

## Problems setting up Wi-Fi (eduroam)

This article informs about possible problems and their solves while trying to connect to Wi-Fi at Harz University.

---

**State:** 02.01.2026

**Author:** Cody Radom

### Content

1	Set up eduroam on Laptops, Smartphones und Desktops.....	2
1.1	Common Problems .....	2
2	Assisted Connection – eduroamCAT and geteduroam App.....	3
2.1	Universal Set Up using geteduroam App .....	3
2.2	iOS, iPadOS and MacOS using eduroamCAT .....	6
2.3	Windows using eduroamCAT.....	10
2.4	ChromeOS using eduroamCAT .....	12
2.5	Linux using eduroamCAT.....	12

## 1 Set up eduroam on Laptops, Smartphones und Desktops

You can log in to Wi-Fi (eduroam) with your known university log in credentials.

### a) For Students

The log in details the university send you with your enrollment documents or the one you downloaded from HISinOne:

- *Kennung* (u-number) and
- password

### b) For Staff

- m-number and
- password

**Note:** As eduroam is used globally for internet access at scientific and acedemic institutions, you can use your log in credentials at any participating facility like follows:

- username: *yourUniUsername@yourUniRealm*  
(e.g. *u11111@hs-harz.de*)
- password: *yourUniPassword*

Every institution has its own realm, which must be appended to the username with an @ sign. The realm of Harz University is *hs-harz.de* . You must always use the realm of the institution that provided your log in data.

### 1.1 Common Problems

- Wrong password – Make sure that you enter your password correctly
  - Look out for special character: , and . are part of the password
  - Some letters look alike:
    - l (small L) and I (capital i)
    - 0 (Zero) and O (letter)
  - Make sure there are no extra spaces after copying and pasting
  - Be sure to use your current password. It changes every semester for students and can be changed in HISinOne.
- An old cofiguration is still active (typically on Apple devices – see note on 2.2)
- Certificate Problems: see *2 Assisted Connection – eduroamCAT and geteduroam App*

## 2 Assisted Connection – eduroamCAT and geteduroam App

If the connection is still not working your device probably has problems with selecting the correct certificates. In this case choose the chapter fitting your device to solve the problem.

Regarding its simplicity the set up using **geteduroam App is recommended**.

### 2.1 Universal Set Up using geteduroam App

**Supports: Android, iOS, Windows, some Linux Distributions**

To connect to Wi-Fi using geteduroam App, please consult the following instructions:

- 1) Delete any existing connection to eduroam in your devices Wi-Fi settings.
  - Open Wi-Fi or network settings
  - Search for eduroam and delete or *forget* the network
- 2) Download and install geteduroam App on your device:  
<https://www.geteduroam.app>

