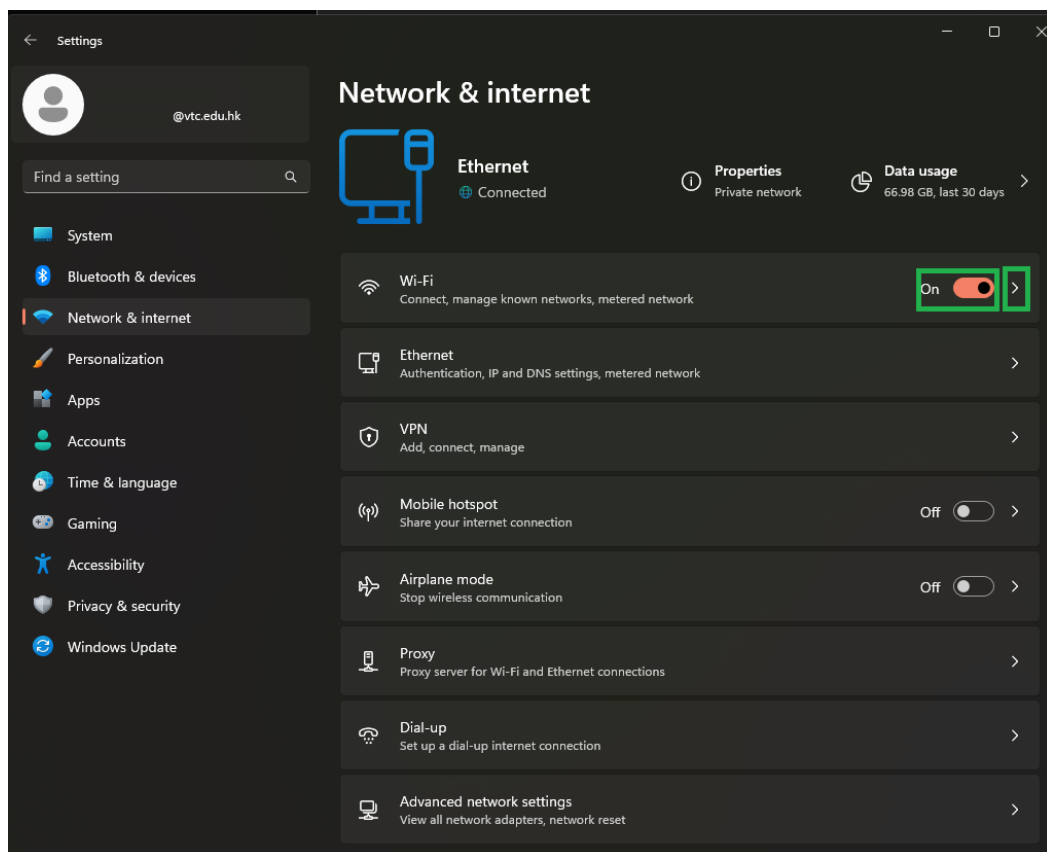


eduroam Wireless Connectivity Guide for Windows 11

This document provides the standard operating procedure for establishing a secure connection to the eduroam wireless network on Windows 11 devices.

Phase 1: Pre-Configuration Cleanup

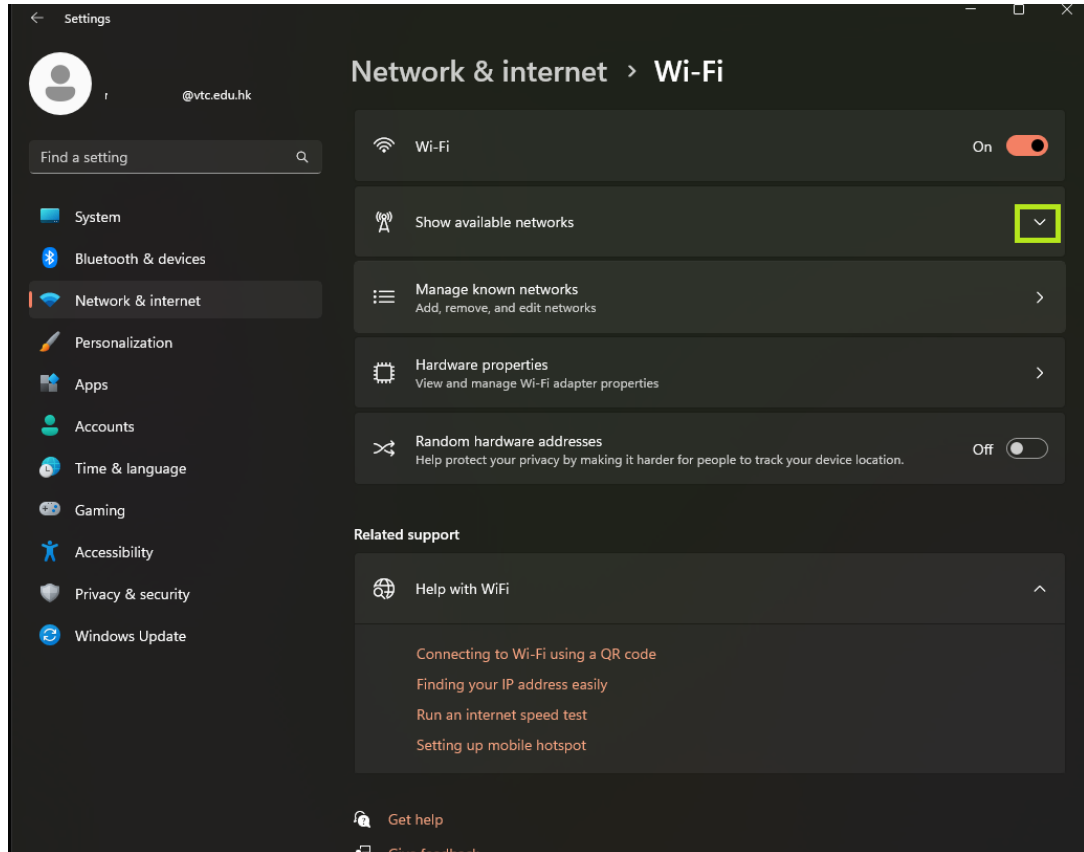
- 1. Initialize Settings:** Open the Settings menu and navigate to Network & internet.



