

# **Eduroam**

## **Onboarding**

### **Troubleshooting**

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# Restrictions

1. **4** year Certificate lifetime
  - a. Multiple emails will be sent out before the certificate expires.
2. **10** Maximum devices to on-board
  - a. 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 an internet connection?

1. Simply go to <https://joinnow.csueastbay.edu> and follow the instructions for the device type.

No internet connection?

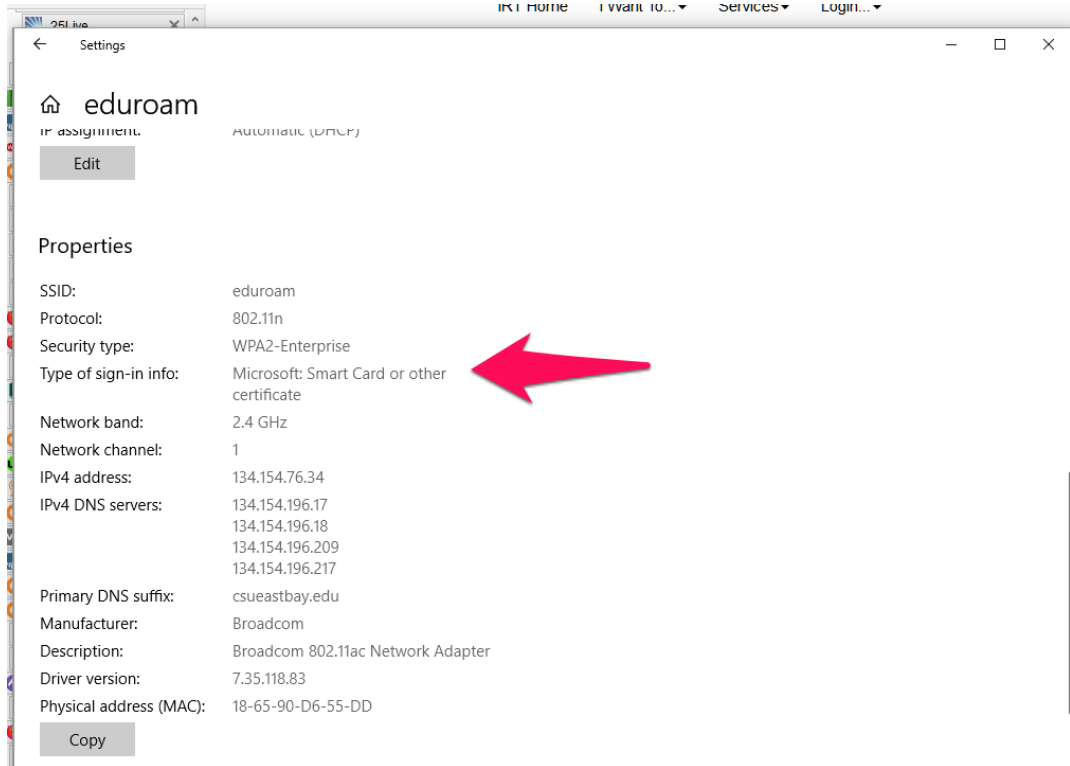
1. Connect to CSUEB-JoinNow/eduroam
2. Accept the TOS.
3. Go to yahoo.com to make sure the client has access.
4. Go to <https://joinnow.csueastbay.edu>.
5. Follow the instruction for the device type to login .

## Off-Campus

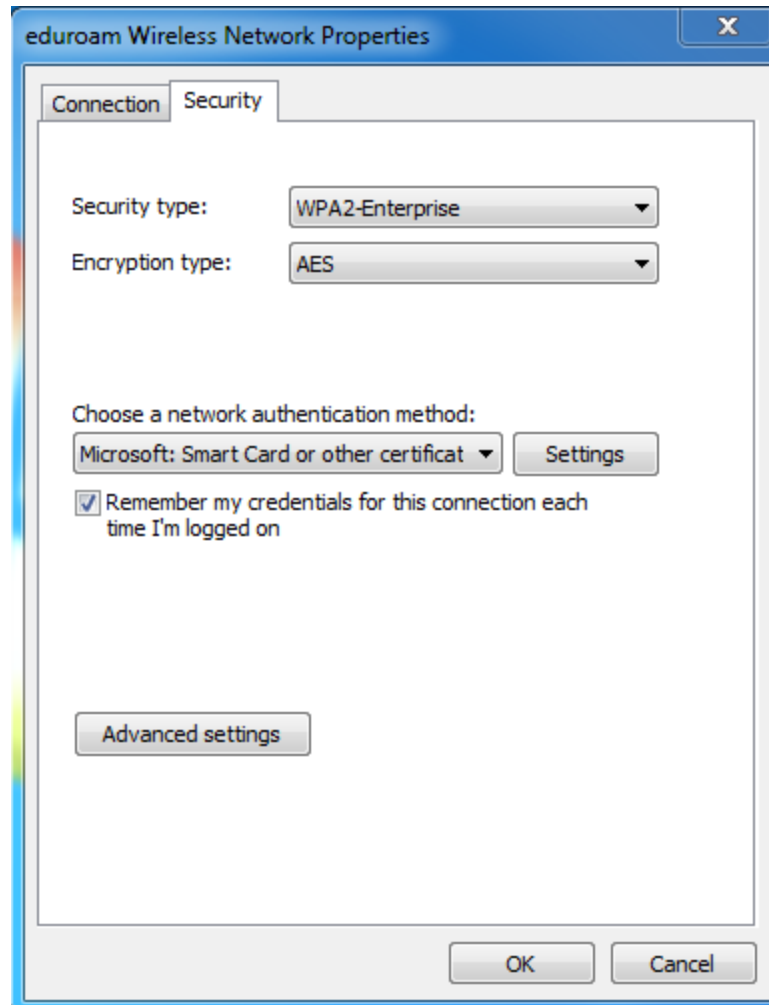
1. Simply go to <https://joinnow.csueastbay.edu> and follow the instructions for the device type.

## How do I verify the client is connected properly to eduroam?

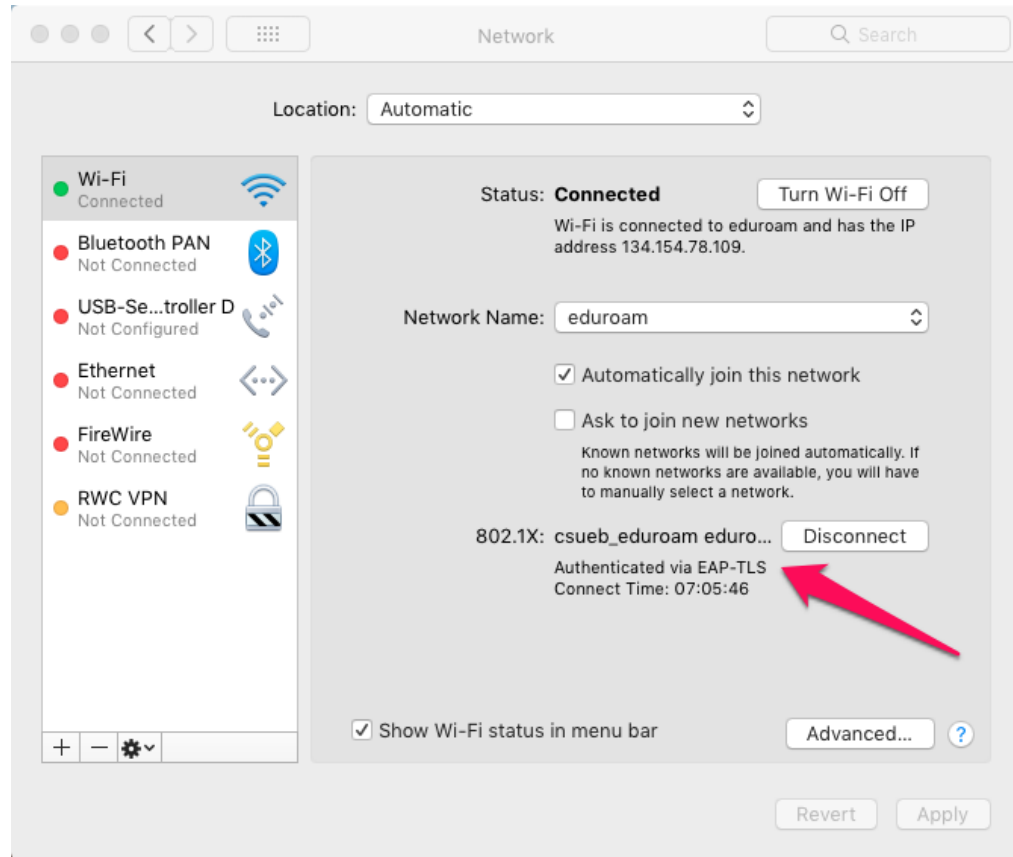
- If a user gets a prompt for their login when connecting, they are still connecting using the previous method.
- Below are screenshots for common OS to verify they are connected using a certificate.
- Windows 10
  - Click Network Icon on the lower right > Eduroam > Click on Properties > Scroll down in the wireless network window
  - Type of sign-in info should be **Microsoft: Smart Card or other certificate**



