

# eduroam under iOS

Stand: b'19. Dezember 2024'

## 1 Four-step quick guide

- You already have configured eduroam on your device? Delete the configuration: Settings → General → VPN & Device Management
- Download the profile (use Safari): [profil](#)
- Install the profile.
- Connect to *eduroam*.

## 2 Preface

The following instructions describe how to configure access to the wifi *eduroam*. The manual was created with an *iPad Pro (iOS 18.2)*. However, it should apply also to other *iOS*-Devices

The prerequisite is access to the Internet – for example, via a free wifi or via your mobile phone operator.

## 3 Update Note

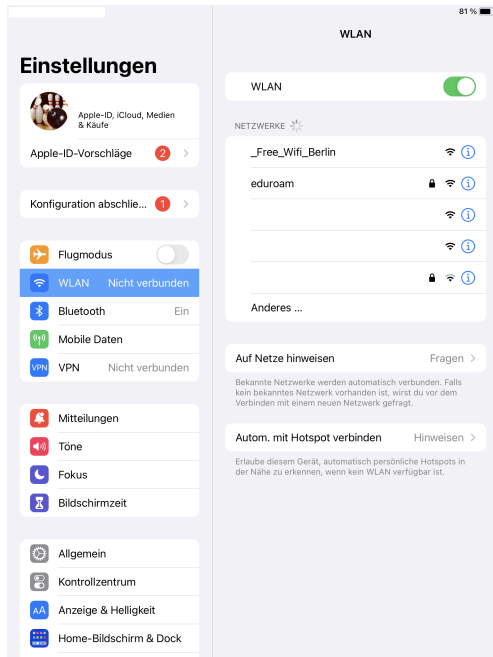
### **CAUTION:**

If you do not perform a first installation but adjust your configuration during the eduroam changeover, you first have to remove the existing profile (see page 6) and then follow the procedure as for a new installation.

You must either be connected to a free wifi or have another access to the Internet. The wifi *eduroam* will then no longer function during the installation.

## 4 Connecting to a free wifi

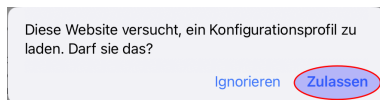
Please use a free wifi for setting up *eduroam*. If your iOS device has Internet access elsewhere, you can skip this section.



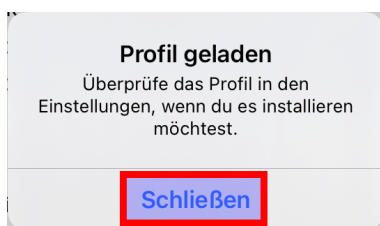
Go to **Settings** and tap on a free wifi to connect to this wifi.

## 5 load configuration file

The CMS provides customized eduroam configuration files (“Profiles”) for iOS. Download the profile [eduroam.py](#) If you are not using Safari as your default browser, the download may not start automatically. In this case, please copy the link to the clipboard, open Safari and access it with this browser.

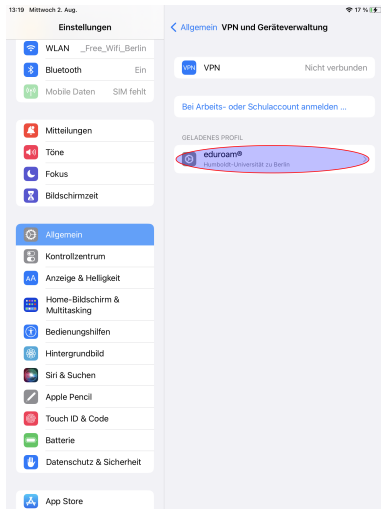


Let the profile loading. Tap **Allow**

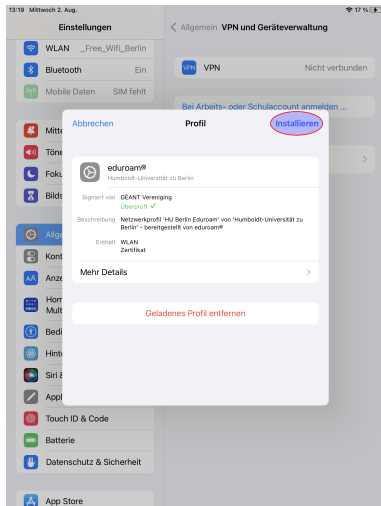


Commit the download with **Close**.

