

Eduroam and BYU Wi-Fi Master KB

The BYU Office of Information Technology provides wireless internet (Wi-Fi) access to the BYU community across campus. Users with wireless-enabled computers or other devices may access the internet through Eduroam with a BYU login or BYU Wi-Fi for guest access or devices without web browsers.

Table of Contents

- About Eduroam and BYU Wi-Fi
- Connecting to Eduroam
- Device Specific Instructions for Eduroam
- Connecting to BYU Wi-Fi
- Device Specific Instructions for BYU Wi-Fi
- Common Issues
- Elevated Troubleshooting
- Escalation Rules

About Eduroam and BYU Wi-Fi

Eduroam and BYU Wi-Fi are the two main wireless networks available on BYU campus.

Eduroam

The Office of Information Technology strongly encourages students, faculty, and staff to use the **Eduroam** network whenever it is available. Eduroam provides the highest possible level of wireless network encryption and allows users to connect to Eduroam at other participating schools and universities. Eduroam may be used by any current faculty, staff member, or student.

To search for participating schools, go to [[Eduroam's Supporting Services Map](https://monitor.eduroam.org/map_service_loc.php)](https://monitor.eduroam.org/map_service_loc.php).

Eduroam Features

- High-speed connection to the Internet
- Data encrypted using WPA3 with Transition mode (allows WPA2)
- Username and password required
- Internet access to BYU and non-BYU websites
- Network resources such as printers and network drives

[Eduroam Video: What is Eduroam?]

BYU Wi-Fi

BYU Wi-Fi is provided for guests and devices that are unable to connect to Eduroam. Guest users will only have access to public-facing BYU websites through the internet.

Devices without web browsers—including Apple TVs, Chromecasts, Wi-Fi printers, and Smart Devices—can only use BYU Wi-Fi. These devices can join the network without additional

registration or configuration, and the device services will still be accessible to computers connected to Eduroam.

BYU Wi-Fi Features

- 1-Day Guest Access to Wi-Fi with a guest/visitor login
- Unencrypted access to the internet and BYU internal resources with a BYU Login
 - For increased wireless security, please use the Eduroam network
- Automatically allows certain devices without web browsers access to the campus internal network
 - For example, Roku, AppleTV, Amazon Echo, and wireless printers
 - BYU Wi-Fi does not support Chromecast devices
- Services offered by devices without web browsers (such as Airplay on Apple TV or printing) are accessible to authenticated users on the BYU Wi-Fi and Eduroam networks

Connecting to Eduroam

1. Go to the Wi-Fi settings on your device.
2. Select Eduroam.
3. Enter your username and password
 - The username is your **netid@byu.edu**
 - The password is your **BYU password**
4. Select **Trust** or **Accept** the certificate
5. Follow the **Device Specific Instructions for Eduroam** if issues occur

Device Specific Instructions for Eduroam

Connecting an iPhone/iPad Device

The following are detailed instructions for connecting to Eduroam and troubleshooting your connection from an iPhone or iPad.

1. Open the **Settings** app.
2. Under **Wi-Fi**, select **Eduroam**.
3. Enter your username and password.
 - The username is your netid@byu.edu
 - The password is your **BYU password**

[Image of Login screen for iPhone]
4. Your password will be your BYU password, the same one you use for all BYU websites.
5. Select **Trust** when the security certificate prompt appears.
 - Installing this certificate is required for Eduroam to function

[Image of the security certificate screen for iPhone]

Troubleshooting Instructions for iPhone/iPad

If you are still having problems after following the above steps, follow these Troubleshooting Instructions:

1. Open **Settings**.
2. Select **General**.
3. Scroll to the bottom and select **Transfer or Reset iPhone**.
4. Select **Reset**.
5. Select **Reset Network Settings**.
6. Enter your passcode.
 - If asked, enter your Screen Time passcode as well
7. Tap **Reset Network Settings** again to confirm your decision.

