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Restrictions

4 year Certificate lifetime
- Multiple emails will be sent out before cert expires.

10 Maximum devices to on-board
- Contact ITS for additional devices

CSUEB-JoinNow Restrictions

1. Service flushed daily
2. Re-auth if no activity for 10 minutes
3. Bandwidth limited to 10 Mb.

Tips

On-Campus On-boarding

Already have internet connection?
Simply go to https://joinnow.csueastbay.edu and follow the instruction for the device type.

No internet connection?
1. Connect to CSUEB-JoinNow/CSUEB-Guest
3. Follow the instruction for the device type to login.

Off-Campus
Simply go to https://joinnow.csueastbay.edu and follow the instruction for the device type.

How do verify client is connected properly to eduroam?
If user gets a prompt for their login when connecting, they are still connecting using the previous method.
Below are screenshots for common OS to verify they are connected using a certificate.

**Windows 10**

- Click Network Icon on the lower right > Eduroam > Click on Properties > Scroll down in the wireless network window
- Type of sign-in info should be **Microsoft: Smart Card or other certificate**
Windows 7

- Click Network Icon on the lower right > Right-click on eduroam and select properties
- Authentication device should be **Microsoft: Smart Card or other certificate**
OSX

- Upper right, click on wireless icon > Select Open Network Preference
- Under the eduroam network, it should be “Authenticated via EAP-TLS”
Apple iPhone

- Go to Settings > General > Profile
- You should see a profile named “California State University Eastbay”
Android
• Swipe down and select Wi-Fi > Click on More Settings
• Click and hold the eduroam network > Select Modify Network
• For EAP method, it should be “TLS”
Android

Issue: Download pending for the SecureW2 app
Resolution: Make sure there’s no other pending updates in the background.

Phone

On-boarding Process

1. Open a browser and go to http://joinnow.csueastbay.edu
2. Click on the Download button for Step 1.
3. On the Google Play store, click on Install.
4. Once installed, click on **Open**.

5. Click on **Next** at the next screen.

We are now launching a separate dialog to continue sign-in at your account provider website.

When you have successfully signed-in, the application will continue.
6. A browser will open up redirecting you to enter your NetID and password.

7. Once the wireless configuration is done, click on **Done** to close out the application.
Chrome Laptop

1. On the lower-right hand, connect to CSUEB-JoinNow
2. Open a browser and navigate to any website.
3. At the University On-boarding page, accept the TOS
4. Once you’re device is registered, go to http://joinnow.csueastbay.edu
5. Select Inline Install
6. Click on Install.
7. Click on Add Extension
8. Click on Sign In
9. Log into ADFS
10. Click on Download
Apple

MAC OSX

On-Boarding Process

1. Open a browser and go to http://joinnow.csueastbay.edu
2. At the operating system selection, you should see your OS automatically detected.
3. Select “Configure via dissolvable Agent”
4. Click on JoinNow.
5. A DMG application package will download.

6. Open the DMG file from your download folder.

7. At the warning prompt, click Open.
9. Click Next at the SecureW2 JoinNow

We are now launching a separate dialog to continue sign-in at your account provider website.

When you have successfully signed-in, the application will continue.

10. A browser will open up redirecting you to enter your NetID and password.
11. When prompted at the next screen, enter your Mac computer’s **username** and **password**.

12. At the keychain prompt, enter your Mac computer’s **password** and select “**Always Allow**”.
13. Once the wireless configuration is done, click on **Done** to close out the application.
iOS

On-boarding Process

1. Open a browser and go to http://joinnow.csueastbay.edu
2. Click on Sign In to get redirect to a login page.
3. Enter your NetID and password at following page and click on “Sign In”

4. Click on JoinNow at the next page.
5. Click “Allow” at the following prompt.

6. Select your device type at the following prompt.
7. At the profile screen, click on **Install**.

8. Enter your **passcode** to allow the profile to be installed.
9. At the warning, click in **Install**.

10. Once you see the Profile Installed, click on **Done**.
11. You can no go to the settings screen > Wifi > and select eduroam to connect.
Microsoft

Windows 10

On-Boarding Process

1. Open a browser and go to http://joinnow.csueastbay.edu

2. When prompted, download the application.

3. Open up the application.
4. Click Next at the following window.

5. A browser will open up redirecting you to enter your NetID and password.

6. You’ll be redirected back to the application after entering in your NetID and password.
7. Once the wireless configuration is done, click on **Done** to close out the application.