## 6 Install Profile/Certificate

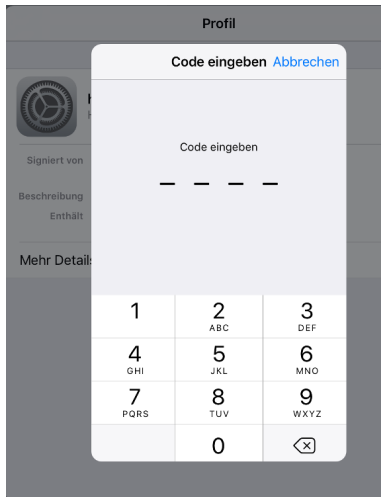


After successful download please open **Settings**, loaded **Profiles** . Please select **Install**.

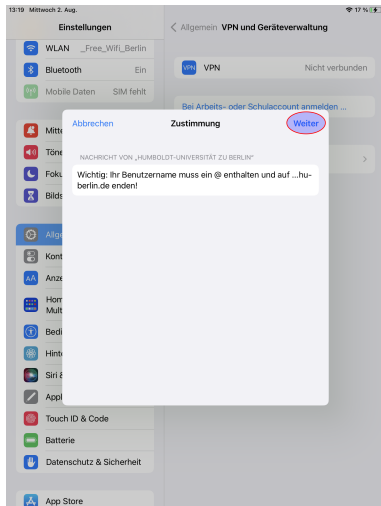


Please click **Install**.

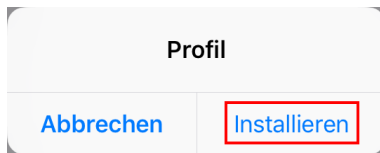
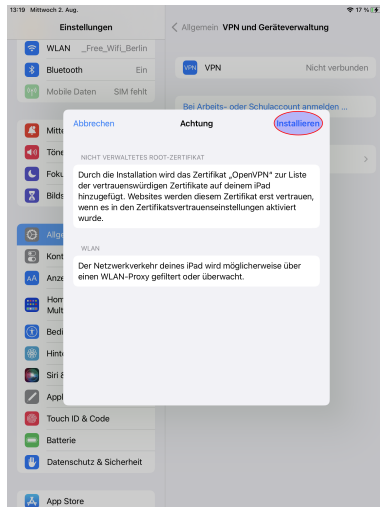
You may be asked to enter your iOS security code (PIN).



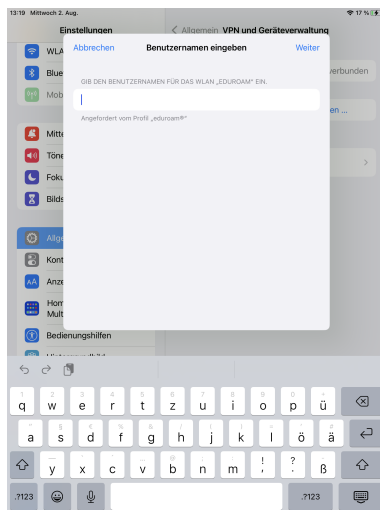
Please type **next**.



Please type **install**.



In the following reference to **install** or *Replace* (if a profile already exists, it will be overwritten).



Please type your HU-Account, followed from @hu-berlin.de. Type **next**.

textitHint: This is NOT the e-mail address.

