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 and then try reconnecting
   a. Follow the on screen instructions
   b. Once you have completed the steps, and are back on the main screen (see below) try to reconnect to the eduroam network
   c. 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

Related FAQs

- What other campuses have the eduroam wireless network available?
- How do I log into eduroam wireless using a phone/tablet?
- How do I log into eduroam wireless on my computer?
- How do I log into eduroam wireless on Windows 10 before loggin in?
- What should I do if I'm having trouble connecting to wireless on-campus?