

IT Services

15.07.2025

Eduroam



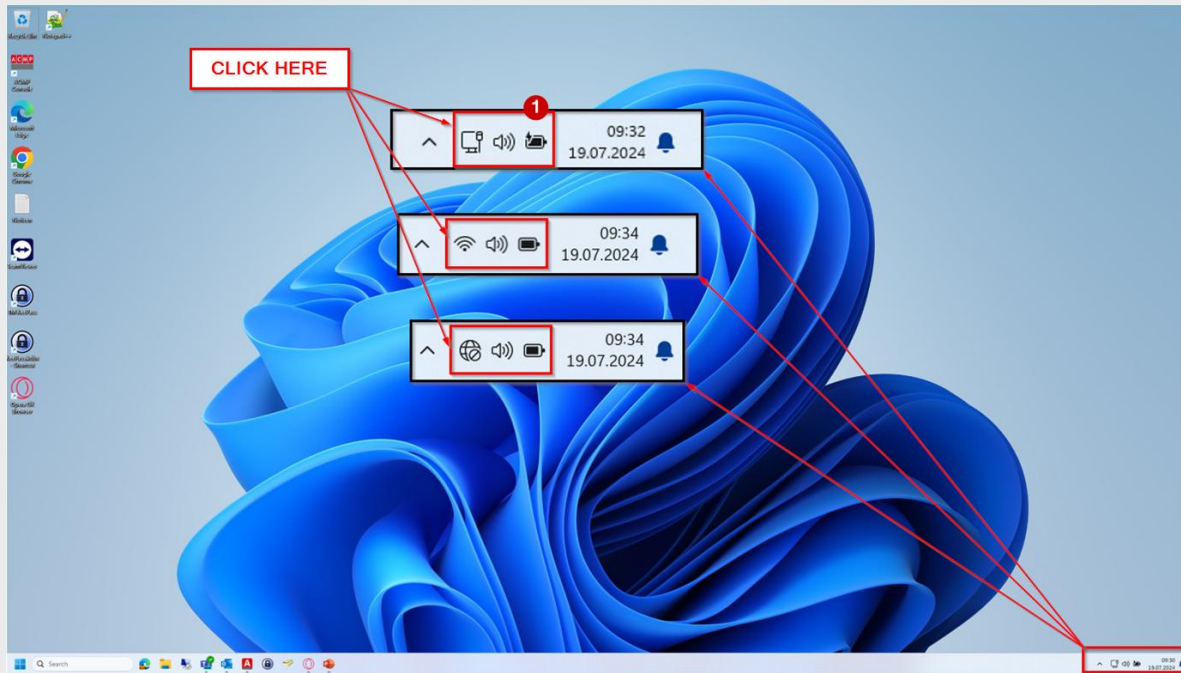
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Leading with an Operations Mindset

