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](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

![Windows 10 and macOS screens showing installation complete](image)

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

Page: How do I log into eduroam wireless at UNC Charlotte on my computer?
Page: How do I log into eduroam wireless at UNC Charlotte using a phone/tablet?
Page: How do I log into eduroam wireless on Windows 10 before loggin in?
Page: What should I do if I'm having trouble connecting to wireless on-campus?
Page: How do I access the wireless network (WiFi) on campus?