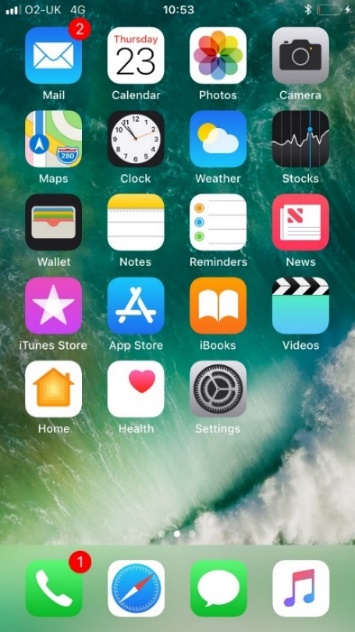
**Resolving Eduroam connection issue on iPad and iPhone**

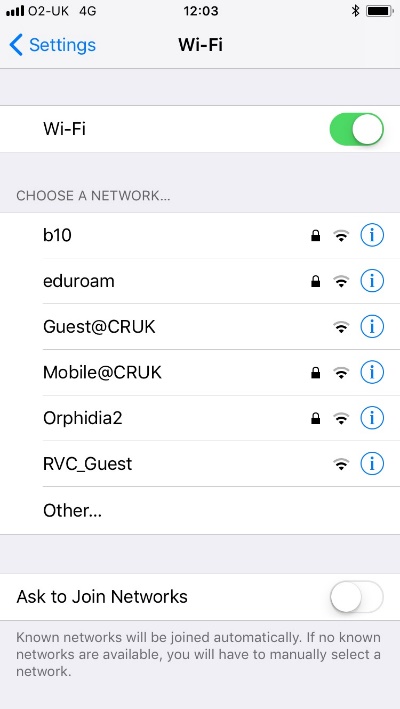
If your iPhone or iPad is persistently failing to connect to the Eduroam Wi-Fi network please use the following steps to resolve the issue:

