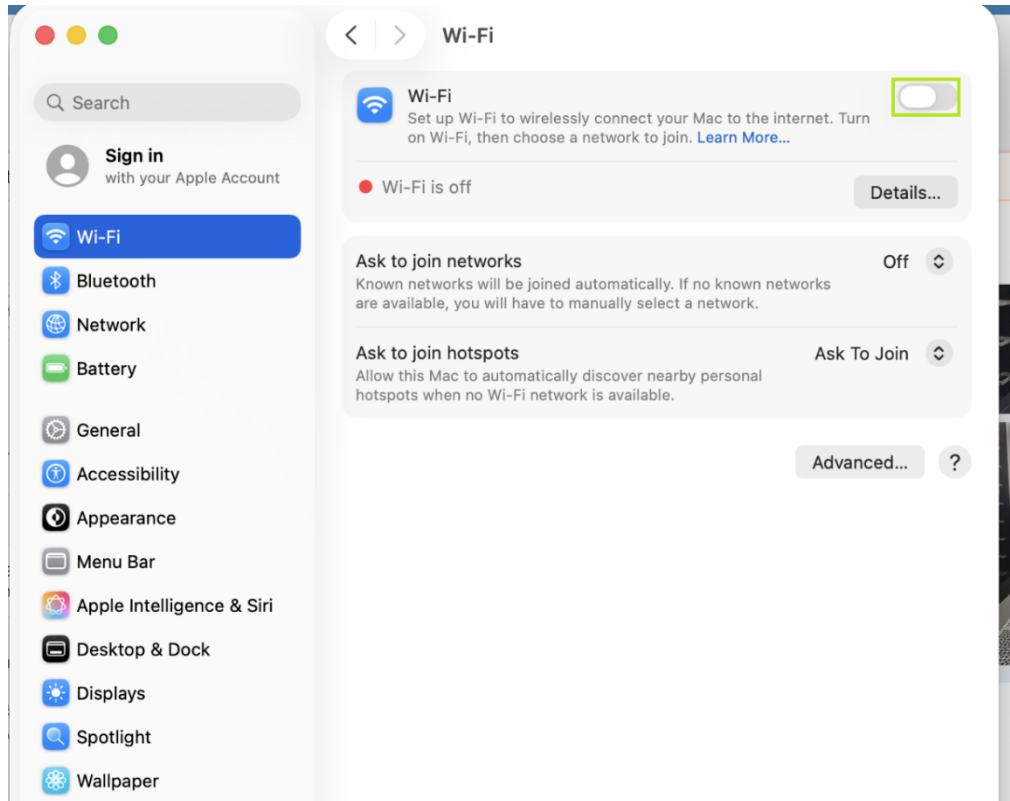


Wireless Connectivity Guide: eduroam (macOS)

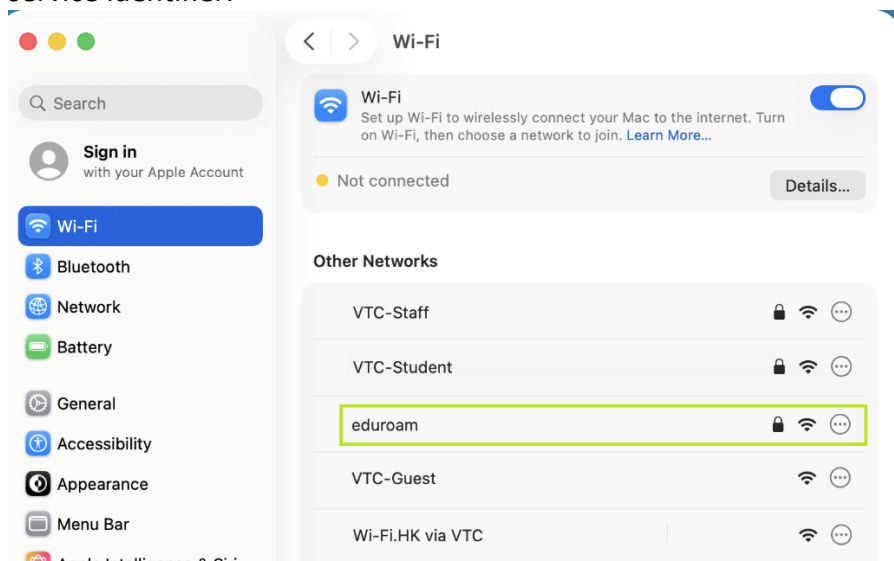
This document provides the standard operating procedure for establishing a secure connection to the eduroam wireless network on macOS devices, enabling seamless connectivity across participating global institutions.