Note: For additional assistance with connecting to Eduroam, please contact the [OIT Service Desk](https://support.byu.edu/it?id=tech_support).

Connecting a Windows DeviceThe following are detailed instructions for connecting to Eduroam from a Windows based system:

1. Click on the **wireless icon** in your system tray in the lower right corner of your desktop.
 - For Windows 8.1 and earlier, select **Start > Connect To > Show all connections**
2. Select **Eduroam**.
3. Enter your username and password.
 - The username is your **netid@byu.edu**
 - The password is your **BYU password**

[Image of login screen for Windows 10] & [Image of login screen for Windows 8.1]

4. Click **Connect** to continue connecting.

Connecting an Android or Google Pixel Device

The following are detailed instructions for connecting to Eduroam for an Android based system:

1. Open **Settings**.
2. Open your network settings.
 - Network & internet > Internet (Google Pixel)
 - Network & Internet > Wi-Fi
 - Connections (Samsung Galaxy)
 - Wireless & Networks
3. Switch the Wi-Fi toggle to the on position.
4. Tap on **Wi-Fi**.
5. Select **Eduroam**.
 - If Eduroam does not appear, refer to the manual setup instructions
6. Enter your username and password.
 - The username is your **netid@byu.edu**
 - The password is your **BYU password**
7. Accept/trust the security certificate.

Manual Setup Instructions for Connecting an Android or Google Pixel Device

1. If Eduroam is not on the list of Wi-Fi options, tap **Add Network**.

2. Input the network name **Eduroam**.
3. Select **Advanced**.
4. Input the following information:
 - **EAP Method: Protected EAP or PEAP**
 - **Phase 2 Authentication:** choose MSCHAPv2
 - **Server CA certificate:** Select **Do not validate** or **Do not check** from drop-down menu. If using a Google Pixel or Motorola phone, select **Use system certificates**
 - **Domain Suffix Match:** Leave blank (if you selected Use System Certificates, the domain is byu.edu)
 - **Username/Identity:** Your netid@byu.edu
 - **Password:** Your BYU password
 - **Anonymous identity:** Leave blank
 - **All other fields:** Leave blank

If the previous setup does not work, use the following setup:

- **EAP Method: Protected EAP or PEAP**
- **Phase 2 Authentication:** Automatic
- **Server CA certificate:** Default
- **Domain Suffix Match:** byu.edu
- **Username/Identity:** Your netid@byu.edu
- **Password:** Your BYU password
- **Anonymous identity:** Leave blank
- **All other fields:** leave blank

If the previous setup does not work, use the following setup. This setup is a solution to issues related to the anonymous identity field. If the user's anonymous identity can't be left blank, and persists as **anonymous** throughout the setup, this configuration. This has been found to be an issue on newer Google Pixel devices.

- **SSID:** Eduroam
- **EAP Method: Protected EAP or PEAP**
- **Phase 2 Authentication:** MSCHAPv2
- **Server CA certificate:** Trust on first use
- **Username/Identity:** Your netid@byu.edu
- **Anonymous identity:** anonymous@byu.edu
- **All other fields:** Leave blank

Note: For some Google Pixel owners, they will not be able to connect until they set their Server CA Certificates to trust on first connection.

Connecting a Chromebook Device

The following are detailed instructions for connecting to **Eduroam** for a Chromebook:

1. Click on the time at the bottom right of your screen.
2. Click on **no-network**.

3. Select **Eduroam**.
4. Enter your username and password.
 - The username is your **netid@byu.edu**
 - The password is your **BYU password**
5. Accept/trust the certificate.