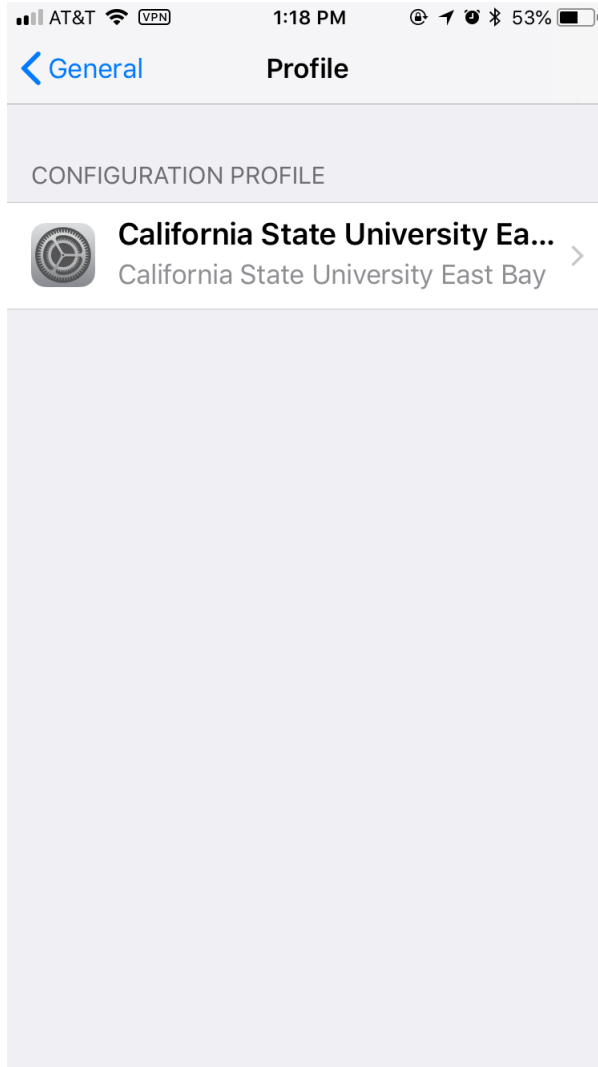
- 
- Windows 7
  - Click Network Icon on the lower right > Right-click on eduroam and select properties
  - Authentication device should be **Microsoft: Smart Card or other certificate**



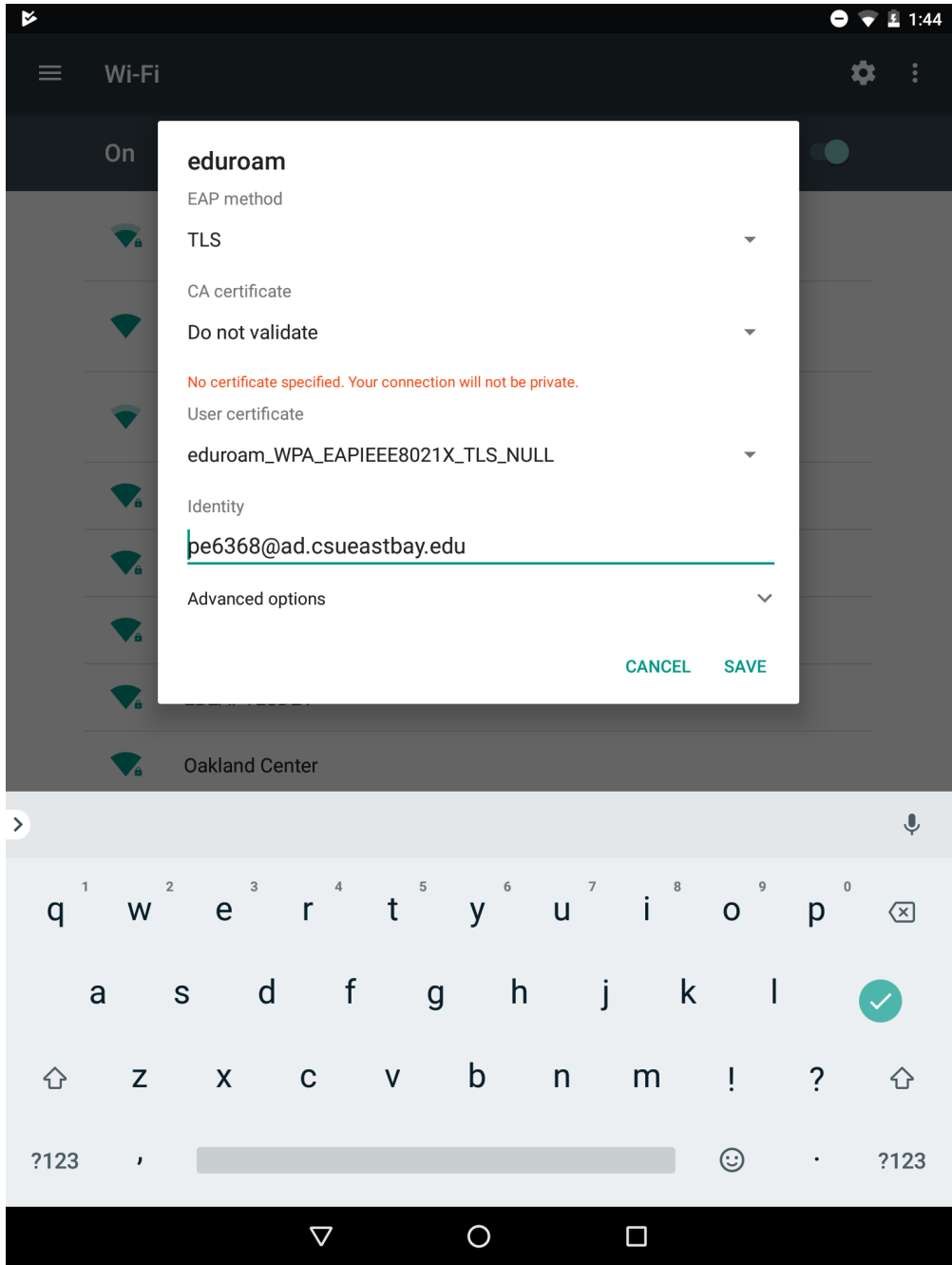
- 
- OSX
  - Upper right, click on wireless icon > Select Open Network Preference
  - Under the eduroam network, it should be "**Authenticated via EAP-TLS**"



- 
- 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.