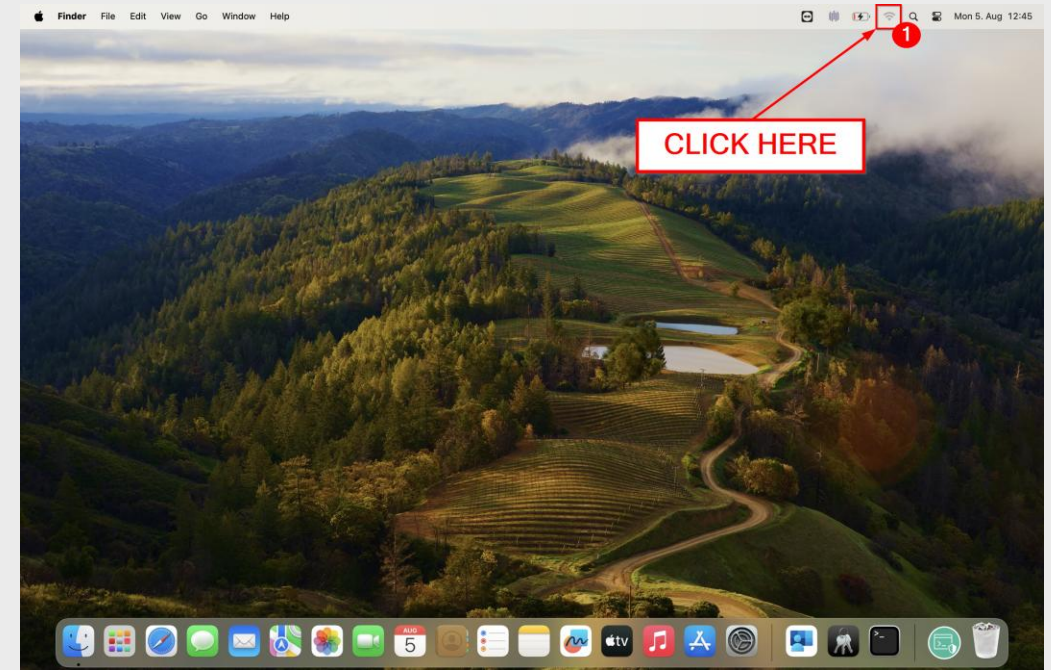


Setting up Eduroam

STEP 1: Open the WiFi Menu first.



Navigating to the WiFi Menu (Windows)

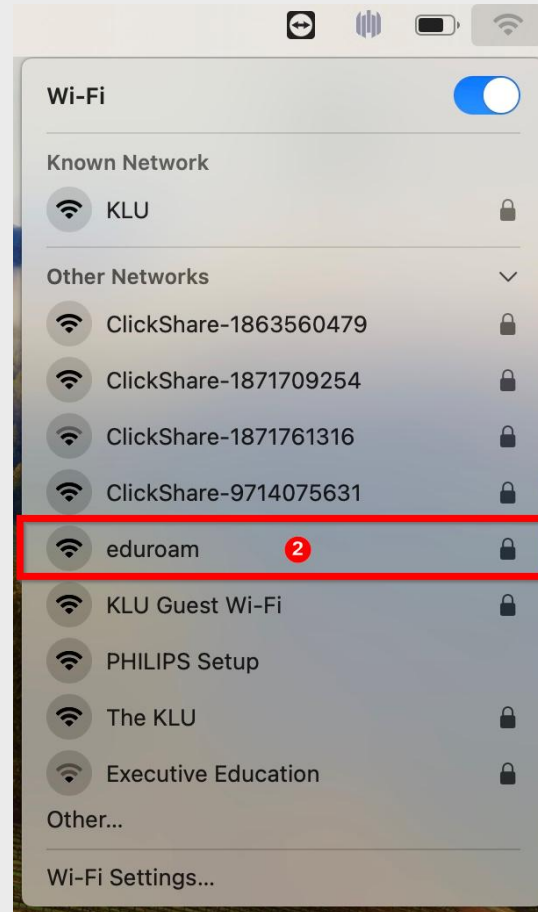
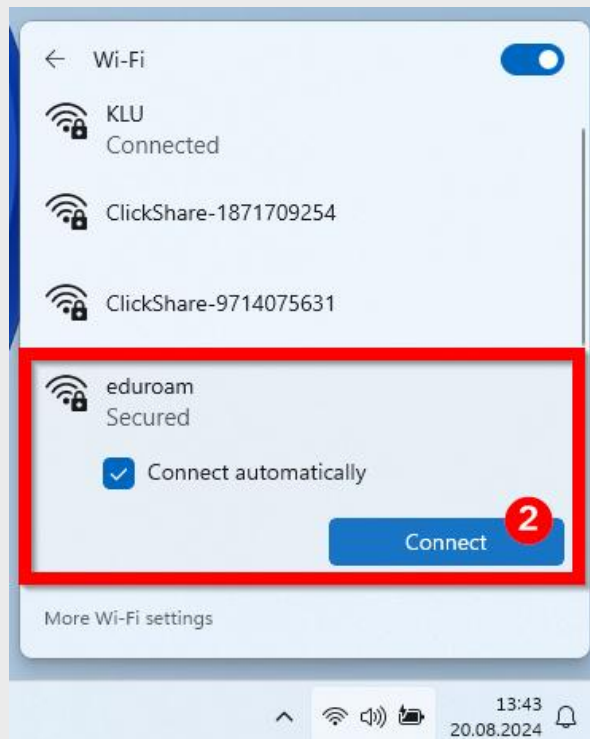


Navigating to the WiFi Menu (Mac)

Setting up Eduroam

STEP 2: Manage your WiFi connections. Choose „eduroam“ and click „Connect“.