Manual Setup Instructions for a Chromebook

1. Click on the time at the bottom right of your screen.
2. Select **Settings**.
3. Under **Network**, select **Add connection > Add Wi-Fi**.
4. Enter the following information:
 - **EAP Method: Protected EAP or PEAP**
 - **Phase 2 Authentication:** choose MSCHAPv2
 - **Server CA certificate:** Select **Do not validate** or **Do not check** from drop-down menu
 - **Domain Suffix Match:** Leave blank (if you selected **Use System Certificates**, the domain is byu.edu)
 - **Username/Identity:** Your netid@byu.edu
 - **Password:** Your own password
 - **Anonymous identity:** Leave blank
 - **All other fields:** Leave blank

If the previous setup does not work, use the following setup:

- **EAP Method: Protected EAP or PEAP**
- **Phase 2 Authentication:** Automatic
- **Server CA certificate:** Default
- **Domain Suffix Match:** byu.edu
- **Username/Identity:** Your netid@byu.edu
- **Password:** Your own password
- **Anonymous identity:** Leave blank
- **All other fields:** leave blank

Advanced Troubleshooting for Chromebooks

If the above configurations do not connect you to the Eduroam network on a Chromebook, download and run the Eduroam installer:

1. Connect to BYU Wi-Fi.
2. Go to cat.Eduroam.org and click **Click here to download your Eduroam® installer**.

[image of eduroam installer for chrome os]

3. Choose Brigham Young University as the organization.
 - If you are on campus, it should be at the top
4. Make sure the installer for Chrome OS is shown.

- If a different one appears (i.e., for Windows), select **Choose another installer to download** and choose **Chrome OS**
5. Click the blue **Eduroam** button.
 - A text box will appear
 6. Click **Continue** to confirm the download.
[Image of Eduroam installer download]
 7. With the installer downloaded, open a new tab in Chrome and go to **chrome://net-internals/#chromeos**.
 8. Under the **Import ONC File** heading, click **Choose File**.
 9. Select the downloaded **.onc** file and click **Open**.
 - The file will likely appear as **eduroam-chromeos-BYU-BYU.onc**.
 10. Try using the first configuration method listed under the **Connecting to Eduroam for Android/Chromebook/Google Pixel** heading above.

Note: If the connection doesn't work at first, try it again in a few minutes, as the import may take up to a minute to register on the device.

Note: For additional assistance with connecting to Eduroam, please contact the [OIT Service Desk](https://support.byu.edu/it?id=tech_support).

Connecting to Eduroam for Mac

The following are detailed instructions for connecting to Eduroam from Mac systems.

1. Make sure that you are running IOS 10.9.5 or later on your computer.
2. Click on the wireless icon in the upper right corner of your desktop.
3. Select **Eduroam**.
4. Enter your username and password.
 - The username is your **netid@byu.edu**
 - The password is your **BYU password**

[image of login for eduroam on Chromebook]

5. Click **Join** to join the network.

[image of join network]

6. Click **Continue** when prompted to accept the security certificate.

Note: You will be required to acquire a computer administrator username and password to install the certificate. Contact your IT department for the administrator credentials.

Note: For additional assistance with connecting to Eduroam, please contact the [OIT Service Desk](https://support.byu.edu/it?id=tech_support).

Forgetting Networks

These steps only work for MacOS 13 and beyond. Instructions are similar for older versions, but the names of tabs are a little different.

1. Open **System Settings**.
[image of system settings]
2. On the left side, select **Privacy & Security**.
3. Select **Eduroam** on the right side under **Profiles**.

4. Click the minus button to delete the profile.

[image of privacy and security]

- If there is **no Eduroam Profile** button, there is no old Eduroam profile stored, and you can proceed to the Wi-Fi settings in step seven.

5. Delete the **Eduroam profile**.
6. Confirm the deletion of the profile by clicking **Remove**. [image of removing the profile]
7. Click the **Wi-Fi icon** at the top of the title bar and select **Wi-Fi settings**. [image of Wi-Fi settings]
8. Click on **Advanced** in the window. [image of advanced settings]
9. In the list of known networks, select **Eduroam**.
10. Click on the circle with 3 dots and select **Remove From List**. [image of remove from list]
 - You should now be good to set up Eduroam again

For MacOS 12 and earlier, these steps might not appear. You can also try the following steps:

1. Open Finder.
2. Hit **Command+Shift+G** to bring up the **Go To Folder** field.
3. Enter the following path:
 - [image of /Library/Preferences/SystemConfiguration/]
4. Delete the **com.apple.network.eapolclient.configuration.plist** file.
5. Enter the local admin credentials.
[image of **com.apple.network.eapolclient.configuration.plist** file]
6. Restart the laptop or iMac and connect to Eduroam.