**Benutzerberatung**

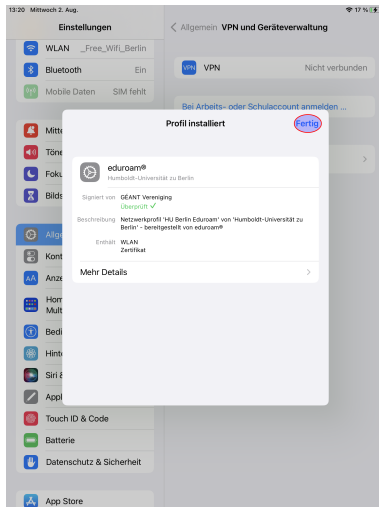
Telefon: 2093 70000

eMail: cms-benutzerberatung@hu-berlin.de

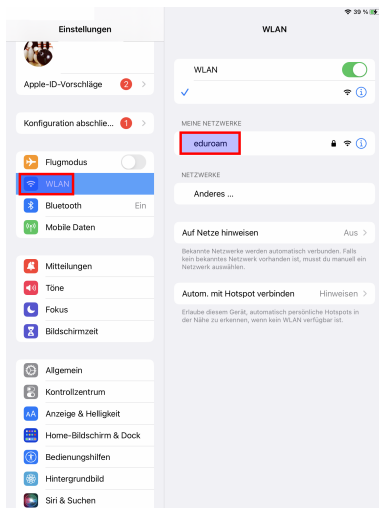
letzte Aktualisierung: b'19. Dezember 2024'

Revision: b'9b391fa'

The wifi profiles have been successfully installed. Confirm the final status window by touching *Done*.



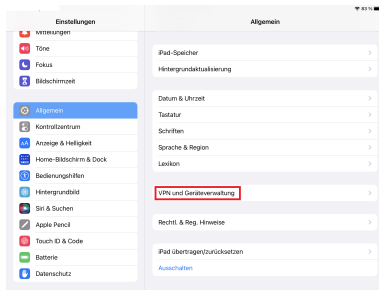
Now select the wifi *eduroam* to connect. With this, the installation is complete. (Settings, WI-FI, *eduroam*)



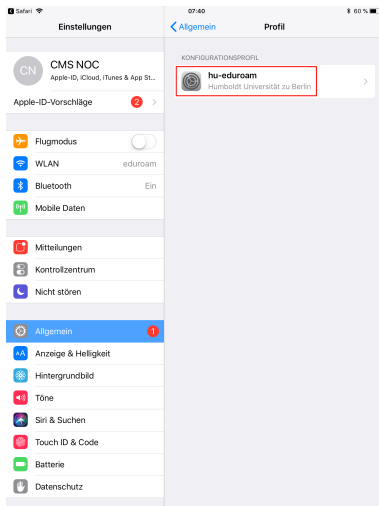
## 7 Troubleshooting

### 7.1 Remove profil

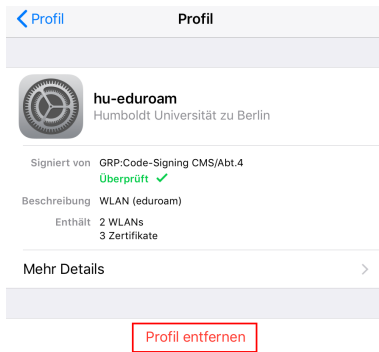
If you update your profile within the scope of our eduroam conversion, you have to remove the existing profile first in order to install the new profile. This is due to the fact that the certificate for signing the configuration profile has to be updated as well. Only ONE existing *eduroam* profile is effective!



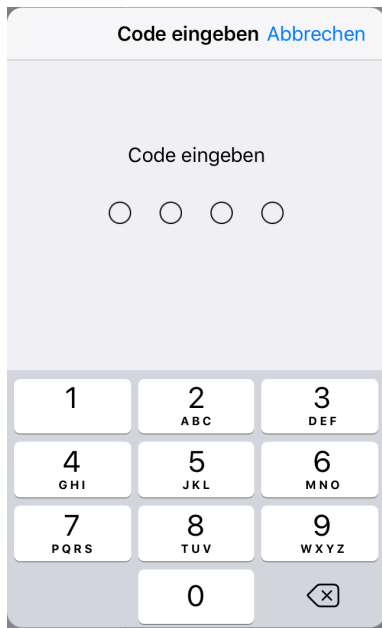
Select the *Settings* item **General** and tap **VPN & Device Management** .