We recommend ticking the checkbox „Connect automatically“ before connecting.

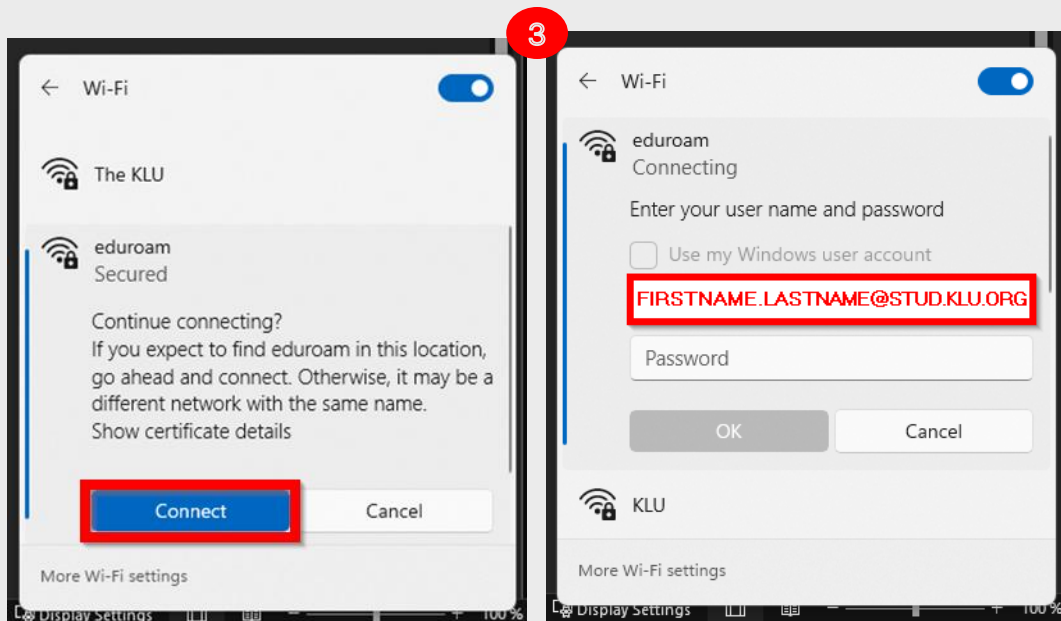


Note: Your login credentials are the same as your „KLU“ login credentials. (Firstname.Lastname@stud.klu.org)

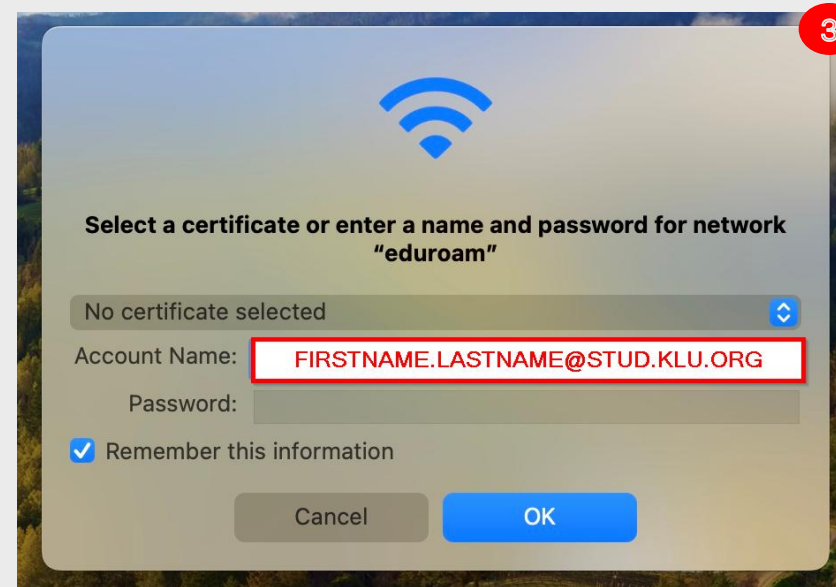
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STEP 3:

- For Windows: Confirm your intention to connect with „eduroam“ and enter your login details in the next window.