Clear Cached Network Data

It seems that sometimes the Mac will still keep some information about the Eduroam network within it's configuration files. Deleting the config file by:

1. Open Finder and click on **Go** at the top of the screen next to window **View** and **Window**.
2. Click on **Go to Folder** near the bottom of the dropdown menu.
3. Input **/Library/Preferences/SystemConfiguration**.
4. Delete **com.apple.network.eapolclient.configuration.plist**.
5. Restart the computer.
6. Connect to Eduroam again.

Note: For additional assistance with connecting to Eduroam, please contact the [OIT Service Desk](https://support.byu.edu/it?id=tech_support).

Connecting to Eduroam for Linux

1. Select the **Eduroam**.
2. Enter your username and password.
 - The username is your **netid@byu.edu**
 - The password is your **BYU password**
3. Accept the security certificate.

Wireless Protocols

The wireless 802.11ac standard is recommended to connect to Eduroam. Eduroam also supports 802.11n and 802.11g. Eduroam does not support 802.11b, which is most commonly found in gaming devices made around 1999.

Manual Setup Instructions

1. Click the **NetworkManager applet** (a pair of superimposed monitors, typically in the upper bar on the right), and then select the network name (Eduroam).
 - The **Wireless Network Secrets Required** window will appear
2. Configure the settings as follows:
 - **Wi-Fi security:** WPA & WPA3 with Transition mode
 - **Authentication:** Protected EAP (PEAP)
 - **Anonymous identity:** (leave blank)
 - **CA certificate:** ca-certificates.crt (found at /etc/ssl/certs/ca-certificates.crt)
 - **PEAP version:** Automatic
 - **Inner authentication:** MSCHAPv2
 - **Username:** Your netid@byu.edu
 - **Password:** Your BYU password
 - **Leave the checkbox Show Password unchecked**

For a graphical walkthrough, follow the [[Ubuntu setup instructions](https://uwaterloo.ca/mechanical-mechatronics-engineering-information-technology/how-connect-eduroam)](https://uwaterloo.ca/mechanical-mechatronics-engineering-information-technology/how-connect-eduroam), using the information provided above.

Note: For additional assistance with connecting to Eduroam, please contact the [OIT Service Desk](https://support.byu.edu/it?id=tech_support).

Connecting to BYU Wi-Fi

1. Open your **Wi-Fi Settings**.
2. Turn on Wi-Fi.
3. Select BYU Wi-Fi.
 - Depending on your device, you may be prompted to sign in or you may be connected at this point
 - If you do automatically connect, continue to the login (Step 4)
4. Select your access: **Students, Faculty, and Staff** or **Guest Access**.
 - For students, faculty, and staff, enter your BYU NetID and password
 - For guests, select **Click Here to Connect**
5. Follow the **Device Specific Instructions** for BYU Wi-Fi if issues occur.

Note: To gain access to internal campus resources you must login with your BYU NetID and password. If you are not a current student, faculty, or staff, you can use the 1-day guest access.

