**Resolving Eduroam connection issue on iPad and iPhone**

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

1. Select **Settings.**



* Select **Wifi**



* Next to **Eduroam,** click on icon**.**
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* Select **Forget This Network**  (if it is available)



* Back on **Setting,** select **General**



* Select **Profiles**  (if exist ) then remove **Eduroam** profile
* Under **General,** select **Reset**



* Select **Reset Network Settings**



* Select **Reset Network Settings**



* Enter your passcode to confirm. Your device will now restarts.



* Now select **eduroam** and enter your credentials with the following format:

username@rvc.ac.uk

* You will be asked to **Trust** the certificate as below. You should now have **eduroam** working.
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