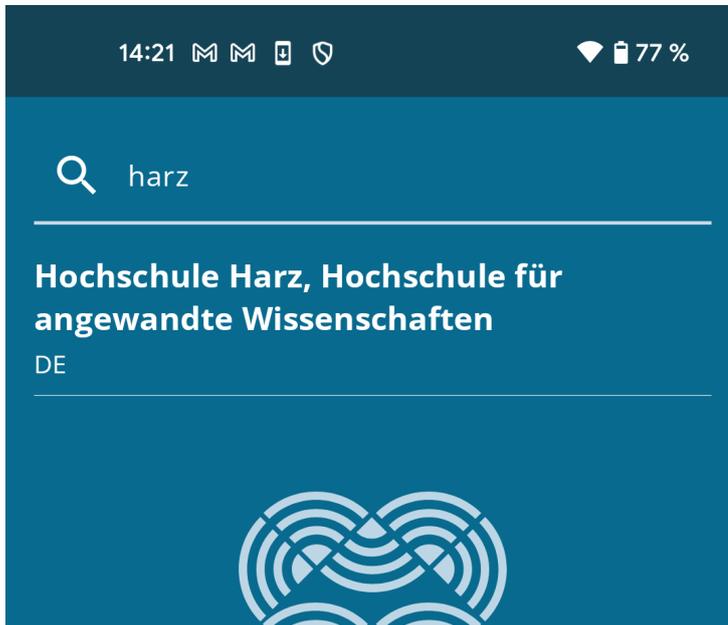


# geteduroam

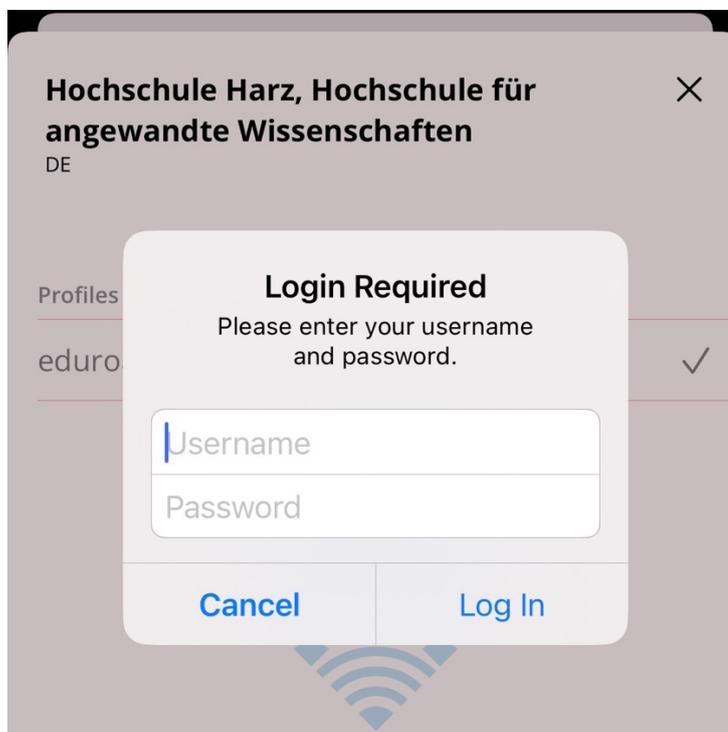
NORDUnet, DeIC, SURF, GÉANT, govroam NL and IAS. Co-funded by the European Union



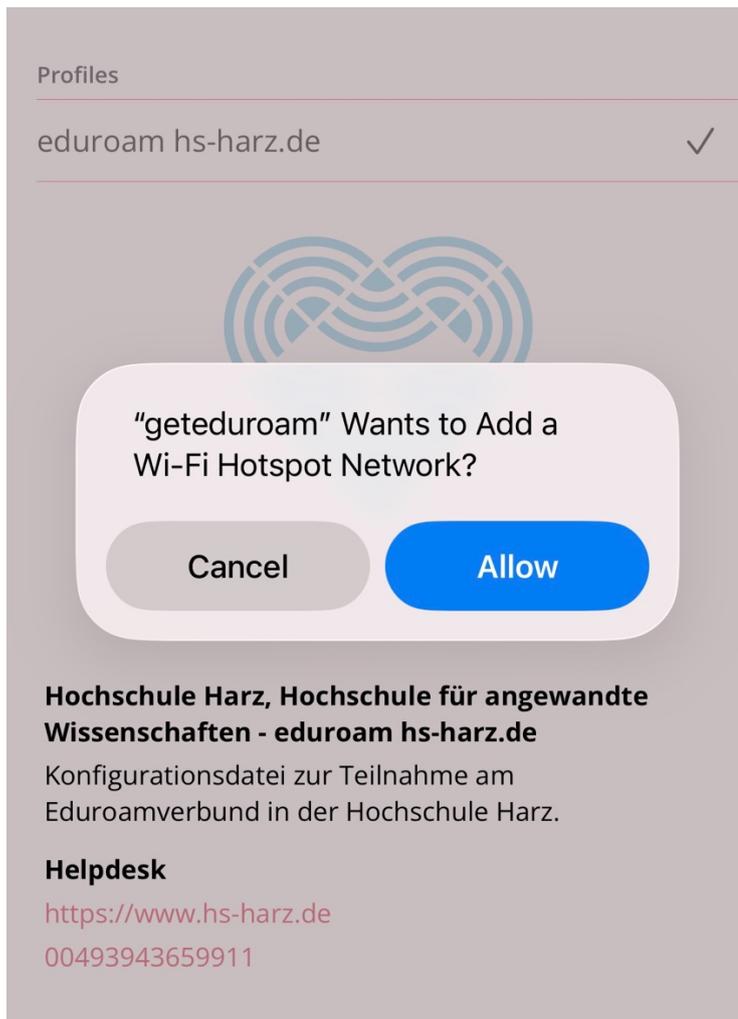
- 3) Open the app and search for *Hochschule Harz* as organisation
- The app needs an active internet connection during the set-up process.



