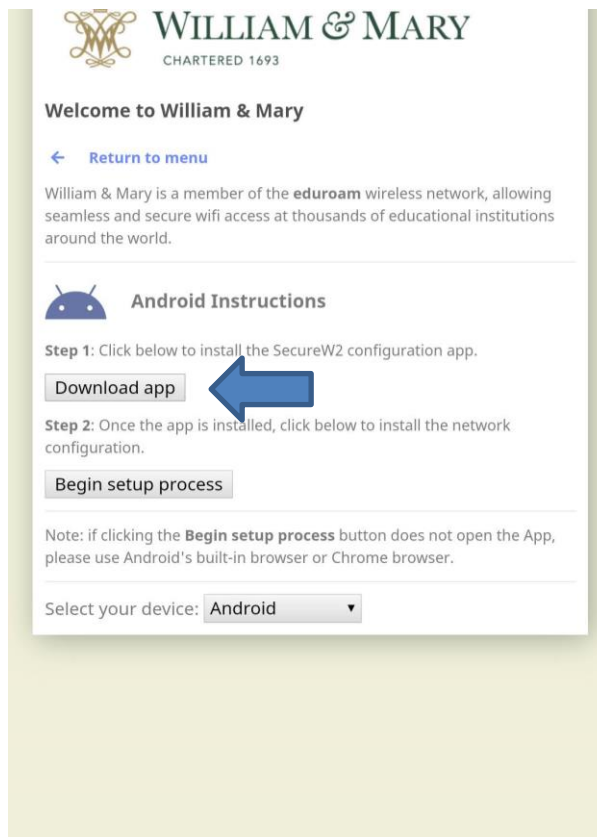
WILLIAM & MARY | INFORMATION TECHNOLOGY
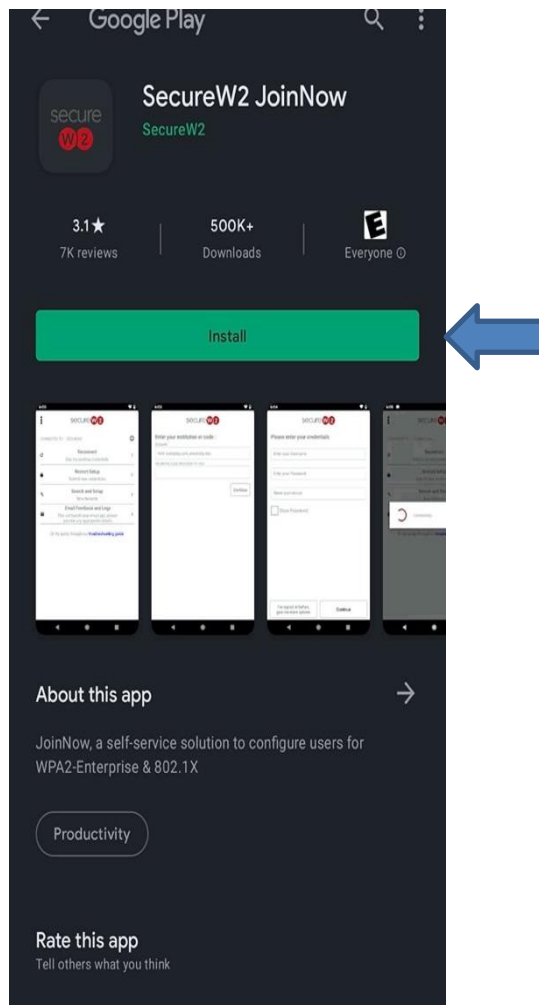
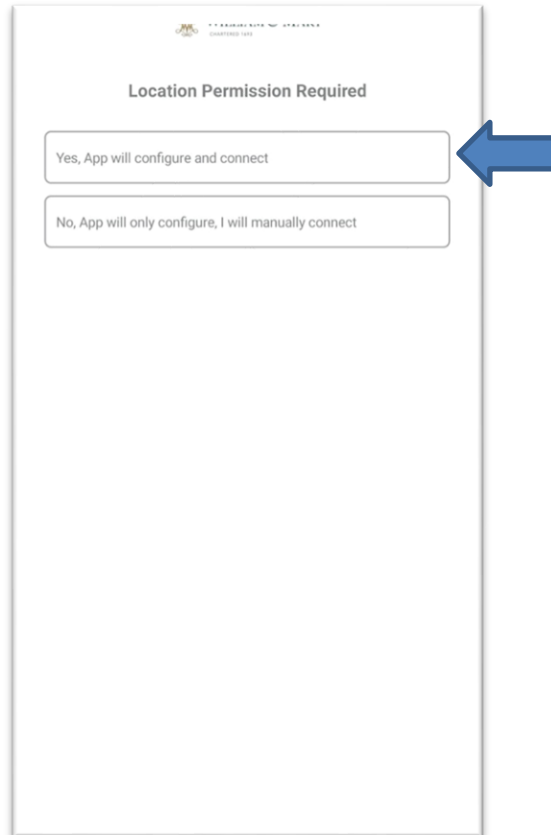## Install the Eduroam Certificate