Device Specific Instructions for BYU Wi-Fi

Connecting to BYU Wi-Fi For Windows

1. Click the wireless icon in your system tray in the lower right corner of your desktop.
 - For Windows 8.1 and earlier, choose **Start>Connect To>Show all Connections**
2. Select **BYU Wi-Fi**.
3. Open a browser such as Google Chrome.
4. Navigate to google.com or another search engine.
 - You may see a security error if you attempt to access a secure site. This is a normal function, and you may proceed. Avoid this error by going to a non-secure website (such as a search engine) or a website you have not visited before
5. Select your access: **Students, Faculty, and Staff** or **Guest Access**.
 - For students, faculty, and staff, enter your **BYU NetID** and **password**
 - For guests, select **Click Here to Connect**

Connecting to BYU Wi-Fi For Mac

1. Click on the wireless icon in the upper right corner of your desktop.
2. Select **BYU Wi-Fi**.
 - For 1 day guest access, select **Guest Access** in your Wi-Fi settings
3. Open a browser such as Google Chrome.
4. Navigate to google.com or another search engine.
5. Select your access: **Students, Faculty, and Staff** or **Guest Access**.
 - For students, faculty, and staff, enter your **BYU NetID** and **password**
 - For guests, select **Click Here to Connect**

Connecting to BYU Wi-Fi For Mobile Devices (Android and iOS)

1. Go to Settings.
2. Select Wi-Fi.
3. Select the BYU Wi-Fi network.
 - Optionally, you can gain 1 day guest access by clicking the link at the bottom of the login box
4. Open an internet browser.
5. Navigate to google.com or another search engine.
6. Select your access: **Students, Faculty, and Staff** or **Guest Access**.
 - For students, faculty, and staff, enter your **BYU NetID** and **password**
 - For guests, select **Click Here to Connect**

Note: Some Samsung devices will pop up a message that says **Allow Captive Portal Login to access photos, media, and files on your device?** You can select **Deny** for this message. This message is from the **Samsung device**, not the BYU Sign-on system.

Authenticated Access

Users with an active role with the university who log in with a BYU NetID and password will have access to the internal campus network and internet access. This access will allow a user to perform activities such as printing to network printers and accessing internal network drives.

- This access does not include data center access

Guest Access

Users may click a link below the login box for instant guest access. Guests will have access to the internet but not internal campus resources. Campus websites that are accessible through any public internet connection will still be accessible.

Note: For additional assistance with connecting to BYU Wi-Fi, please contact the [OIT Service Desk](https://support.byu.edu/it?id=tech_support).

Common Issues

IOS Device Software Version: IOS devices using IOS 14.0 or 14.1 have had issues connecting to Eduroam. Ensure your device is updated to IOS 14.2 or higher. If the issue persists, please contact the [OIT Service Desk](https://support.byu.edu/it?id=tech_support) for assistance.

Access to Internal Resources with BYU login: To gain access to internal campus resources you must login with your BYU NetID and password. If you are not a current student, faculty, or staff, you can use the 1-day guest access.

Connecting Devices without Web Browsers: Devices without web browsers (wireless printers, Chromecasts, smart TVs, AppleTVs, Amazon Echos, or other similar products) will only use the **BYU Wi-Fi** network. Services offered by devices connected to **BYU Wi-Fi** (for example, Airplay on Apple TV) are accessible to users on the **Eduroam** network. Smart devices are generally unable to connect to the Eduroam network. Devices such as wireless printers, Chromecasts, smart TVs, AppleTVs, Amazon Echos or other similar products only connect to the BYU Wi-Fi network.

Wireless Protocols/Standards: The wireless 802.11ac standard is recommended to connect to Eduroam. Eduroam also supports 802.11ax, 802.11n, and 802.11g. Eduroam does not support 802.11b, which is most commonly found in gaming devices made around 1999.

Eduroam and BYU Wi-Fi not Available: If **Eduroam** or **BYU Wi-Fi** do not appear in the list of available networks in a building, the Wi-Fi adapter will need to be updated. Please contact the [OIT Service Desk](https://support.byu.edu/it?id=tech_support) or your college's IT Department. Many buildings have been upgraded to Wi-Fi-6, which requires newer drivers to see the Wi-Fi-6 SSIDs.

Google Pixel Certificate: For some Google Pixel owners, they will not be able to connect until they set their Server CA Certificates to trust on first connection.

Contact Us: For additional assistance with connecting to Eduroam or BYU Wi-Fi, please contact the [OIT Service Desk](https://support.byu.edu/it?id=tech_support).