- 4) Start the set-up process and log in with your university log in details. (They are the same details as in 1 *Set up eduroam on Laptops, Smartphones und Desktop*)



- 5) Follow the instructions and allow the connection or save the network.



- 6) After completing the set-up process you should be connected to eduroam automatically.

## 2.2 iOS, iPadOS and MacOS using eduroamCAT

To set up Wi-Fi using eduroamCAT on iOS, iPadOS or macOS please consult the following instructions:

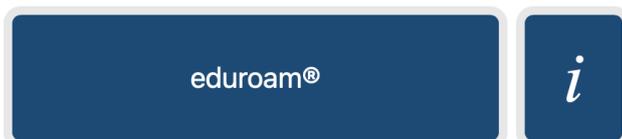
- 1) Delete any existing connection to eduroam in your devices Wi-Fi settings.
  - Open Wi-Fi or network settings
  - Search for eduroam and delete or *forget* the network
- 2) Download eduroamCAT: <https://cat.eduroam.org/#>

The image shows two screenshots from the eduroam Configuration Assistant Tool. The top screenshot is the website's landing page, which includes a navigation menu (Start page, About, Language, Help, Manage, Terms of use) and a main banner for Linux users. Below the banner, it says "Welcome to eduroam CAT" and "Connect your device to eduroam®". A red arrow points to a button that says "Click here to download your eduroam® installer". The bottom screenshot shows the "Organisation" selection screen in the app, with "Hochschule Harz, Hochschule für angewandte Wissenschaften" selected. It also shows a search bar with "Harz" entered and a "show all countries" option.

