









geteduroam User Guide

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INTRODUCTION



What is eduroam?

eduroam is a global Wi-Fi roaming service designed specifically for the research and education community. It allows students, staff, and researchers to enjoy secure and seamless internet connectivity across thousands of participating institutions worldwide. Once configured, users can move between campuses, libraries, and partner organisations without needing to request guest access or re-enter login details, making eduroam a trusted and convenient network for academic mobility.

What is geteduroam?

geteduroam is an application and onboarding platform that simplifies and secures the process of connecting to **eduroam**. Instead of manually configuring certificates or network settings, users authenticate through the app, which automatically installs the correct security profile for their institution. To enhance security, **geteduroam** issues short-lived credentials that expire after a defined period. When this happens, users simply repeat the same setup steps to renew their access, ensuring that devices always use up-to-date authentication details.

Installing and using geteduroam

geteduroam is available across a wide range of operating systems, including Windows, macOS, Linux, Android, iOS, and ChromeOS. Each platform has its own installation steps, but the process is designed to be straightforward so that users can complete the setup independently. The following sections provide clear, step-by-step instructions for every supported device type. Simply identify the operating system your device is running and follow the corresponding guide to configure your **eduroam** connection.

Prerequisites for using geteduroam

Before you begin the setup process, ensure that you have:

1. An active internet connection

You must be connected to the internet (mobile data, home Wi-Fi, hotspot, or campus guest Wi-Fi) to download the app, access your organisation's geteduroam portal, and complete the sign-in process.

2. Your university login credentials

You will need your institution-issued username and password to authenticate and generate your eduroam credentials.

About geteduroam Credential Expiry

geteduroam issues time-limited eduroam credentials that are valid for up to one year. When the credentials expire, your device will no longer connect to eduroam until you generate new ones.

To renew your credentials, simply follow the steps provided in the “Renewing Credentials” section of this guide.

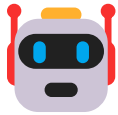
Support

If you encounter any difficulties during installation or connection, you may contact the IT Support team at servicedesk@swinburne.edu.my for assistance.

HOW TO SET UP EDUROAM ON YOUR DEVICE

Choose Your Operating System

Select your device's operating system to view the setup instructions.



Android

For Android
smartphones and
tablets



iOS

For iPhone and iPad
devices



Windows

For Windows 10/11



macOS

For iMac and MacBook
computers



Linux

For Linux distributions



ChromeOS

For Chromebook
devices

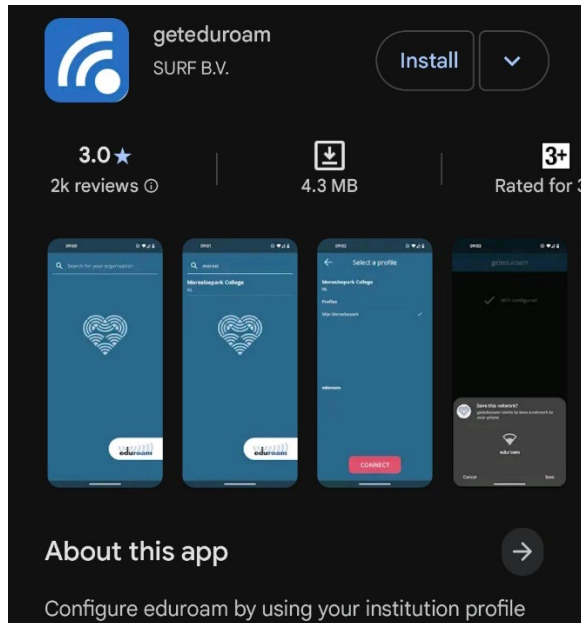
Before You Begin

Make sure you have an active internet connection and your university login credentials ready before starting the setup process.

1. Android

1.1 Install the app

1. **Open** the **Google Play Store** or **Huawei AppGallery** on your Android device.
2. **Search** for “geteduroam” and **install** the app.



