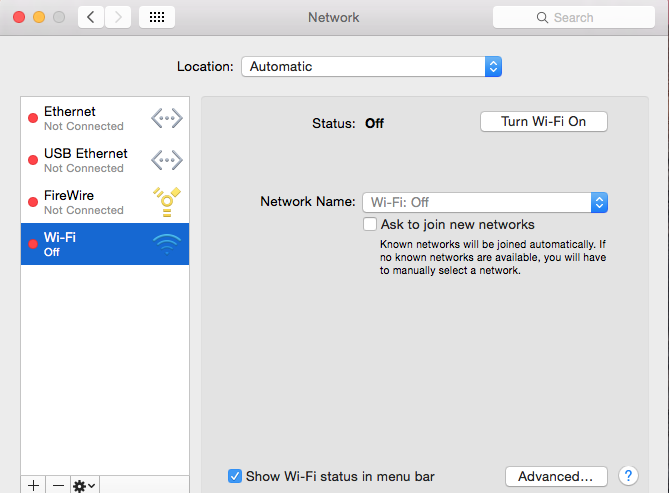
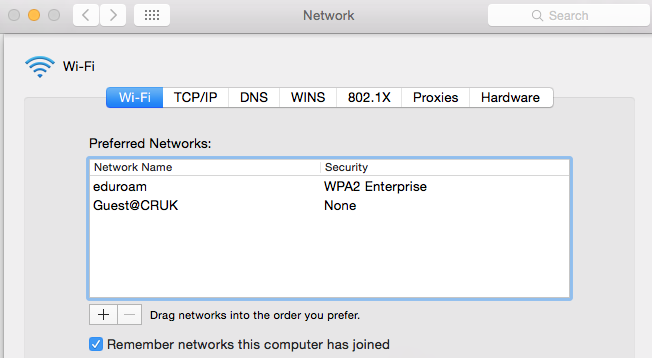
**Resolving Eduroam connection issue on MacBook**

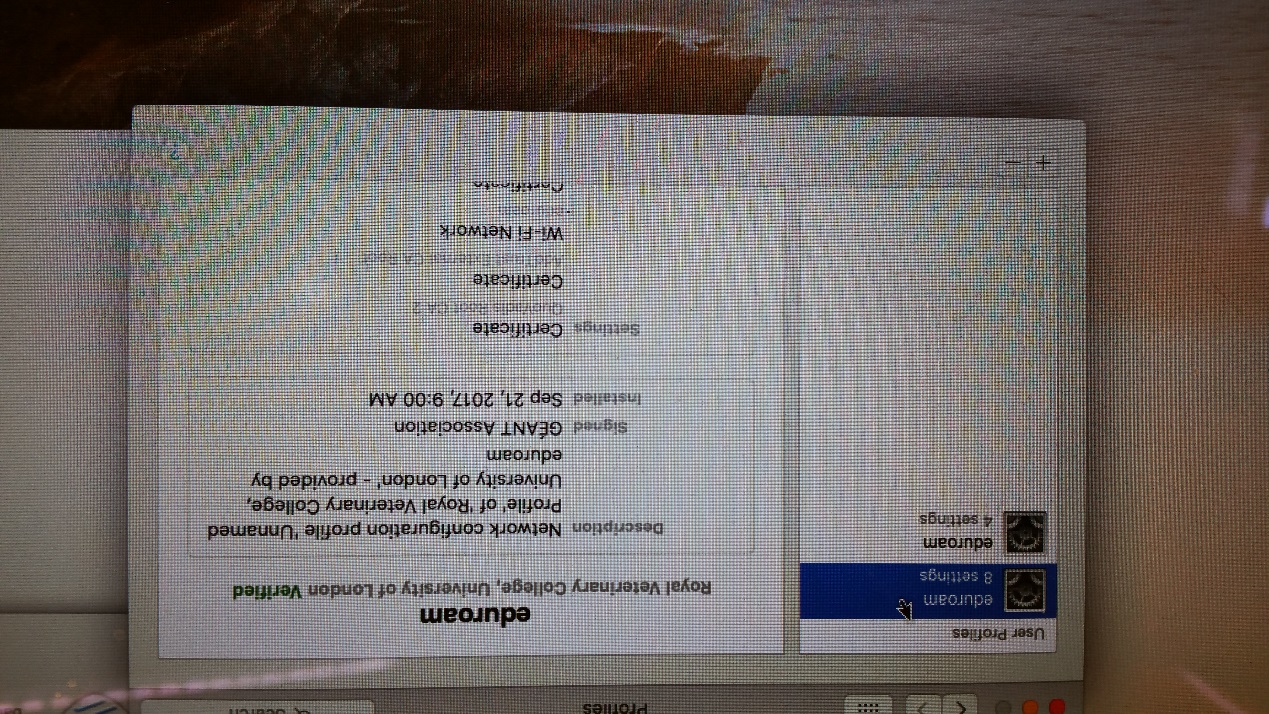
If your Mac is persistently failing to connect to the Eduroam Wi-Fi network please use the following steps to resolve the issue:

* Click the “**Apple”** menu, “**System Preferences”, “Network”, “Advanced”,** under **wifi** tap, select **Eduroam** (if available) and remove

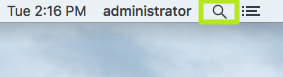
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* Click the “**Apple”** menu and choose “**System Preferences”,** if **Profiles** option is available, then please double click and remove **eduroam (**see the screenshot below**)**