This entry was last updated at: 2023-06-26 12:55:04

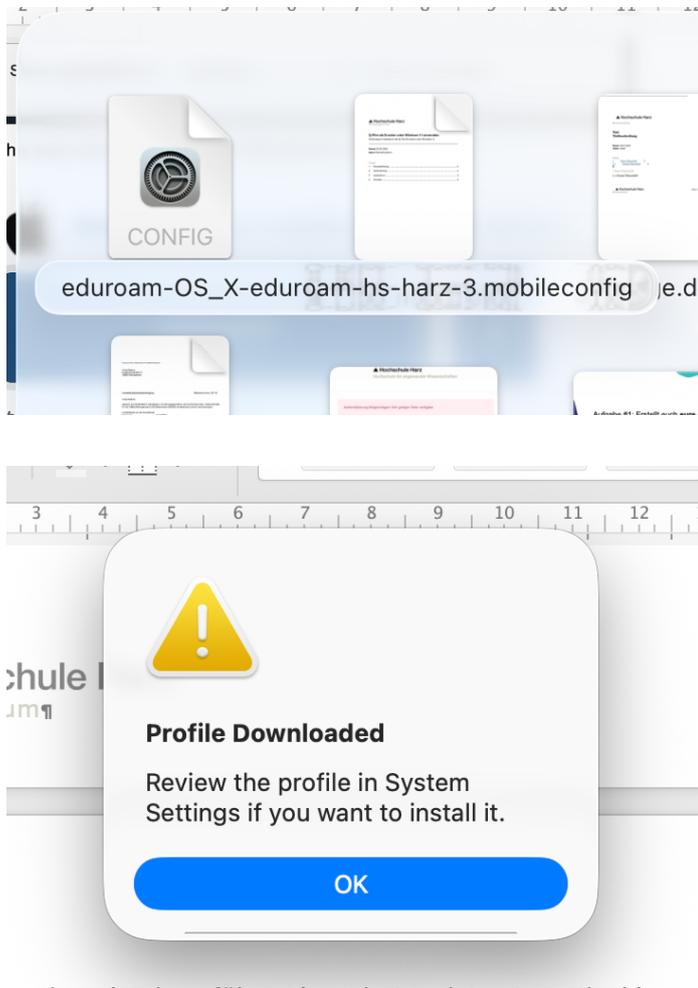


**Download your installer for Apple device**



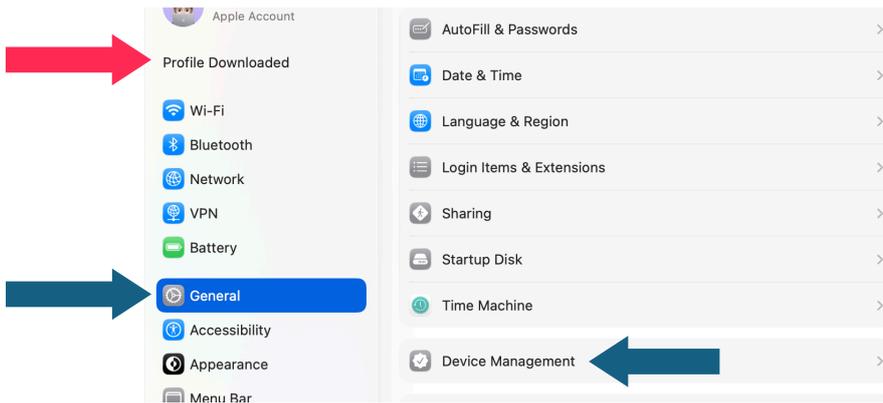
*Choose another installer to download*

3) Open the configuration profile (this typically happens automatically).

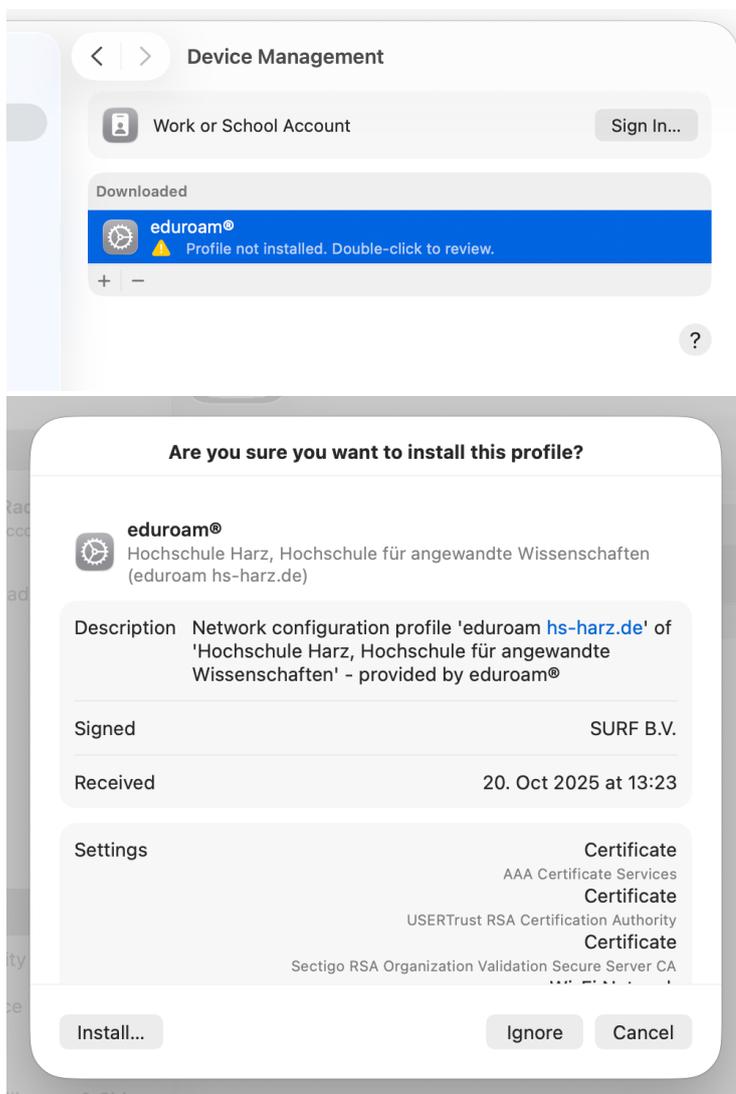


4) Open System Settings

- At the top there should be an option called Profile Downloaded
- You can also open the profile under *General > Device Management* (previously *VPN and Device Management*)