Phase 1: Network Initialization

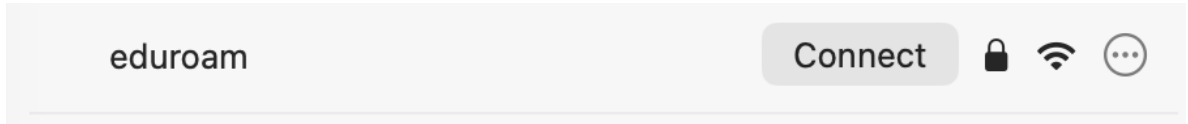
1. **Access System Settings:** Navigate to the System Settings menu and select the Wi-Fi tab from the sidebar.



2. **Enable Interface:** Ensure the Wi-Fi toggle is set to the ON position.
3. **SSID Selection:** Under the Other Networks section, identify and select the eduroam service identifier.

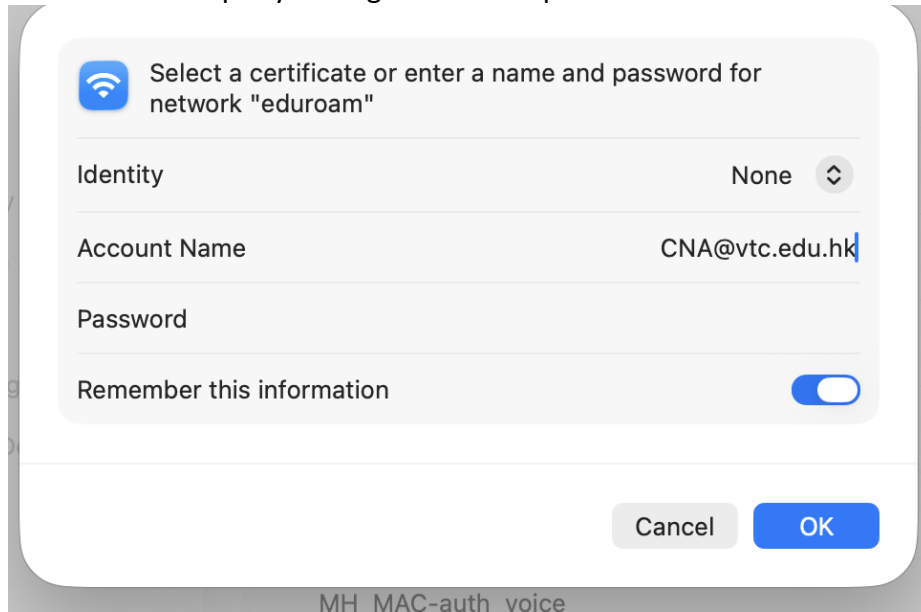


4. **Initiate Connection:** Click the Connect button associated with the eduroam network.