Alternative download

If the app is unavailable or does not install correctly, download **geteduroam version 1.0.16** from the following link:

<https://apkpure.com/geteduroam/app.eduroam.geteduroam/download/1.0.16>

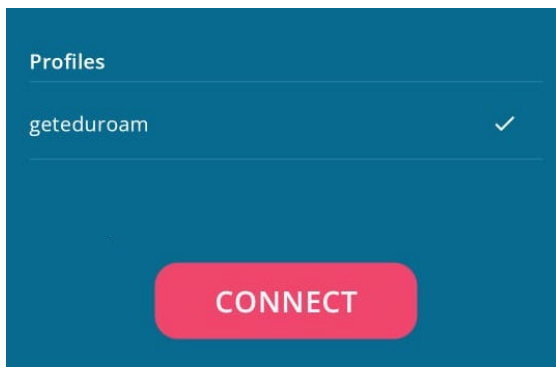
During the installation, your device may prompt you to allow **Chrome** to install apps from external sources — grant this temporary permission to complete the installation.

1.2 Select organisation and profile

1. **Open** the geteduroam app on your Android device.
2. **Search** for “Swinburne University of Technology Sarawak Campus” and **select** from the search results.

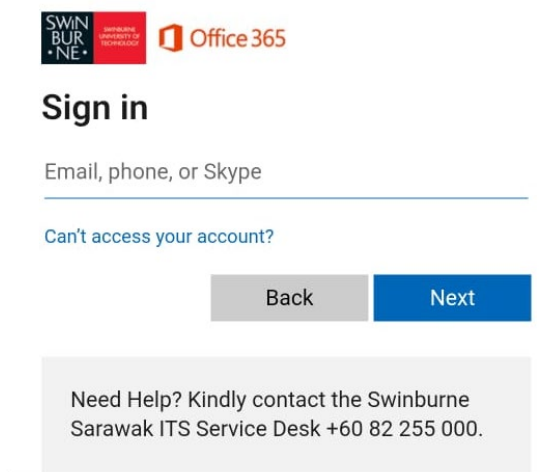


3. **Select** the “geteduroam” profile and **tap** “CONNECT” to proceed.

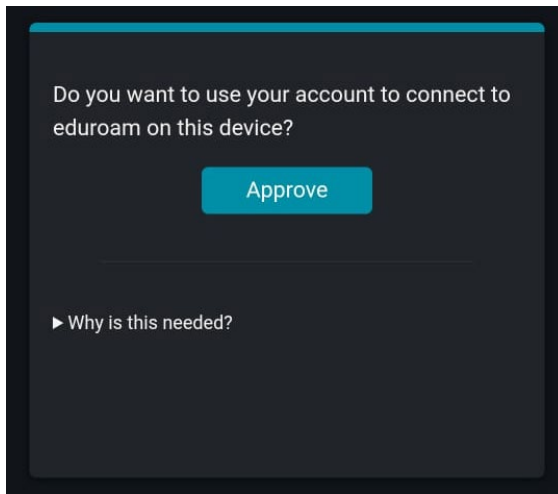


1.3 Sign in and approve

1. **Enter** your login credentials on the sign-in page. If a consent page appears, **select** your preferred consent option and **tap** “Accept” to continue.

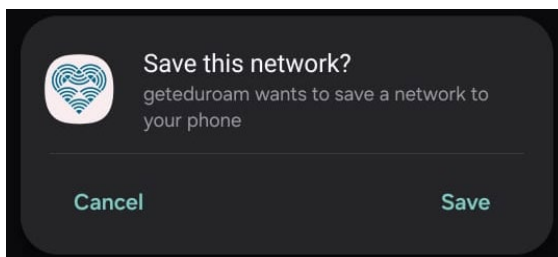


2. In the geteduroam app, **tap** “Approve” to allow the app to use your account to connect to eduroam.

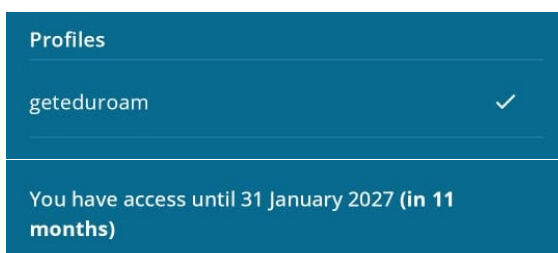


1.4 Save the Wi-Fi network

1. After configuration completes, a prompt will appear asking whether you want to save the eduroam network.
2. **Tap** “Save” to store the eduroam Wi-Fi profile on your phone.