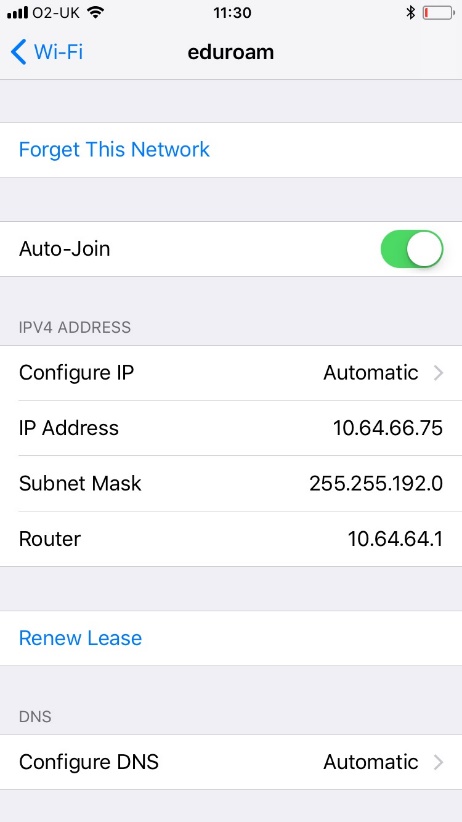
1. Select **Settings.**



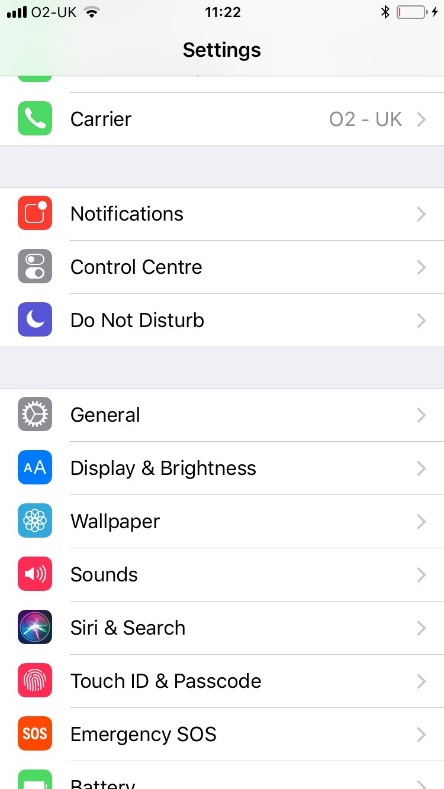
* Select **Wifi**



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



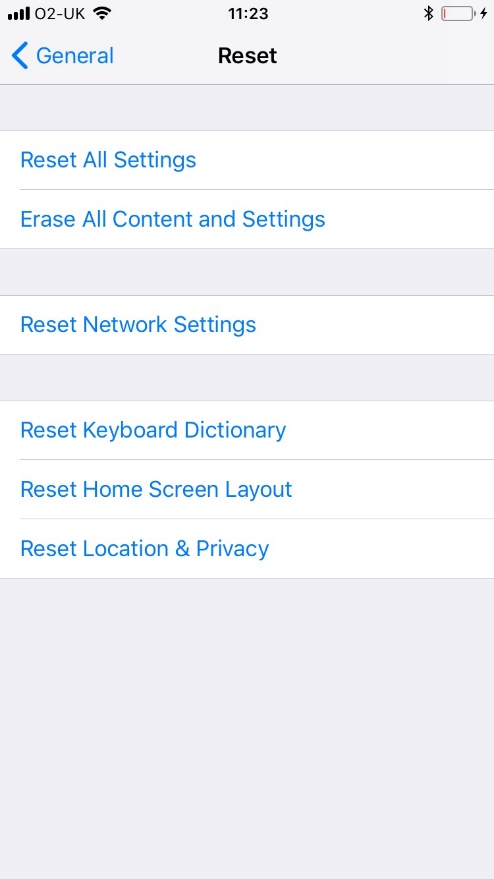
* Back on **Setting,** select **General**



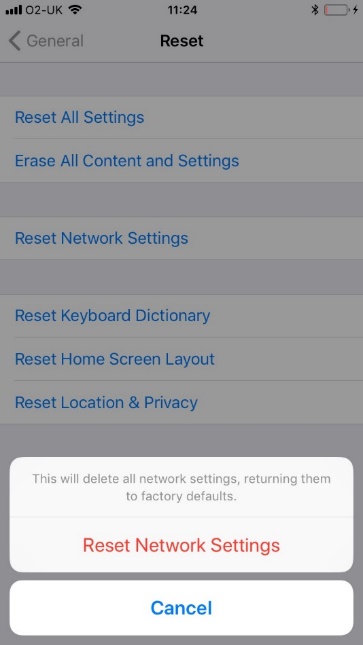
* Select **Profiles**  (if exist ) then remove **Eduroam** profile
* Under **General,** select **Reset**



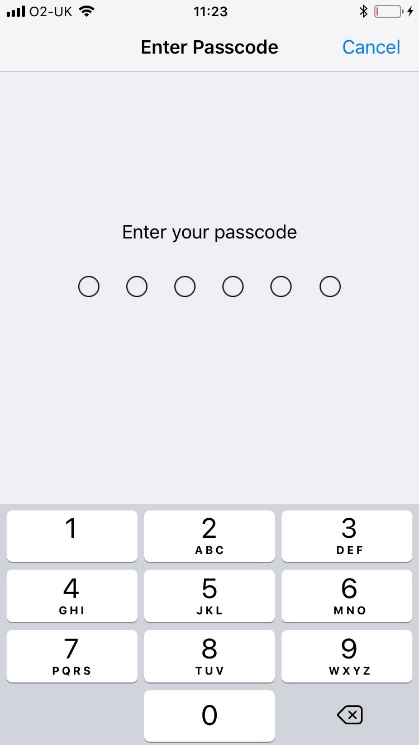
* Select **Reset Network Settings**



* 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](mailto:username@rvc.ac.uk)

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