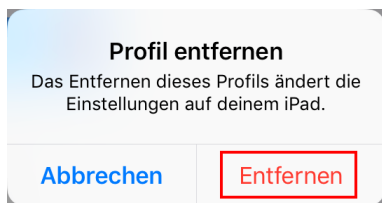
Select the profile **hu-eduroam**



Tap **Remove Profile**



You may be asked to enter your iOS security code (PIN).

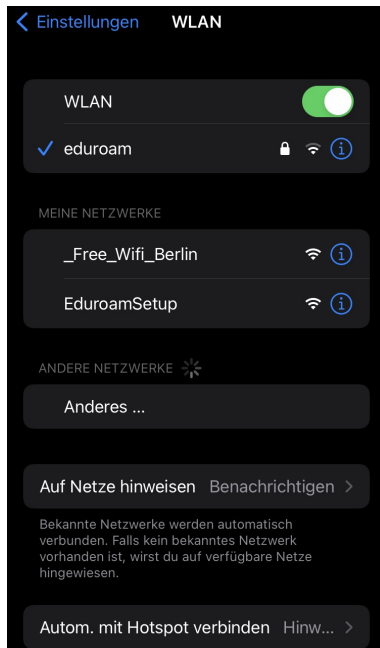


Tap **Remove** to remove the old eduroam profile from your device.

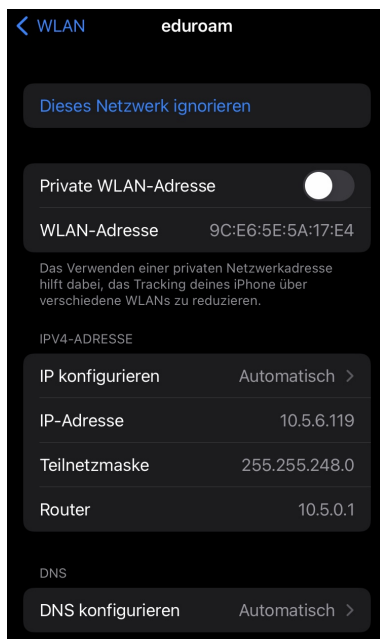
You can now follow the steps for reinstallation to install the current eduroam profile on your device.



## 7.2 Remove Wifi

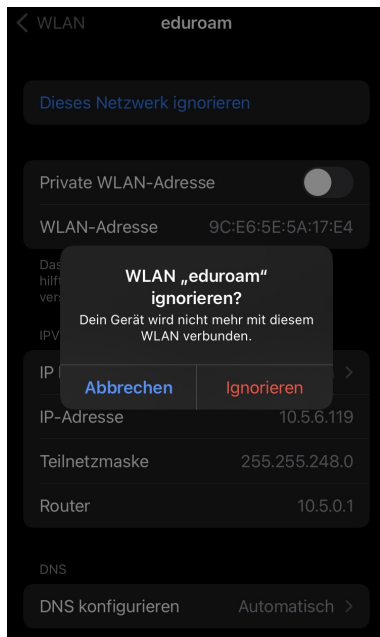


Under certain circumstances, after removing the eduroam profile there is still a WiFi **eduroam** saved. If this is the case for you, please tap first on **eduroam**.



Now click on **Ignore this network**.

Note: If this field is not displayed for you, you have no WiFi **eduroam** saved and you can start setting it up right from the start.



Confirm the query with **Ignore**.  
Now your WiFi **eduroam** is removed and you can start setting up from the beginning.