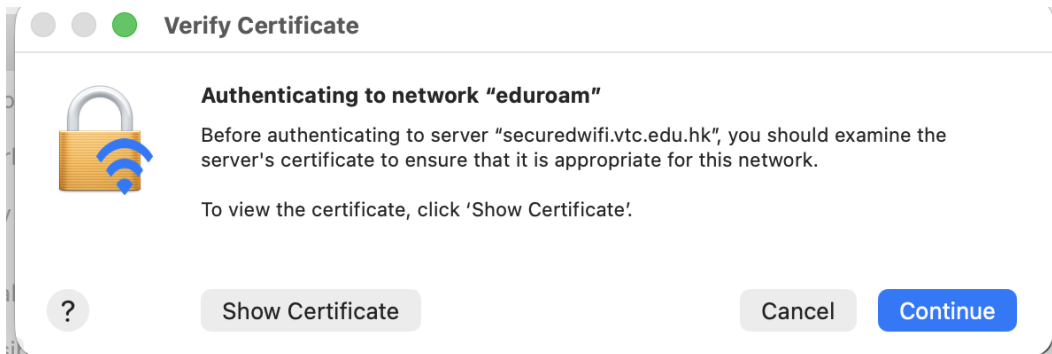


Phase 2: Authentication & Security Configuration

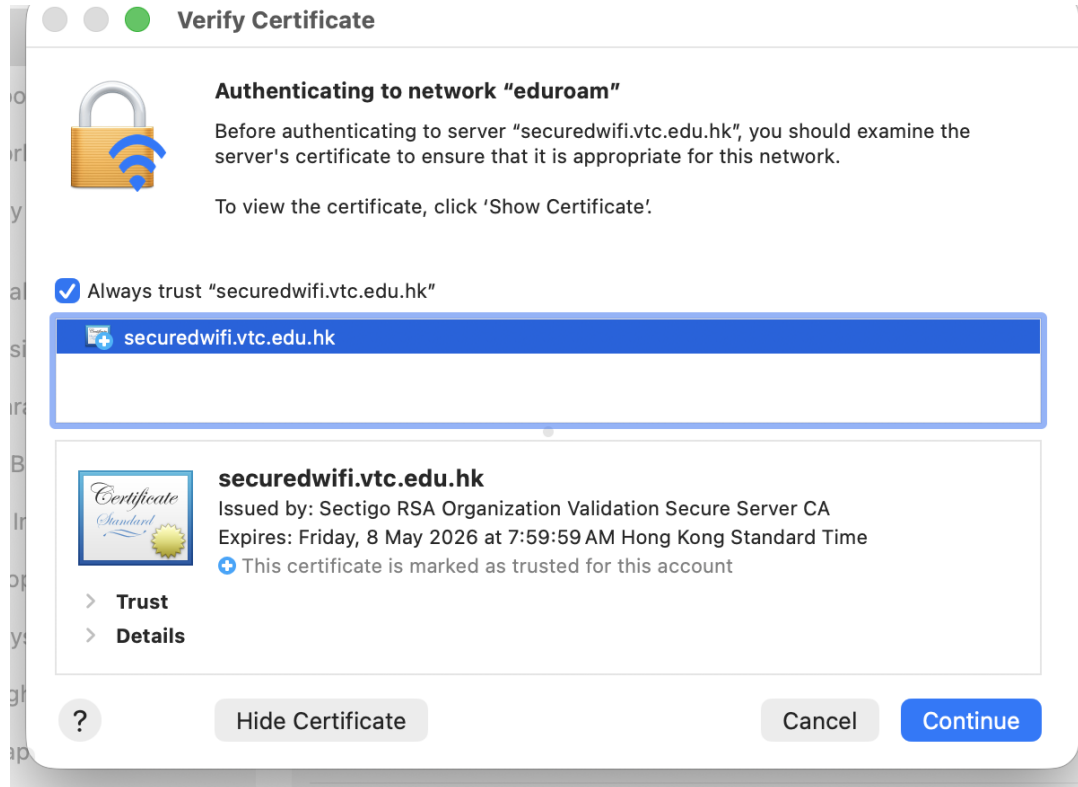
1. **Credential Entry:** When the authentication dialogue appears, provide your institutional credentials:
 - Account Name: Input your full CNA identity (e.g., CNA@vtc.edu.hk).
 - Password: Input your registered CNA password.



2. **Session Persistence:** Ensure the Remember this information toggle is enabled and click OK.



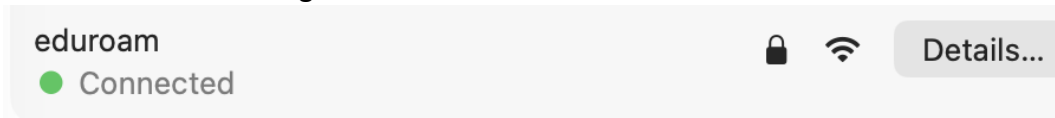
3. **Certificate Verification:** A Verify Certificate prompt will appear for the server securedwifi.vtc.edu.hk.



4. **Trust Assignment:** Click Show Certificate to verify the server identity. Check the box for Always trust "securedwifi.vtc.edu.hk" and click Continue to establish the encrypted tunnel.

Phase 3: Verification & Troubleshooting

1. **Connection Confirmation:** Upon successful authentication, eduroam will appear in the Wi-Fi menu with a green indicator and the status Connected.



2. **Connection Failure Protocol:** In the event of a connection failure, please attempt to "Forget" the network profile within the Wi-Fi settings to clear existing configuration data, then retry Phase 1.
3. **Support Escalation:** If connectivity issues persist, please contact the ITO Helpdesk or your Local Campus IT Support Team for technical assistance.