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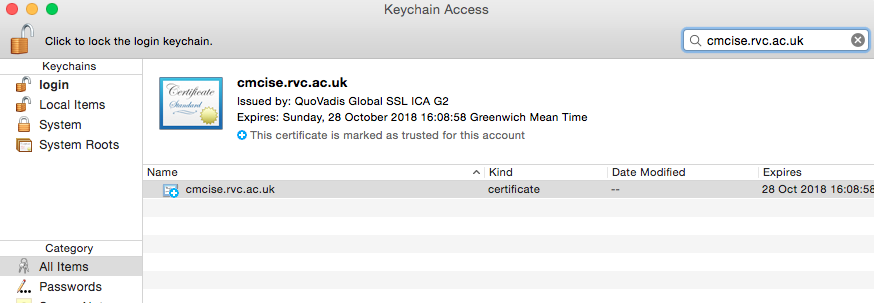
* Click on **the magnifying glass** in the top right corner of the screen.



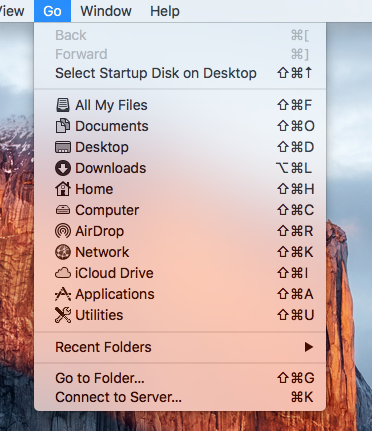
* Type **Keychain Access**

****

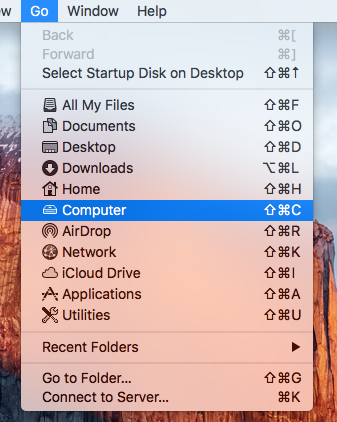
* Now search the followings and delete if exist in the keychain
* **cmcise.rvc.ac.uk**
* **hhcise.rvc.ac.uk**
* **eduroam**

****

-On the menu bar, select **GO**

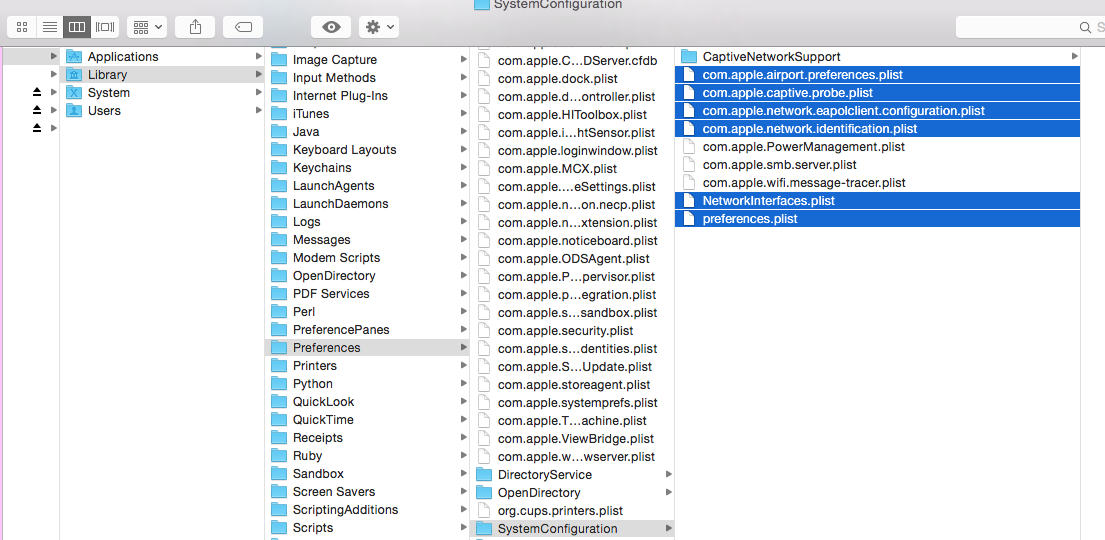


* Select **COMPUTER**



* Go to **Library – Preferences – SystemsConfiguration** ( see the screenshot below)
* Select
* com.apple.airport.preferences.plist
* com.apple.captive.probe.plist
* com.apple.eapolclient.plist
* com.apple.network.eapolclient.configuration.plist
* NetworkInterfaces.plist
* Prefrences.plist

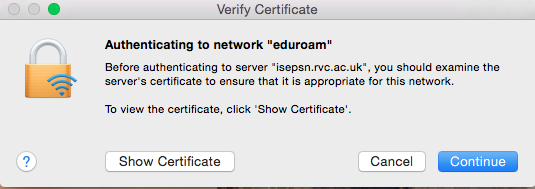
Copy them to desktop for backup first, and then delete the highlighted files.



* Restart MAC and select Eduroam, enter your credentials with the following format:

[username@rvc.ac.uk](mailto:username@rvc.ac.uk) or just **username** (please try on each format)

. Select **Continue** to verify and install the certificate.



Eduroam should now be connected