- <https://www.theandroidsoul.com/fix-download-pending-play-store/>

# Phone

## On-boarding Process

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


2. Click on the **Download** button for Step 1.

# CAL STATE EAST BAY

University Student, Staff and Faculty **secure** 'eduroam' wifi on-boarding. Can be used at East Bay campuses and anywhere [eduroam](#) is supported. Follow the steps below and JoinNow

**Are you a Guest Visitor?** Please, [go back to the East Bay On-Boarding Page](#) and use the **Visitor Connect to Guest Wifi** section.

The following system was detected:



**Step 1:** Please select a download source **and install App.**

If the 'Download' fails, Please, [return to the East Bay On-Boarding Page](#) and use the Visitor Connect to Guest Wifi section. Than open a normal browser and go to 'joinnow.csueastbay.edu'

**Step 2:** Return to this page to **connect** by selecting JoinNow below.

Note: if clicking the **JoinNow** button does not open the App, please use Android's built-in browser or Chrome browser.

By clicking the **JoinNow** button you accept the [University Acceptable Use Policy](#) and the [SecureW2 terms and conditions](#).

Was your device detected incorrectly?

Select your device:

[Privacy Policy](#) Powered by SecureW2

3. On the Google Play store, click on **Install**.

4. Once installed, click on **Open**

The screenshot shows the Google Play Store interface for the 'SecureW2 JoinNow' app. At the top, the status bar shows the time as 1:41. The app's name 'secure W2' is prominently displayed in the center. Below it, the app title 'SecureW2 JoinNow' is shown, along with the developer 'SecureW2' and an age rating of 'E Everyone'. Two buttons are visible: 'UNINSTALL' and 'OPEN'. The 'OPEN' button is highlighted in green. Below the buttons, there are four circular icons representing app statistics: '100 THOUSAND Downloads', a '3.7' rating with five stars, 'Productivity', and 'Similar'. A 'WHAT'S NEW' section at the bottom lists two updates: '1. Disabled keyboard suggestions when entering username/password' and '2. Minor Bug Fixes'.

secure W2

SecureW2 JoinNow  
SecureW2  
E Everyone

UNINSTALL OPEN

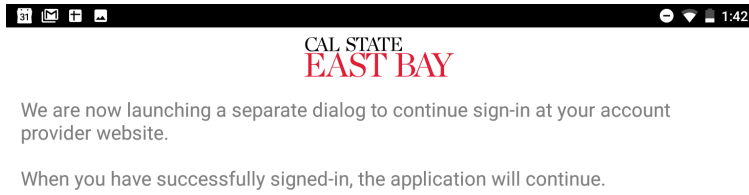
100 THOUSAND Downloads  
3.7 5,322  
Productivity Similar