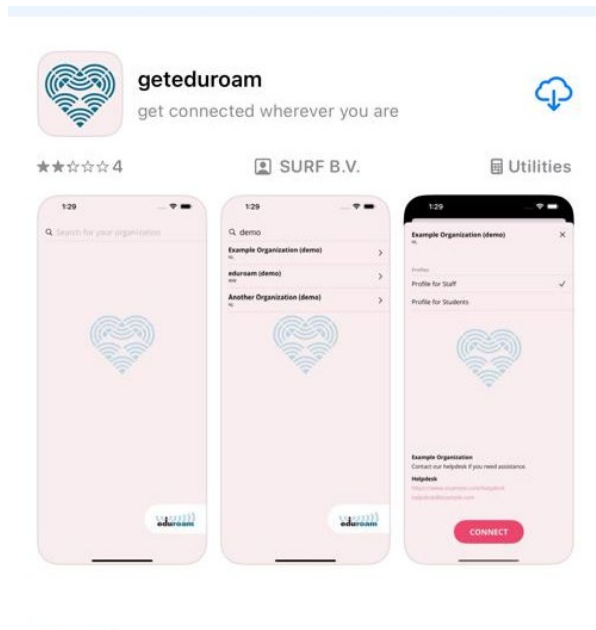
3. You can **check** your device’s Wi-Fi settings to confirm that you are connected to “eduroam”.



2. iOS (iPhone and iPad)

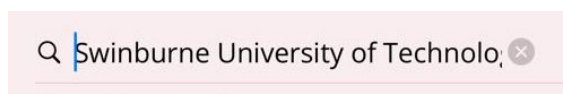
2.1 Install the app

1. **Open** the **Apple App Store** on your iOS device.
2. **Search** for “geteduroam” and **install** the app.

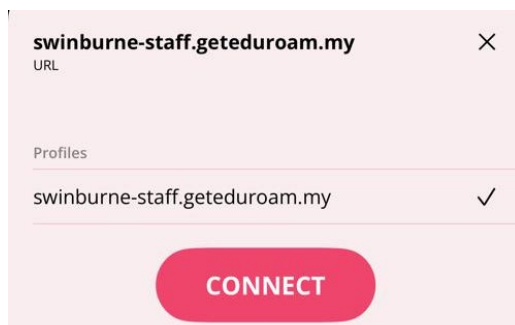


2.2 Select organisation and profile

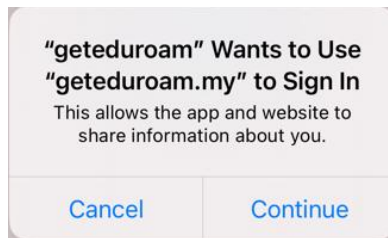
1. **Open** the geteduroam app on your iOS device.
2. **Search** for “Swinburne University of Technology Sarawak Campus” and **select** from the search results.



3. **Select** the “geteduroam” profile (staff or student) and **tap** “CONNECT” to proceed.

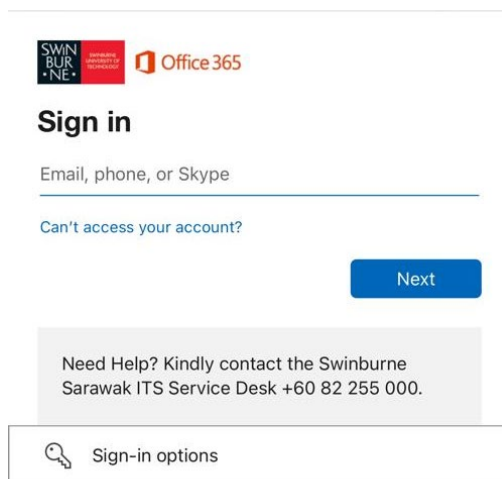


4. When prompted, **select** “Continue” to allow the app to use geteduroam.my for sign-in.

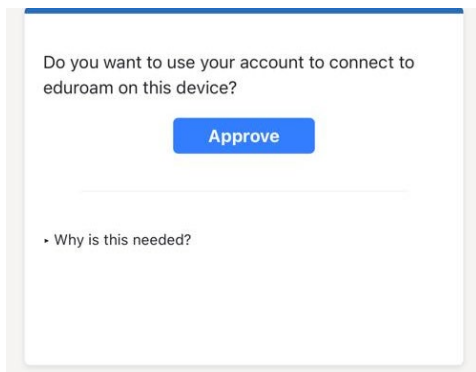


2.3 Sign in and approve

1. **Enter** your login credentials on the sign-in page. If a consent page appears, **choose** your preferred consent option and **select** “Accept” to continue.