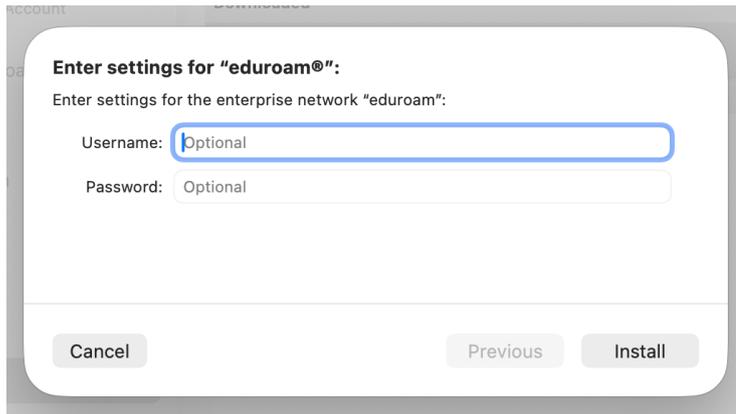


5) Install the profile.



6) Log in with your university log in details.

(They are the same details as in 1 Set up eduroam on Laptops, Smartphones und Desktop)



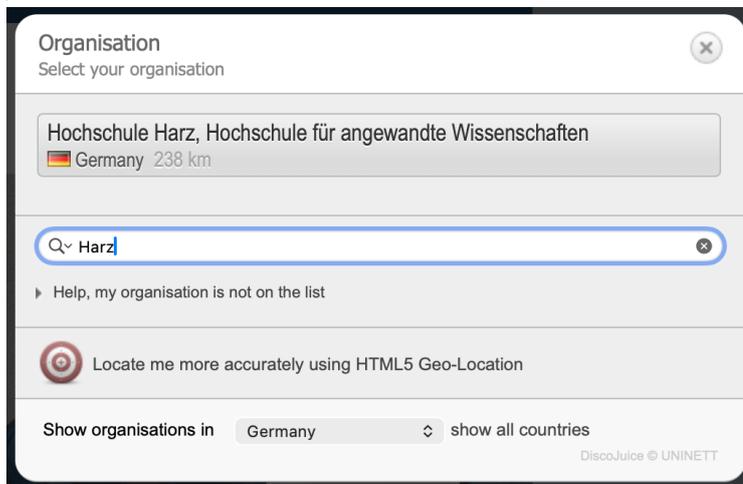
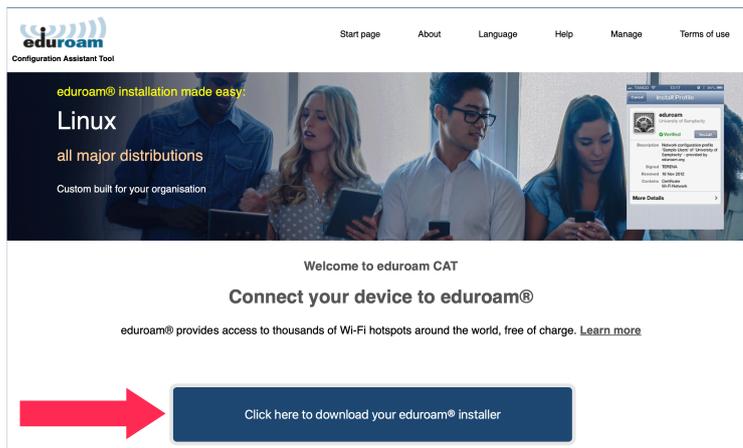
7) Allow the process with your device password.

**Note:** If you ever need to set up the Wi-Fi from scratch again, you can find and delete the profile under *General > Device Management* (previously *VPN and Device Management*).