JoinNow, a self-service solution to configure users for WPA2-Enterprise & 802.1X

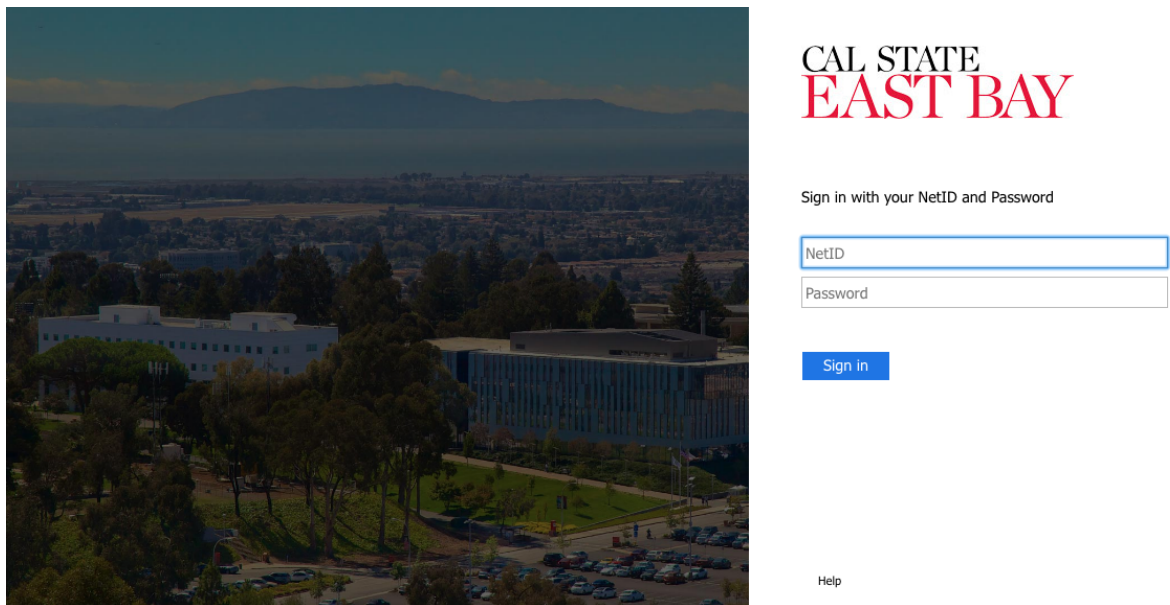
**WHAT'S NEW**

1. Disabled keyboard suggestions when entering username/password
2. Minor Bug Fixes

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

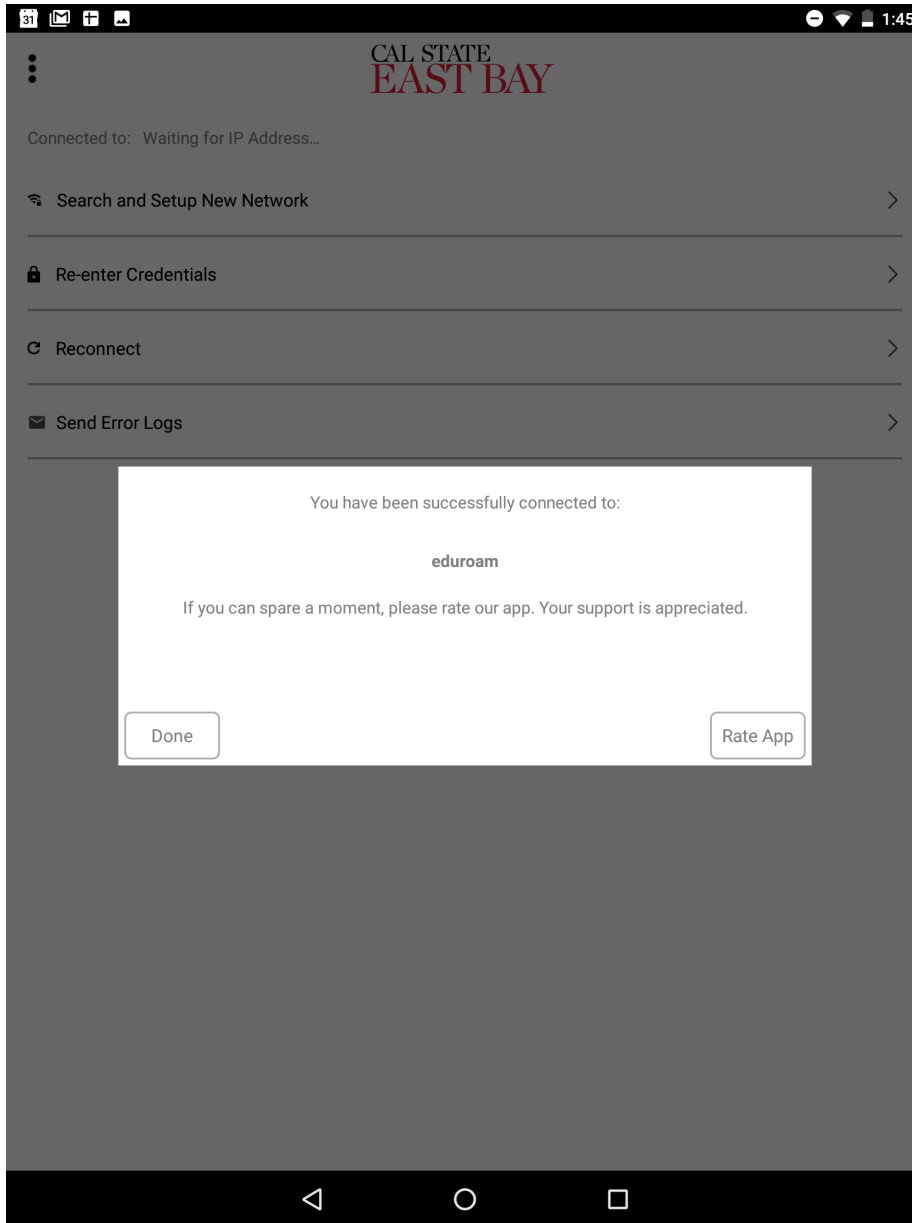


6. A browser will open up redirecting you to enter your NetID and password.



- 7.

8. 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
- 11.

## 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.

# CAL STATE EAST BAY

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**Are you a Guest Visitor?** Please, [go back to the East Bay On-Boarding Page](#) and use the **Visitor Connect to Guest Wifi** section.

The following system was detected:



macOS High Sierra

Choose Option:

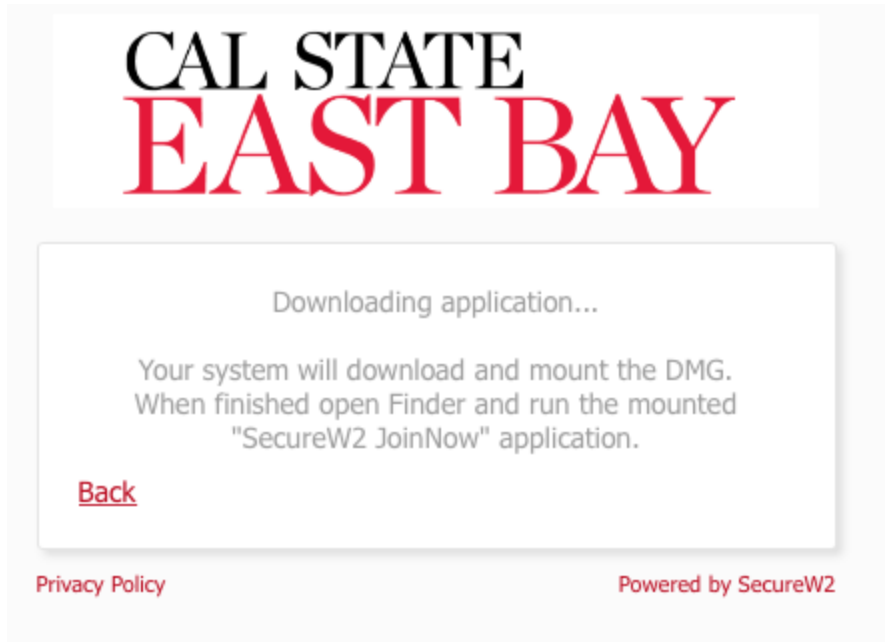
Configure via dissolvable Agent (configure and connect)  
 Configure Profile Only (configure only)

You may be prompted to enter your computer's desktop password more than once. This is an expected behavior, please select "Always allow" when prompted.

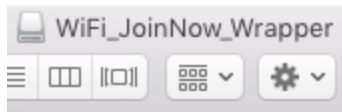
[JoinNow](#)

3. Select **"Configure via dissolvable Agent"**
4. Click on **JoinNow**.

5. A DMG application package will download.

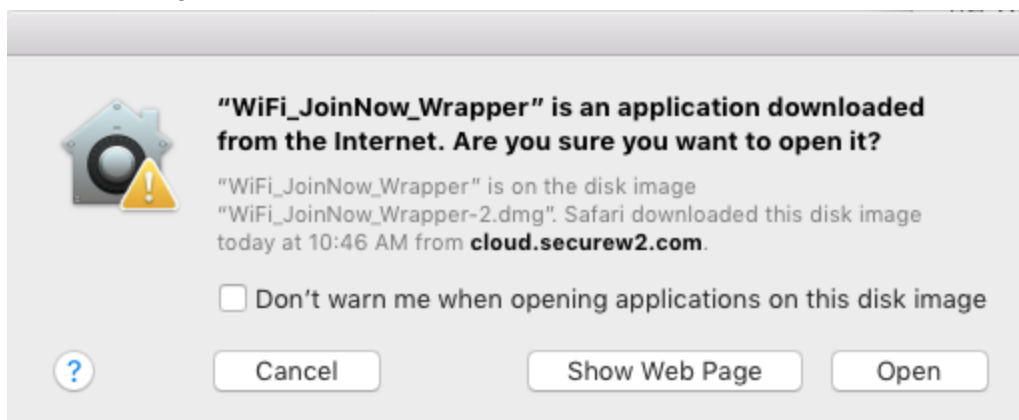


6. Open the DMG file from your download folder.



WiFi\_JoinNow\_Wrapper

- 7.
8. At the warning prompt, click Open.



- 9.
10. Click Next at the SecureW2 JoinNow



# CAL STATE EAST BAY

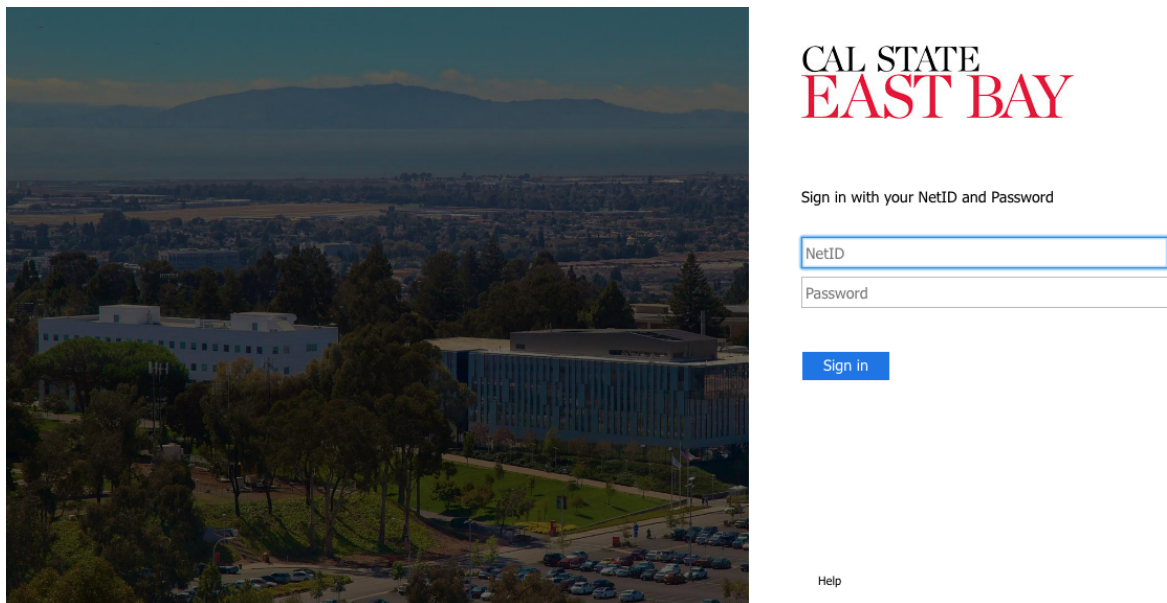
We are now launching a separate dialog to continue sign-in at your account provider website.