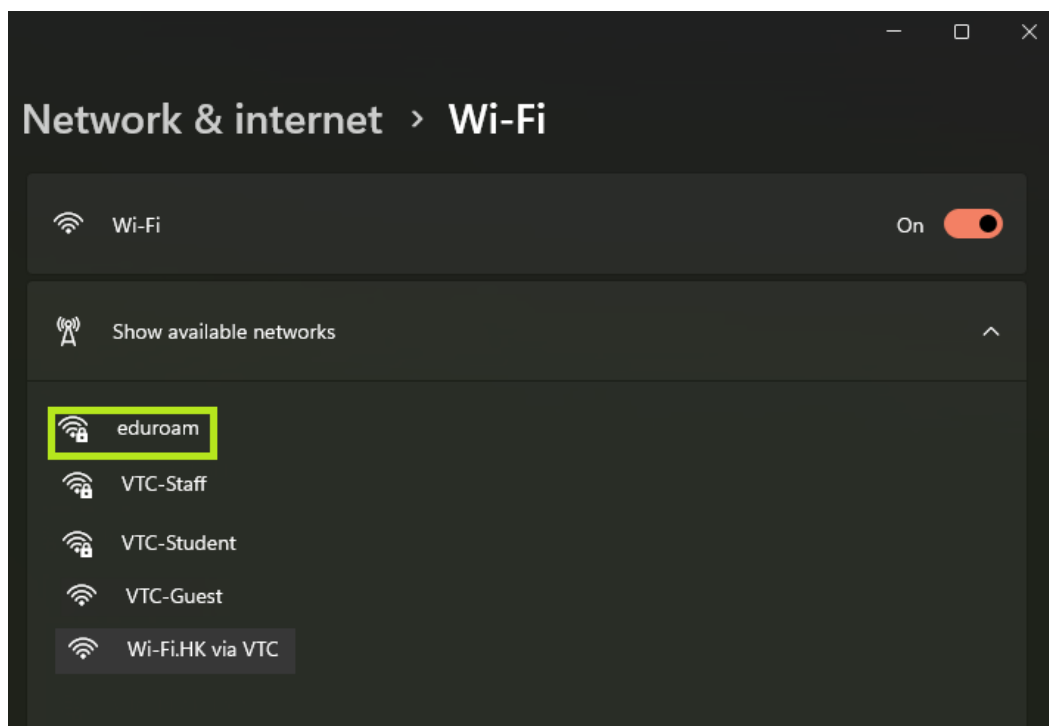
- 2. Manage Existing Profiles:** If a previous eduroam profile exists, it must be purged before proceeding.
 - Select the Wi-Fi section.
 - Click on Manage known networks.
 - Locate eduroam and select Forget.
- 3. New Installations:** If no prior profile exists, proceed directly to Phase 2.

Phase 2: Manual Profile Configuration

1. **Network Access:** Under Network & internet > Wi-Fi, click the down arrow next to Show available networks.