- For Mac: Enter your login details. (Tick the checkbox „Remember this information“ beforehand)

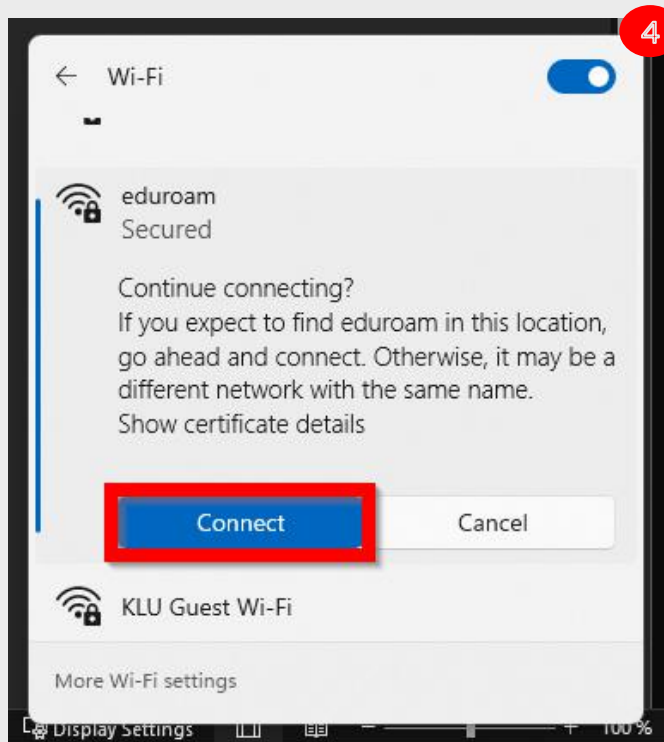


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STEP 4:

Windows: Once again you will be asked if you want to continue connecting. Proceed by clicking „Connect“ one last time.

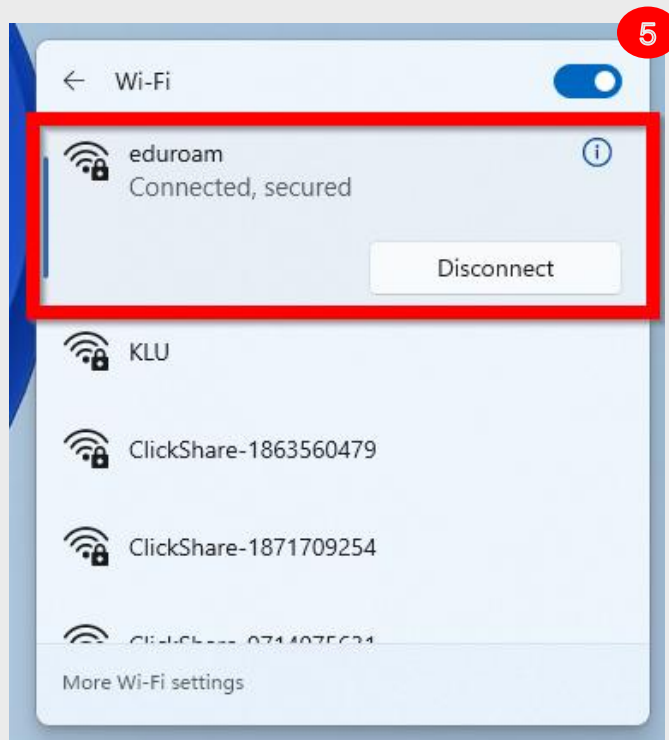
Mac: There should be no problem with the certificate. Proceed by clicking „Continue“.



Setting up Eduroam

STEP 5: The following screenshots underneath show how a successful connection to eduroam would look like.

If you're having trouble connecting to eduroam please contact us via servicedesk@klu.org



Eduroam

Troubleshooting

If you ever experience connection issues with eduroam, certain information is needed to help you:

- Your location where you tried to connect to eduroam (e.g. Staatsbibliothek)
- The time, so we can identify which of the many connection attempts was yours
- And if you're able to provide a MAC/Physical Address, we can identify which of your devices was involved (This step is for advanced users)

Depending on your location, you are supported by the local IT department, who can assist you further with the information mentioned above.