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

CONFIGURE      AUTHENTICATE      JOINED

Next      Cancel

- 11. \_\_\_\_\_
- 12. A browser will open up redirecting you to enter your NetID and password.

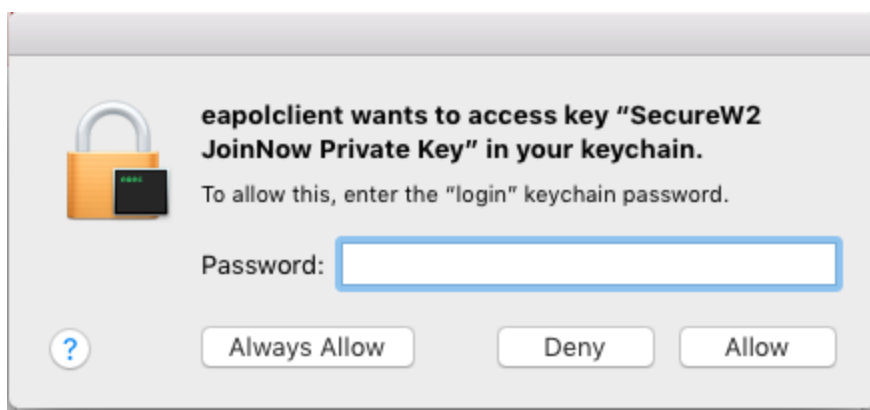


- 13. \_\_\_\_\_
- 14. When prompted at the next screen, enter your **Mac** computer's **username** and **password**.



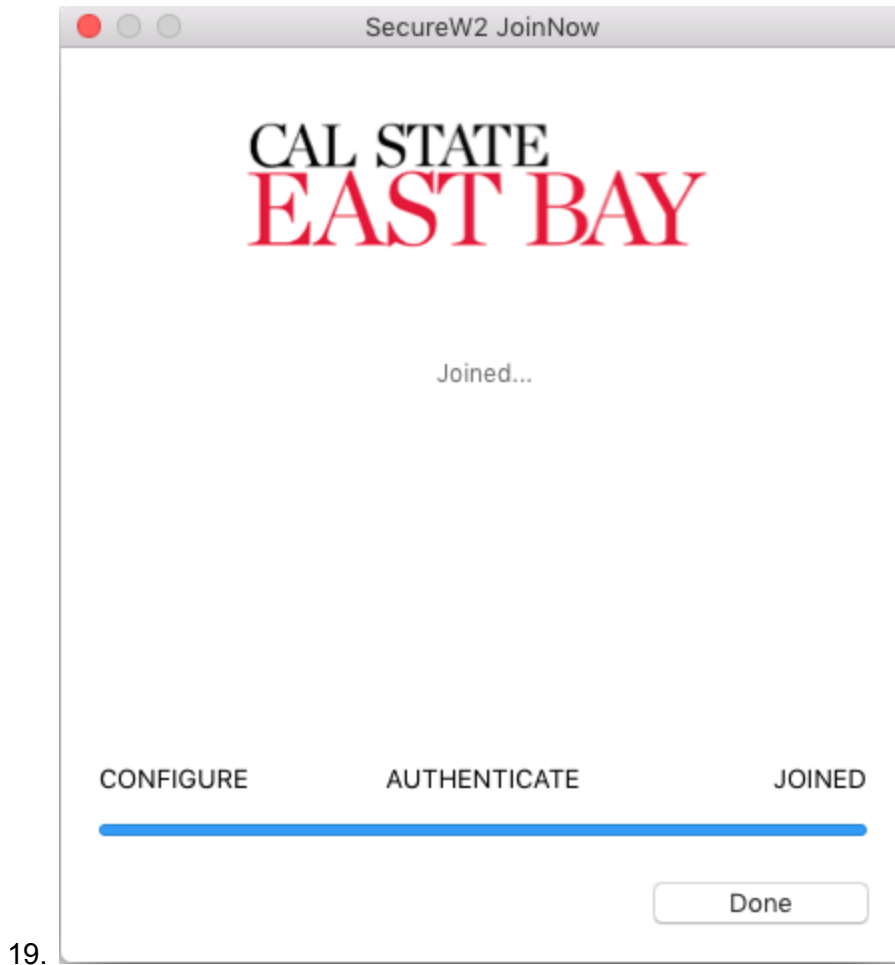
15.

16. At the keychain prompt, enter your Mac computer's **password** and select "**Always Allow**".



17.

18. 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.

AT&T LTE 11:20 AM 83% cloud.securew2.com


# CAL STATE EAST BAY

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Follow the steps below and JoinNow

**Are you a Guest Visitor?** Please, [go back to the East Bay On-Boarding Page](#) and use the **Visitor Connect to Guest Wifi** section.

The following system was detected:



iPhone/iPad

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

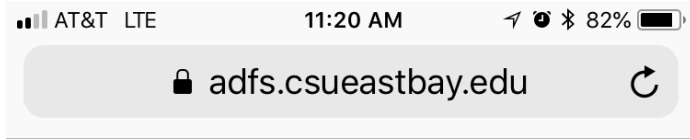
When you have successfully signed-in, the application will continue.

[Sign In](#)

By clicking the **JoinNow** button you accept the [University Acceptable Use Policy](#) and the [SecureW2 terms and conditions](#).

- 3.

4. Enter your NetID and password at following page and click on "Sign In"



CAL STATE  
EAST BAY

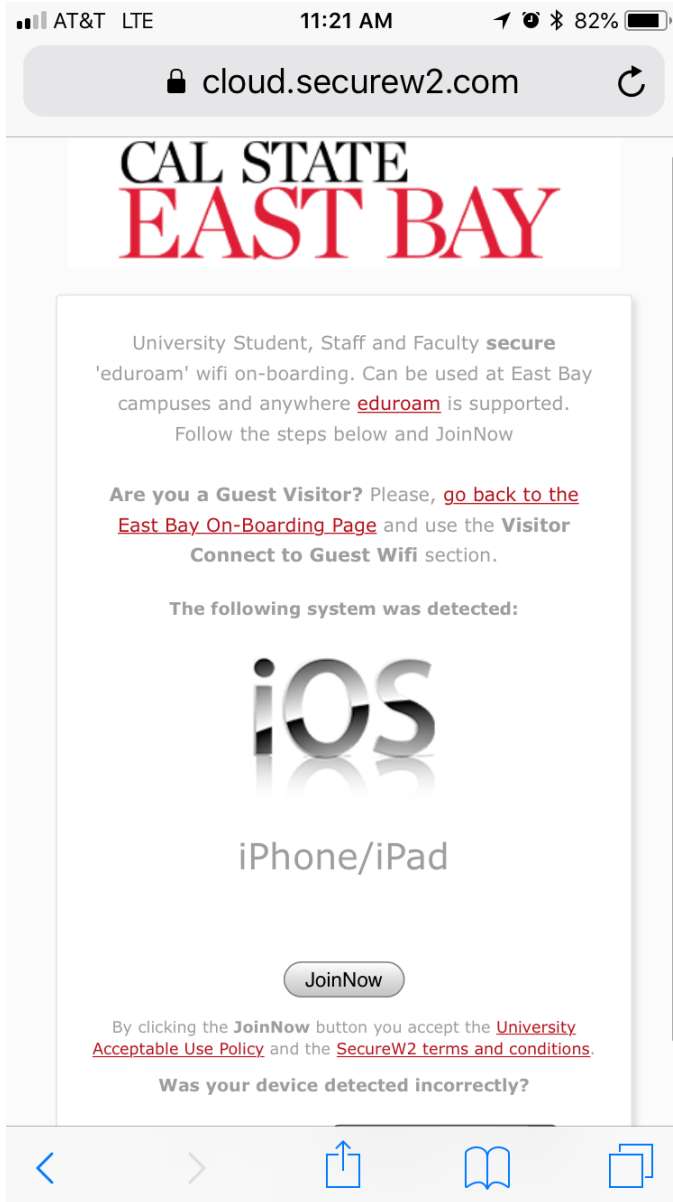
Sign in with your NetID and Password

Sign in

[Help](#)