Once downloaded, the application will automatically open.

Choose "Yes, App to configure and connect"

(If the application does not open automatically, visit https://connect.wm.edu from Chrome and click the 'Install Network Configuration' button.)

Location Permission Required

Yes, App will configure and connect

No, App will only configure, I will manually connect

You'll get a pop-up asking when the phone can access your location.

Android uses the device location when automatically connecting to wifi networks. In order to automatically connect when moving around campus, you'll need to choose **"While using the app"**

Allow JoinNow MultiOS to access this device's location?

While using the app

Only this time

Deny
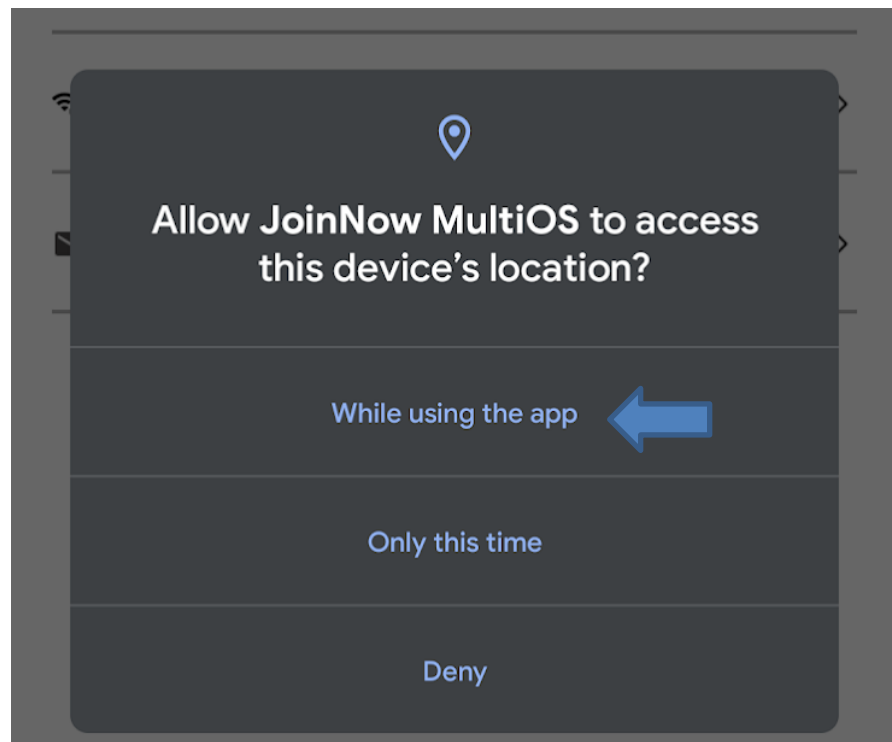
Enter your Banner (CAS) credentials. Click login.

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You will now be directed to a secure website to provide your W&M credentials. Please click the 'next' button below.

Next

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W&M Central Authentication Service

WMuserid:

txjeff

Password:

•••••••••••••••

☐ I am at a public workstation.

LOGIN

❓ Forgot your password?

The service you are attempting to access requires that you authenticate using William & Mary's Central Authentication Service.

For security reasons, please log out and exit your web browser when you are done accessing services that require authentication!

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We're Almost Done.

Your device is almost configured,
just a few more steps to go.

After pressing **Next,** you may receive an Android System
notification suggested by JoinNow MultiOS to "Connect to Wi-Fi
networks?"

Press **Allow** on this notification.

You have to choose Allow so this app can connect you to the Eduroam network.

Click 'Next.'