Elevated Troubleshooting

Gather Information

1. Find out what the customer has done so far:
 - If the customer has **not done any** troubleshooting, begin with manual setup instructions
 - If the customer has done **some** troubleshooting, begin where they stopped
 - If the customer has done **all** the troubleshooting, continue with the elevated troubleshooting instructions
 - If the customer is a member of a YSA bishopric, stake presidency, high counsel, or stake Relief Society, follow the instructions in [KB0025782](https://support.byu.edu/kb_view.do?sysparm_article=KB0025782) to grant them rights to connect to Eduroam
2. Find out which network the customer is attempting to use.
 - Customers will often refer to issues as **BYU Wi-Fi** but really mean **Eduroam**
3. Ask the user if they are in a coverage area.
 - Bathrooms, stairwells, mechanical spaces, and outside of BYU buildings are not covered
4. Enter the following information in the incident ticket: Room, Building, Time(s) the issue occurred, IP address, and MAC address of their Wi-Fi adapter.
 - Useful questions to ask the user include the following: Does this occur in other buildings? Are others experiencing the same issue?

Check the Clearpass Error Logs

- Clearpass is the login system for both BYU Wi-Fi and Eduroam
1. Log in to Clearpass (see [KB0029648](https://support.byu.edu/kb_view.do?sysparm_article=KB0029648)).
 2. Check for alerts for the user's login attempts
 - An LDAP error from the BYU Wi-Fi login page (user-facing) indicates either no active user role or a bad password
 3. Check to see if there is a space character " " after their netid@byu.edu.
 - If there is a space, have the customer eliminate it and try again

Check IP Address

1. Check to make sure that the customer is getting a valid IP address.
 - You may need to help the customer find this information
2. Use [KB0023419](https://support.byu.edu/kb_view.do?sysparm_article=KB0023419) to verify if the IP address is valid.

Check that their Active Directory Account is not Locked

1. Verify that the customer's account is not being locked because of their Active Directory Account.

- A locked account will prevent the customer from using new device leases
 - A device with an old password saved may lock their Active Directory Account
 - A locked account will cause all new devices to fail authentication
 - Some existing devices that are already connected may still be working properly
2. Unlock the locked Active Directory Account using [KB0026069](https://support.byu.edu/kb_view.do?sysparm_article=KB0026069).

See if the Customer gets a Security Error in the Web Browser when using BYU Wi-Fi

1. Have the customer go to a website they have never been.
 - For example, bbc.com, espn.com, or cnn.com
2. Have the customer sign in on the BYU Wi-Fi sign-in page.
 - If the customer is getting security errors for BYU Wi-Fi, have them navigate to <https://onboard.byu.edu/guest/public>

See if the Customer is able to load Webpages and Connect to Wi-Fi

1. Follow the trouble shooting steps in [KB0030084](https://support.byu.edu/kb_view.do?sysparm_article=KB0030084) to resolve the issue.

Assign the incident to the CNC-Network Service Center with all the following information:

1. What type of device (for example, an iPhone or Dell laptop) does the customer have?
2. What Operating System does the customer have?
3. What is the MAC address of the wireless NIC?
4. Does the customer connect to an access point (IP address or other)?
5. What access point, if any, does the customer connect to?
 - Check Clearpass [KB0029648](https://support.byu.edu/kb_view.do?sysparm_article=KB0029648)
6. Can the customer get a valid connection to a network outside of BYU Wi-Fi or Eduroam (for example, their home Wi-Fi)?
7. Which, if any, IP address does the customer get?
8. Is the customer's Active Directory account locked or automatically locking?
9. Can the customer ping google.com?
10. Can the customer ping the IP address 8.8.8.8 (a Google server)?
11. Can the customer access campus websites?
12. Which websites is the customer trying to and unable to access? What happens when they try?
13. In what rooms and buildings is the customer having trouble connecting to Wi-Fi?
14. What specific time(s) of day is the issue occurring?
15. Are other people around the customer experiencing the same issue?