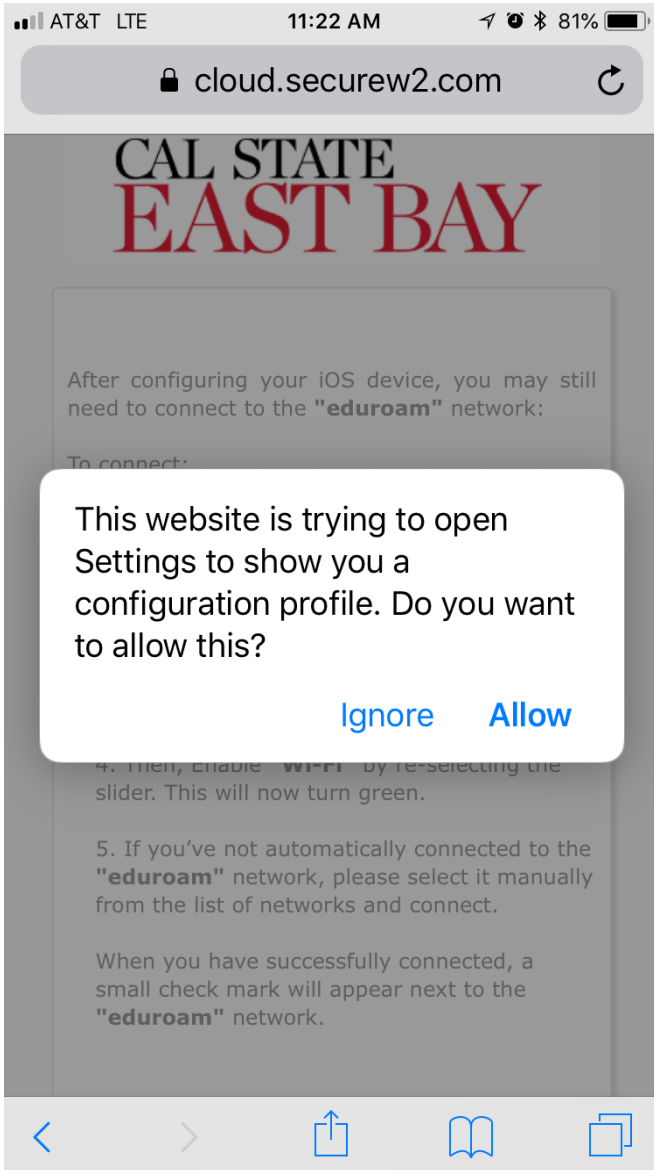


5. Click on JonNow at the next page.



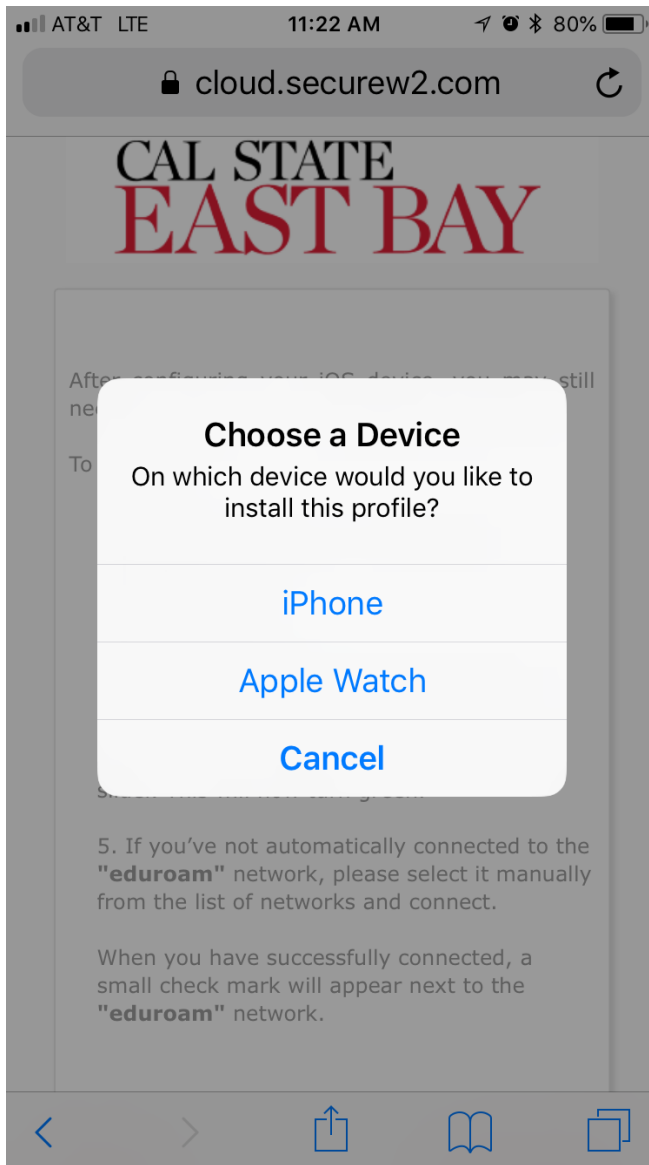
6.

7. Click "Allow" at the following prompt.



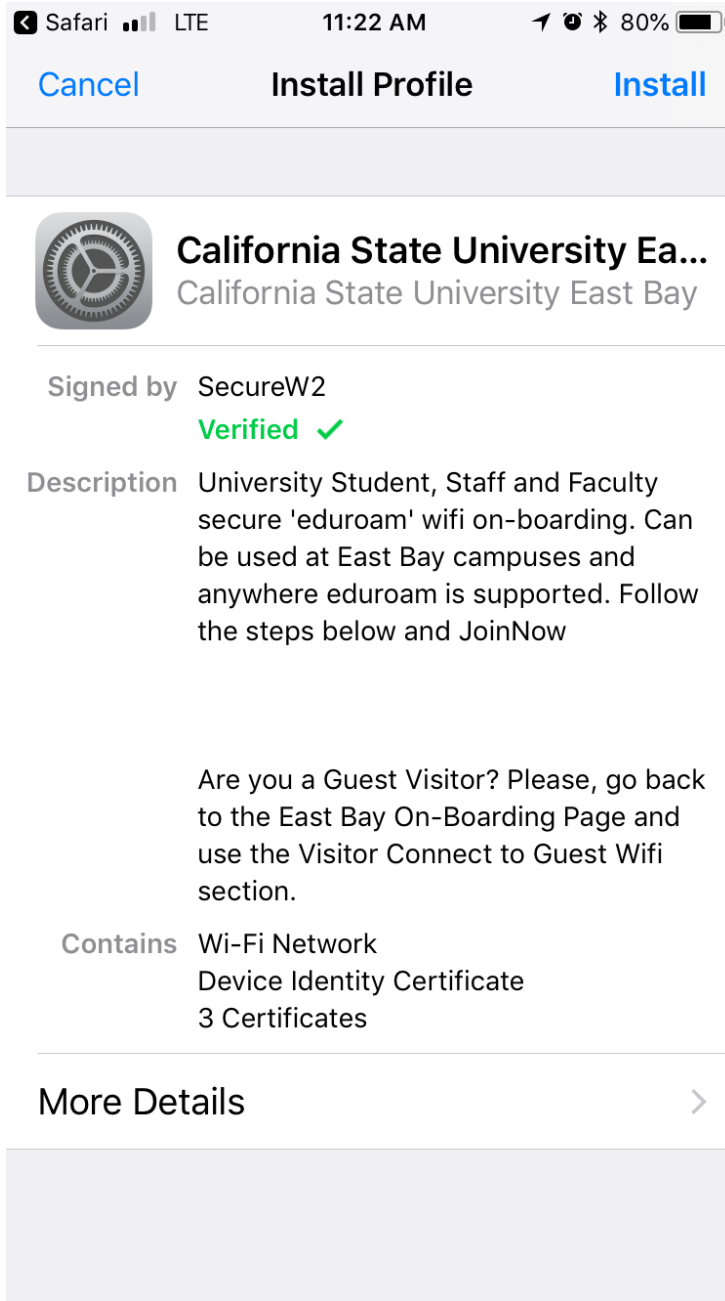
8.