## 2.3 Windows using eduroamCAT

To set up eduroam using eduroamCAT on Windows, please consult the following instructions:

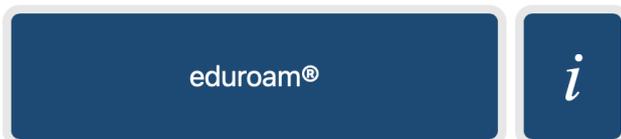
- 1) Delete any existing connection to eduroam in your devices Wi-Fi settings.
  - Open Wi-Fi or network settings
  - Search for eduroam and delete or *forget* the network
- 2) Download eduroamCAT: <https://cat.eduroam.org/#>



This entry was last updated at: 2023-06-26 12:55:04

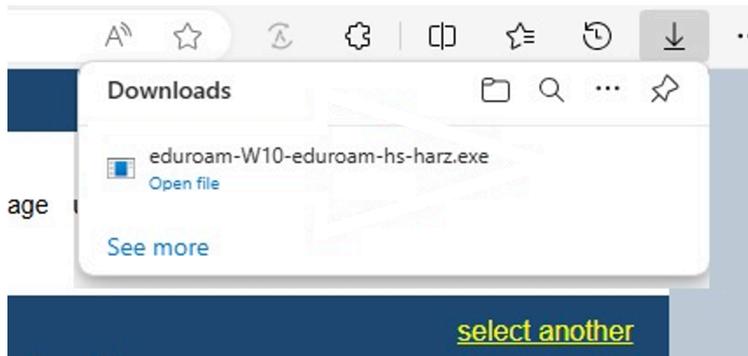


**Download your installer for Apple device**

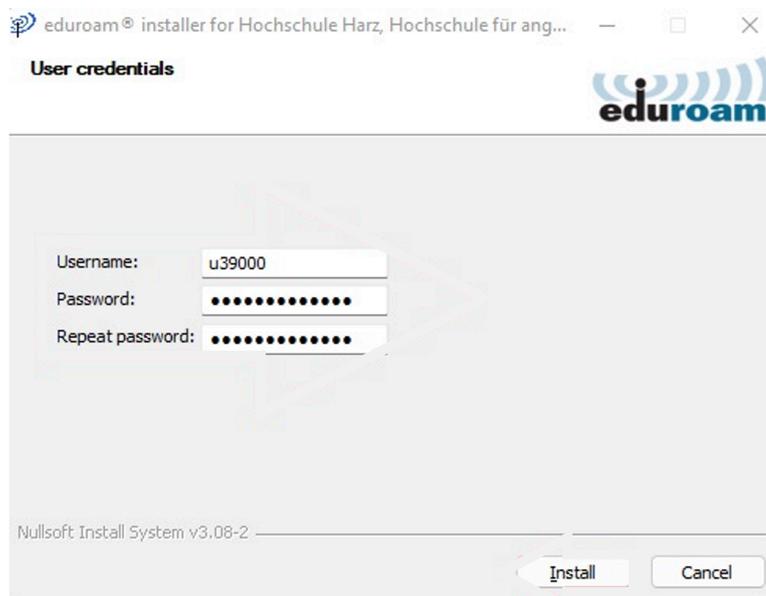


[Choose another installer to download](#)

- 3) Open the downloaded .exe-File.



- 4) Follow the instructions of the program and log in with your university log in details. (They are the same details as in 1 Set up eduroam on Laptops, Smartphones und Desktop)



- 5) Complete the install and connect to eduroam in you Wi-Fi settings. The connection should now work as intended.

## 2.4 ChromeOS using eduroamCAT

We do not provide own instructions to set up eduroam using eduroamCAT on ChromeOS at the moment.

**Here are some alternative instructions by other universities** (be sure to always choose Hochschule Harz on cat.eduroam.org):

- <https://noc.pages.cms.hu-berlin.de/pdfman/WLAN/eduroam/ChromeOS/eduroam-chromeos.pdf>
- <https://www.tu.berlin/campusmanagement/it-support/wlan-eduroam-einrichtung-unter-chrome-os>
- Instructions for Harz University should be similar. Domains or server addresses may vary.

## 2.5 Linux using eduroamCAT

We do not provide own instructions to set up eduroam using eduroamCAT on Linux at the moment.

**Here are some alternative instructions by other universities** (be sure to always choose Hochschule Harz on cat.eduroam.org):

- <https://www.tu.berlin/campusmanagement/it-support/wlan-eduroam-einrichtung-unter-linux>
- Instructions for Harz University should be similar. Domains or server addresses may vary.
- If your distribution is supported, we recommend using geteduroam App instead. (see 2.1 *Universal Set Up using geteduroam App*)