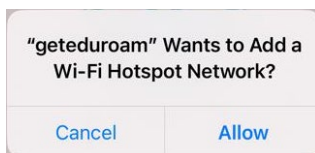


2. In the geteduroam app, **tap** “Approve” to allow the app to use your account to connect to eduroam.

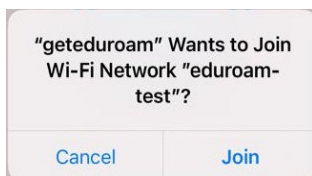


2.4 Allow Wi-Fi configuration

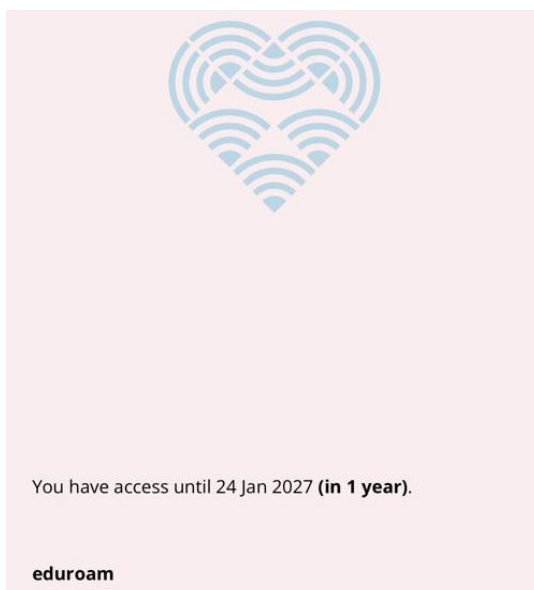
1. When asked to add a Wi-Fi hotspot, **select** “Allow”.



2. Next, when asked to join the eduroam network, **select** “Join”.



3. After configuration completed, the app will show your access validity period.
4. **Open** “Wi-Fi settings” to confirm you are connected to “eduroam”.



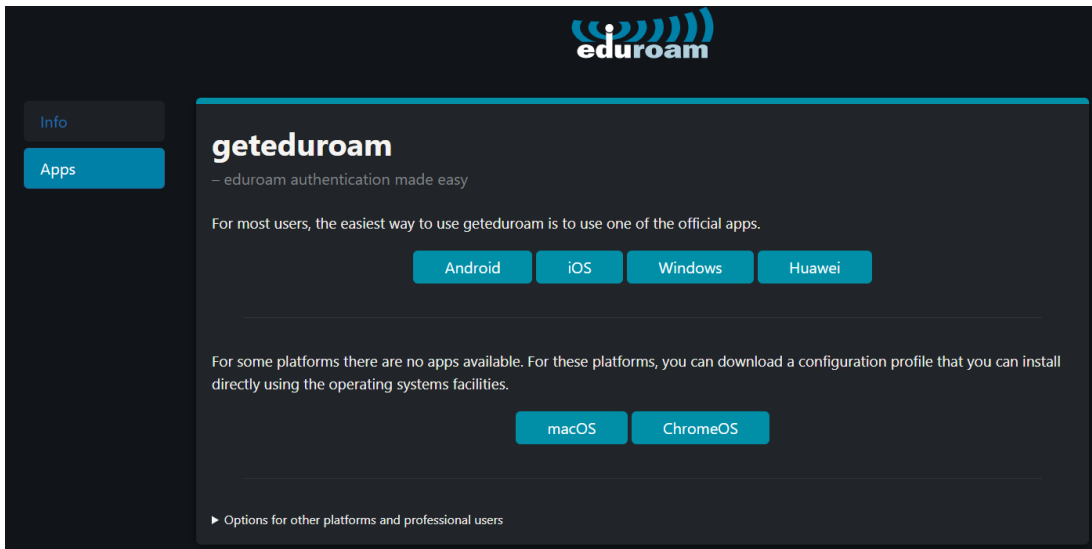
3. Windows 10/11

3.1 Download the geteduroam installer

1. **Open** a web browser and go to:

<https://entra.geteduroam.my/app/>

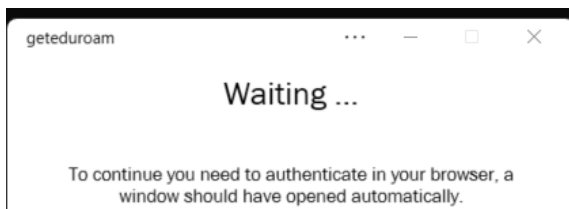
2. **Select** “Windows”. It will automatically download the installer.



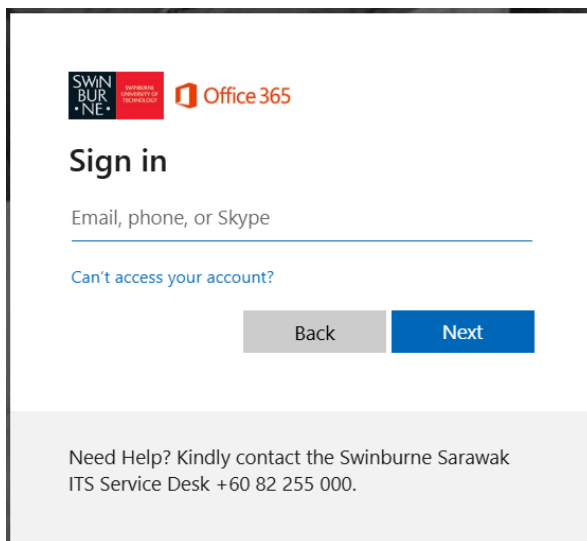
3. **Run** the installer and **search** for “Swinburne University of Technology Sarawak Campus” by typing in the search box.



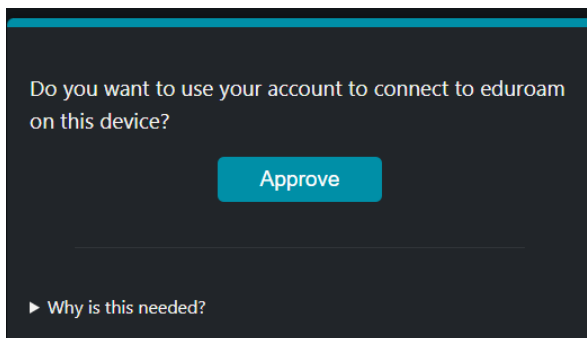
4. **Select** “Connect to Swinburne University of Technology Sarawak Campus” and **click** “Next”.
5. You will be directed to your default browser for authentication.



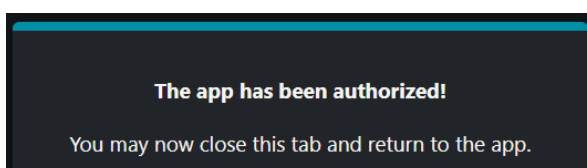
6. **Sign in** to your account by entering the University's login credentials.



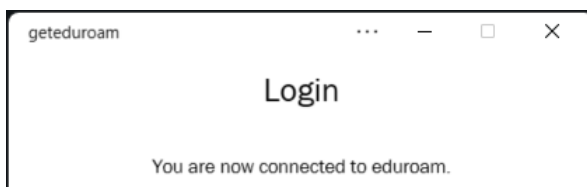
7. **Click** "Approve" to use your account to connect to eduroam on your device.