9. Select your device type at the following prompt.





10. At the profile screen, click on **Install**.



11. Enter your **passcode** to allow the profile to be installed.

Enter Passcode Cancel

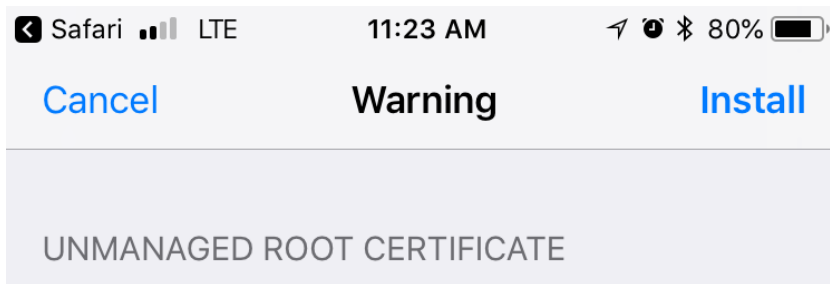
Enter your passcode

○ ○ ○ ○

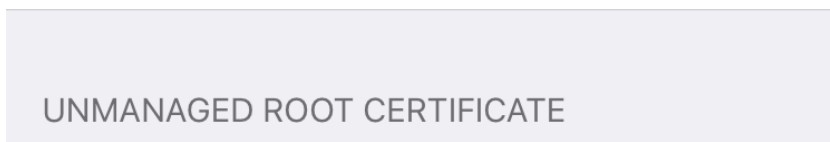
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

12.

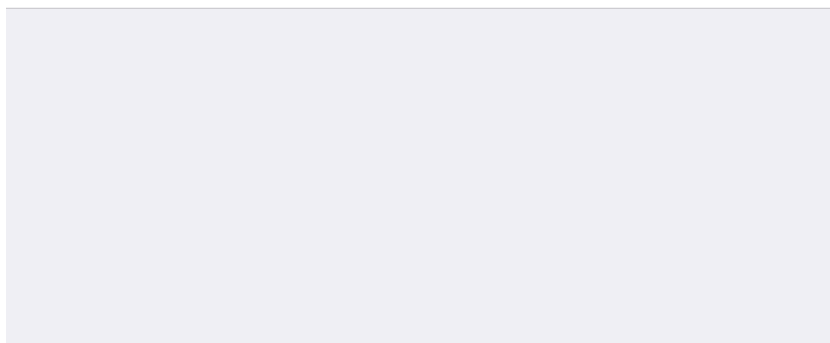
13. At the warning, click in **Install**.



Installing the certificate "USERTrust RSA Certification Authority" will add it to the list of trusted certificates on your iPhone. This certificate will not be trusted for websites until you enable it in Certificate Trust Settings.




Installing the certificate "AddTrust Public CA Root" will add it to the list of trusted certificates on your iPhone. This certificate will not be trusted for websites until you enable it in Certificate Trust Settings.



14. Once you see the Profile Installed, click on **Done**.

Safari LTE 11:23 AM 80%

**Profile Installed** Done

 **California State University Ea...**  
California State University East Bay

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Signed by SecureW2  
**Verified** ✓

**Description** University Student, Staff and Faculty secure 'eduroam' wifi on-boarding. Can be used at East Bay campuses and anywhere eduroam is supported. Follow the steps below and JoinNow

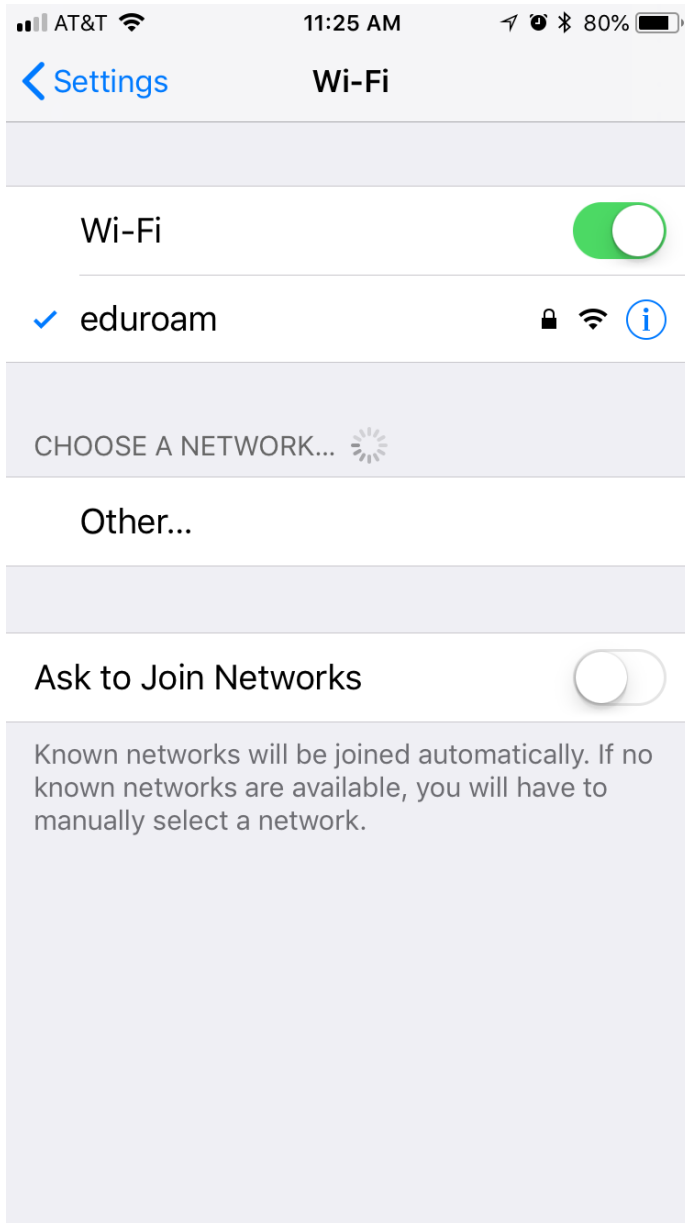
Are you a Guest Visitor? Please, go back to the East Bay On-Boarding Page and use the Visitor Connect to Guest Wifi section.

**Contains** Wi-Fi Network  
Device Identity Certificate  
3 Certificates

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**More Details** >

15. 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>

# CAL STATE EAST BAY

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**Are you a Guest Visitor?** Please, [go back to the East Bay On-Boarding Page](#) and use the **Visitor Connect to Guest Wifi** section.

The following system was detected:



## Windows 10

JoinNow

By clicking the **JoinNow** button you accept the [University Acceptable Use Policy](#) and the [SecureW2 terms and conditions](#).