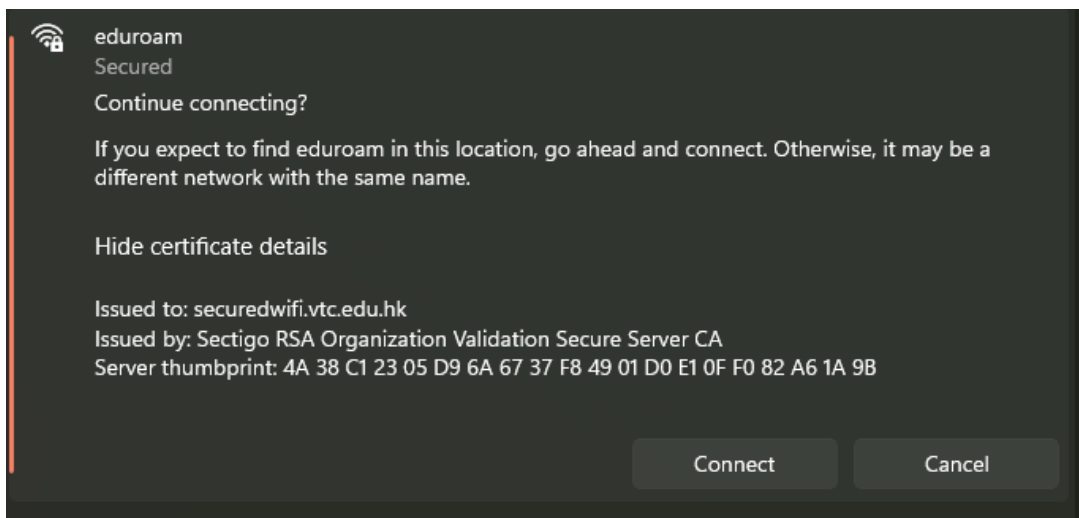
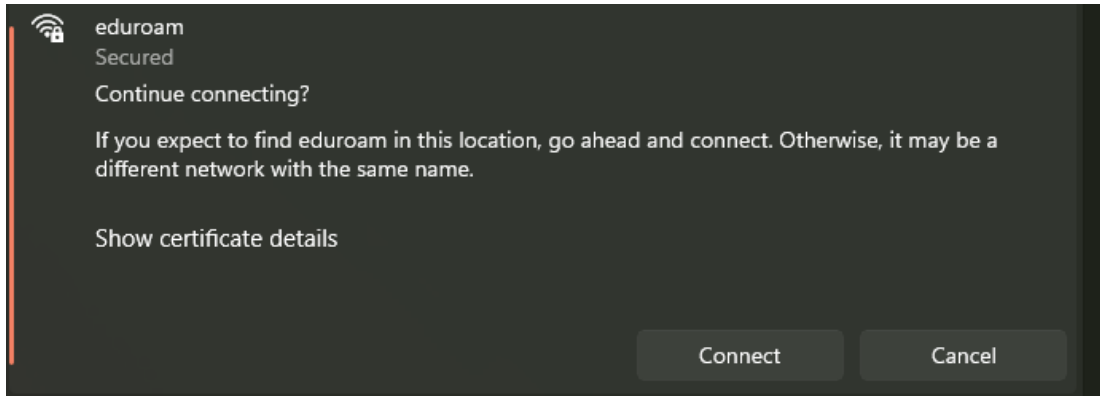


2. **SSID Selection:** From the list of detected broadcasts, identify and select eduroam

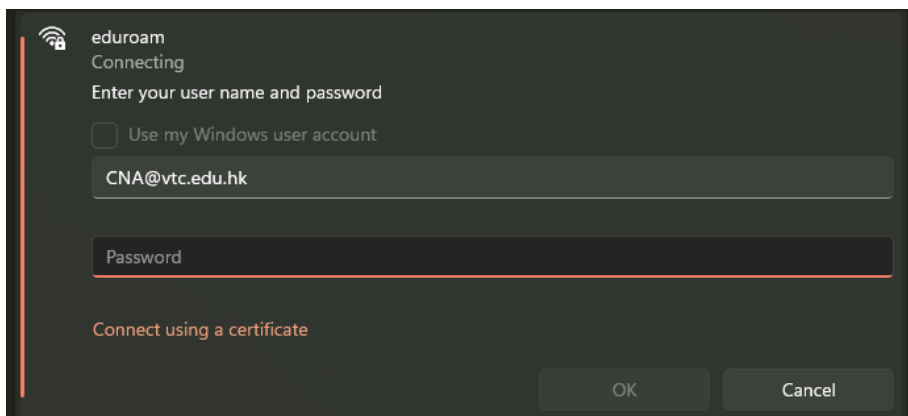


Phase 3: Authentication & Verification

1. **Establish Connection:** Return to the Wi-Fi network list, select eduroam, Click Show certificate details to verify it is issued to securedwifi.vtc.edu.hk.
2. Click Connect to finalize the secure tunnel



3. **Credential Entry:** When prompted, enter your institutional CNA credentials:
 - Username: Your full CNA identity (e.g., CNA@vtc.edu.hk).
 - Password: Your registered CNA password.



4. **Confirmation:** Upon successful authentication, the network status will display as Connected, secured.



Phase 4: Troubleshooting

1. 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.
2. Support Escalation: If connectivity issues persist, please contact the ITO Helpdesk or your Local Campus IT Support Team for technical assistance.