Allow suggested Wi-Fi networks?

JoinNow MultiOS suggested networks.
Device may connect automatically.

No thanks   Allow
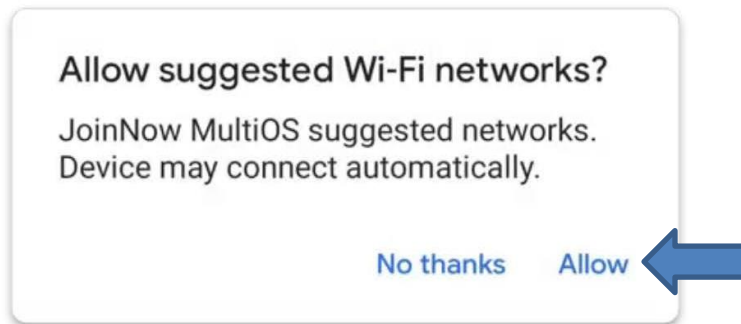
IMPORTANT: JoinNow MultiOS will not be able to connect your
device to the Wi-Fi network if you press **No thanks.**

If you decline this notification, your device will not be able to
connect to the Wi-Fi!

Next

Because the Android operating system runs on many types of phones, you may have to make some manual adjustments to get connect to Eduroam. You can contact support@wm.edu for assistance.
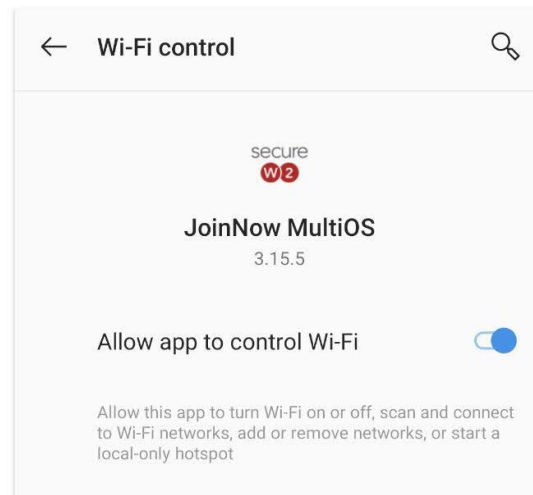
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If you did see the prompt shown in the previous screen, but you pressed **No thanks**, you need to manually enable a Special App Access setting.

Allow App to Enable Wi-Fi

1. Navigate to Settings > Apps & Notifications
2. Then navigate to Special App Access > Wi-Fi Control
3. Find JoinNow MultiOS and enable **Allow app to control Wi-Fi** like in the screen shown below
4. Restart the App configuration from the beginning

Please note, vendors like Samsung, Oneplus, Redmi, etc. will differ in how to access this screen.

← Wi-Fi control 🔍

secure
W2

JoinNow MultiOS
3.15.5

Allow app to control Wi-Fi 🔵

Allow this app to turn Wi-Fi on or off, scan and connect to Wi-Fi networks, add or remove networks, or start a local-only hotspot

Alternatively, you can Uninstall the JoinNow Application and restart the configuration process if your're having difficulty with the steps above

Next

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If your device is still having issues connecting to the Wi-Fi network, the following tips can help.

Remove the Setup Network(s)
1. Navigate to Wi-Fi Settings
2. Select WM-Welcome and long press
3. Press Forget

Manually Connect to Network
1. Navigate to Wi-Fi Settings
2. Connect to eduroam Wi-Fi Network.

Wi-Fi Settings

Don't Delete this App
If you delete this small 15MB application, your wireless connection may be lost. Only delete the app if you don't need to connect to the campus network anymore. Google has promised to fix this in a future update.

If you accidentally delete SecureW2, you can download it again from your app store. After you download it, open the app and the configuration may still be on your phone. Then choose Restart Setup in the app to rejoin Eduroam.

You're finished!
Happy browsing :)

Done

If you cannot automatically connect to Eduroam, you should be able to connect manually in your Network Settings. The settings should look like the provided screenshot.

< eduroam

EAP method
TLS
 your userid must be followed by @wm.edu
Identity
username @wm.edu

CA certificate
eduroam_WPA

Online certificate status
Don't validate

Domain
wm.edu

tap here to choose your certificate in the drop down
User certificate
eduroam_WPA_EAF

Auto reconnect

Advanced

tap Connect to finish