What should I do if I'm having trouble connecting to wireless on-campus?

Tell Me

For the best wireless experience, please make sure to connect to the eduroam wireless network.

1. “Forget” the wireless network on your device by following the steps for your device in this FAQ and then try reconnecting
2. If forgetting the network doesn’t resolve your issues, go to https://cat.eduroam.org/?idp=1380
   1. Follow the on screen instructions
   2. Once you have completed the steps, and are back on the main screen (see below) try to reconnect to the eduroam network
   3. When complete, you should see the following screen, depending on your device

3. If you are still unable to connect, please contact the IT Service Desk at 704-687-5500

Wireless in residential buildings is provided by Housing and Residence Life.

Related FAQs

- What should I do if I'm having trouble connecting to wireless on-campus?
- How do I log into eduroam wireless at UNC Charlotte using a phone/tablet?
- How do I access the wireless network (WiFi) on campus?
- Why am I getting a connection error for eduroam wireless on my Windows 10 computer?
- What other campuses have the eduroam wireless network available?