Using Clearpass

Find the Clearpass error codes at

[KB0029648](https://support.byu.edu/kb_view.do?sysparm_article=KB0029648).

To access Clearpass, go to [onboard.byu.edu](https://onboard.byu.edu/tips/welcome.action) and select the box in the top left that says **Clearpass Policy Manager**.

- The credentials for the service desk are saved in Lastpass

[image of clearpass]

Check for a Valid IP Address

This section covers how to check for a valid IP address and release and renew the IP address while troubleshooting wired/wireless network access problems.

Check for a Valid IP Address on Windows 7, 8, and 10

1. Click the **Start** button.
2. Select the search bar at the bottom that says **Start Search**.
3. Type **command** or **cmd** in the search bar and press **enter**.
4. Type **ipconfig** in the **Dos Prompt** window.
5. Check for a valid IP address (listed as IPv4 Address).
6. Type **ipconfig /release** and press **enter**.
 - Click **Start**
 - Click **All Programs**
 - Click **Accessories**
 - Right Click, **Command Prompt**
 - Click **Run as Administrator**
 - A box will come up asking for permissions, click **Yes**
 - Type **ipconfig /release** again at the prompt and press **Enter**

Note: An error may appear saying **The requested operation requires elevation**. This message means that only the administrator can release the IP address.

7. Type **ipconfig/renew** and press **Enter**.
8. Check for a valid IP address.
 - If the user gets the error **The operation failed as no adapter is in the state permissible for this operation**, it means they have a static IP address. Check their TCP/IP settings.

If the previous method for finding an IP address does not work, use the following method:

1. Go to **Control Panel > Network and Internet > Network and Sharing Center**.
2. On the left side menu select **Change Adapter Settings**.
3. Right Click on **Local Area Connection or Wireless Area Connection** and select **Status**.
4. Click on the **Details** button.

Check for a Valid IP Address on Mac OS X

1. Click the **Apple** button.
2. Click on **System Preferences**.
3. Select **Internet and Network** subtitle.
4. Click the **Network** icon.
5. Select **Options > Ethernet**

- For wireless problems, select **Options > Airport** or **Wi-Fi**
- 6. Click the **Advanced** button.
 - For Mac OS 10.4 and earlier, click the **TCP/IP** tab (on)
- 7. Select **Using DHCP** in the Configure IPv4 field.
- 8. Check for a valid IP Address.
- 9. Click **Renew DHCP Lease** to get a new address.
 - If the boxes are grayed out and will not allow changes, check in the bottom left of the window to see if they have been locked
 - To allow changes, click on the lock and have the user re-enter their computer username/password

If problems continue, remove the **offending network** (Airport, Ethernet, etc.).

1. Go to **System Preferences > Network preferences**.
2. Press the **minus (-)** button in the left pane.
3. Press **apply**.
4. Add the network again.
5. Check for a valid IP Address.

Escalation Rules

Note: Devices without internet browsers or screens (such as Chromecasts, Apple TVs, printers, and Amazon Echoes) are unable to connect to Eduroam. These devices should connect to BYU Wi-Fi without needing to enter a password or registration. If there are problems with these devices connecting with BYU Wi-Fi, get the MAC address and assign the INC to CNC-Network Service Center.

If an issue related to the wireless network cannot be resolved by the TSC, it might need to be escalated to the **Campus Network Center (CNC)**.

- TSC agents submitting tickets to the CNC must use the provided incident ticket template in ServiceNow
- Before a ticket is assigned to the CNC, the agent needs to **verify the user's contact information**, and **update the information** in ServiceNow, as needed
- After a ticket is assigned to the CNC, the agent will direct the user to **save the ticket number** and **contact the CNC directly at 801-422-7576** to follow-up if their ticket is not resolved within **24-48 hours** or the amount of time agreed by the TSC agent and customer