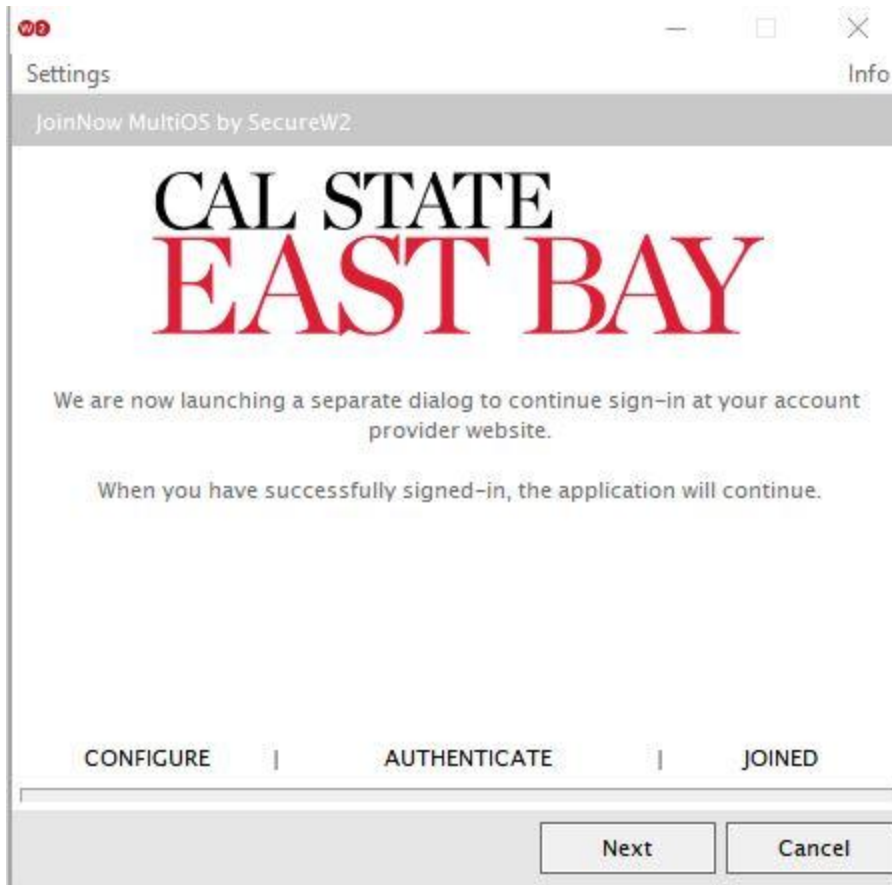
Was your device detected incorrectly?

Select your device:

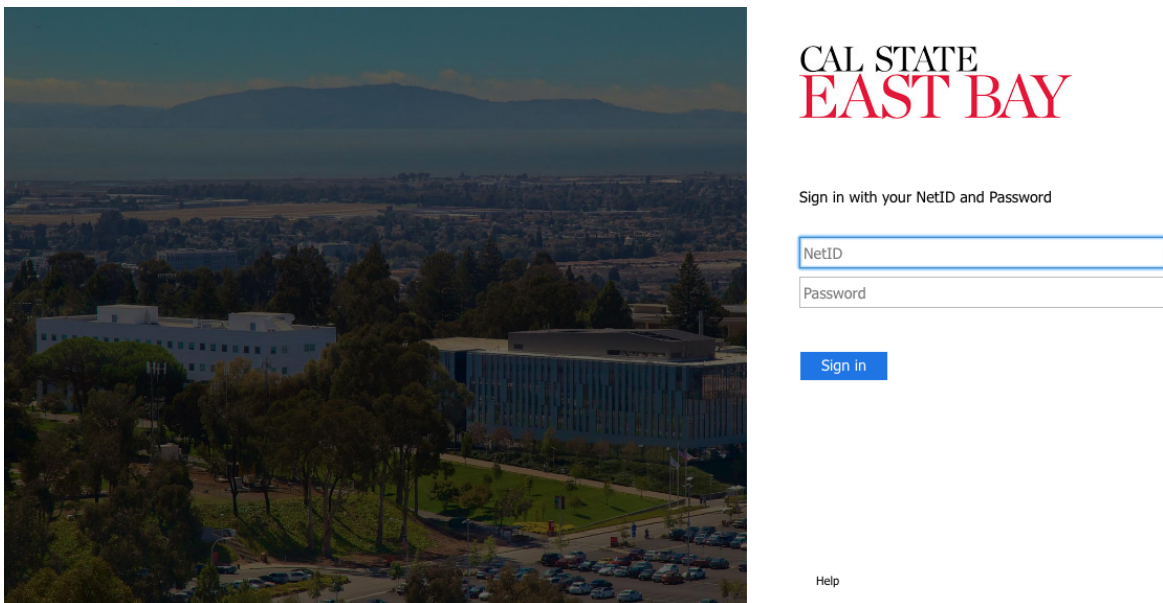
[Privacy Policy](#)

Powered by SecureW2

- 2.
3. When prompted, download the application.
4. Open up the application.
5. Click Next at the following window.

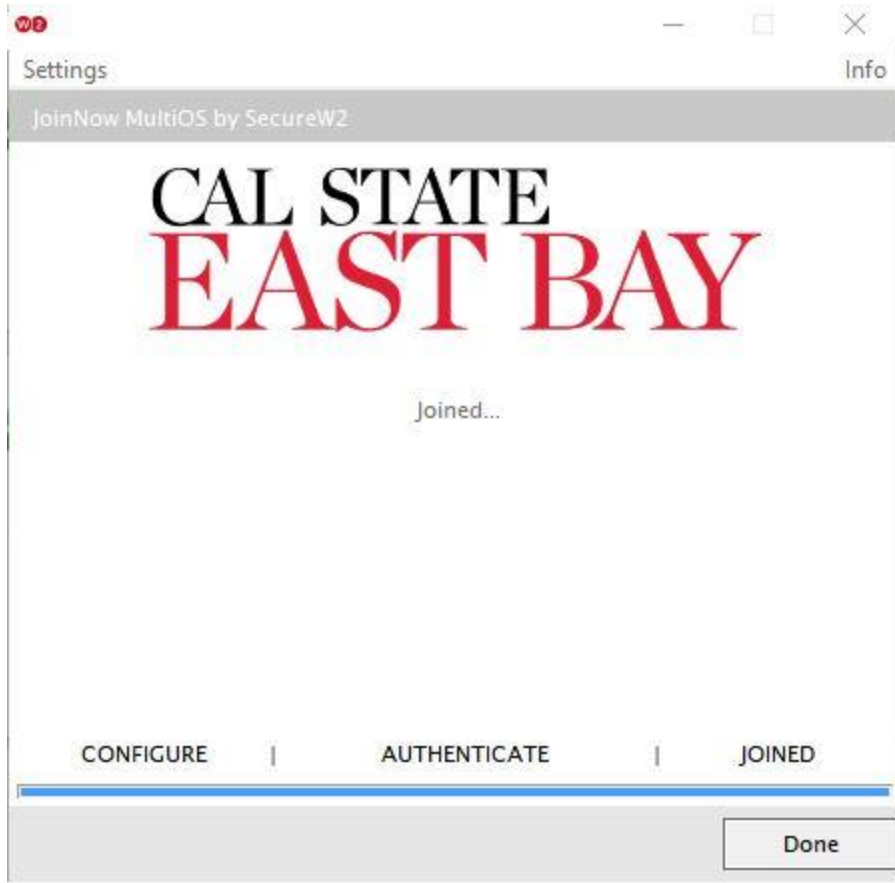


- 6.
7. A browser will open up redirecting you to enter your NetID and password.



8. You'll be redirected back to the application after entering in your NetId and password.
9. Once the wireless configuration is done, click on **Done** to close out the application.





10.

Windows 7