8. Once the app has been authorized, **close** the browser and return to the geteduroam app.



9. You'll see this message when the connection to eduroam is successful.



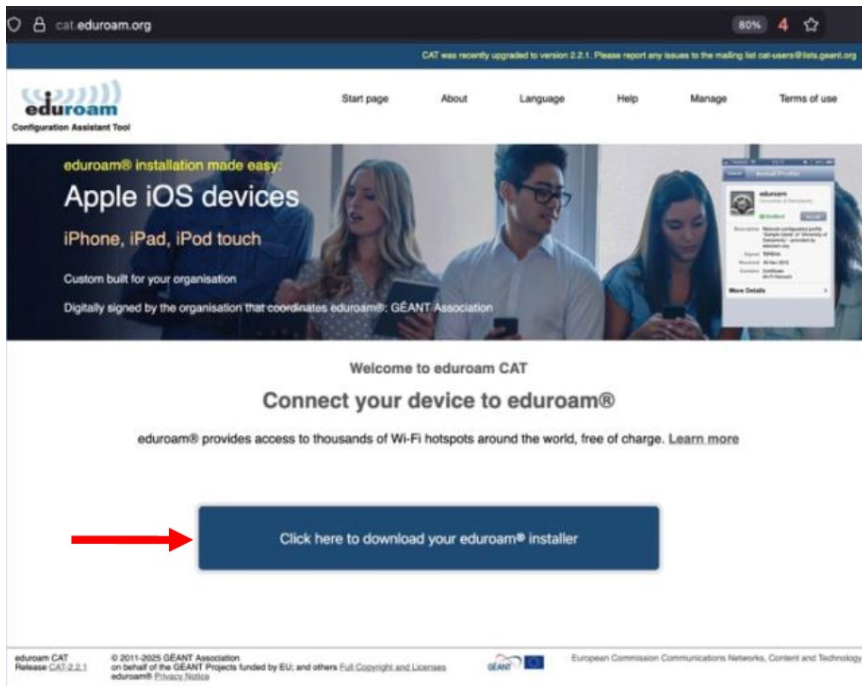
4. macOS (iMac and Macbook)

4.1 Download the eduroam configuration

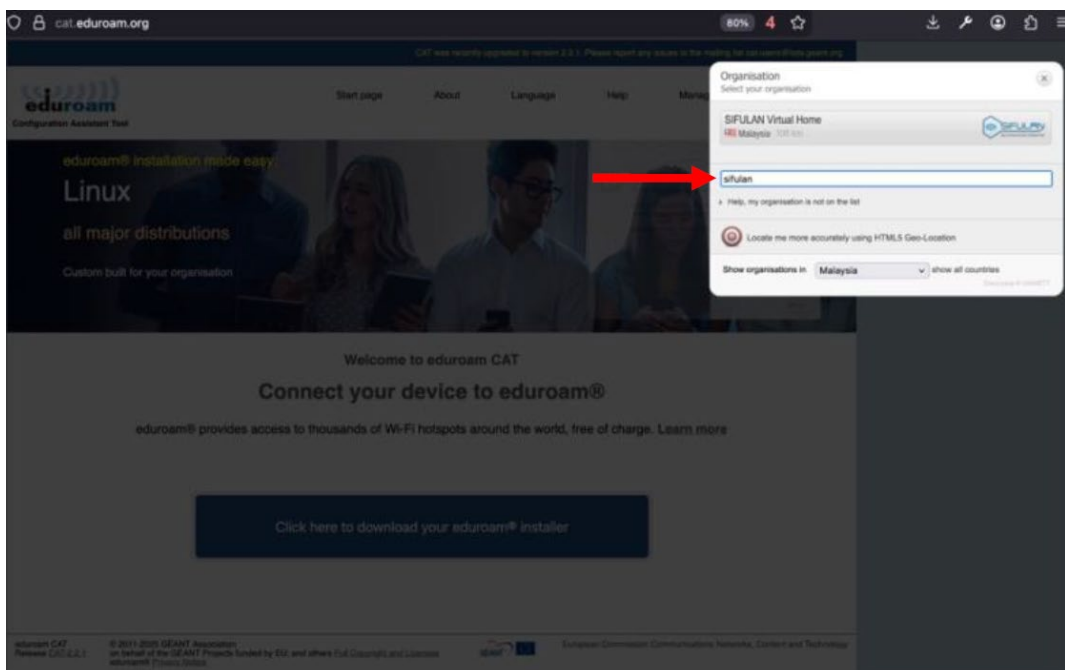
1. **Open** a web browser and go to:

<https://cat.eduroam.org>

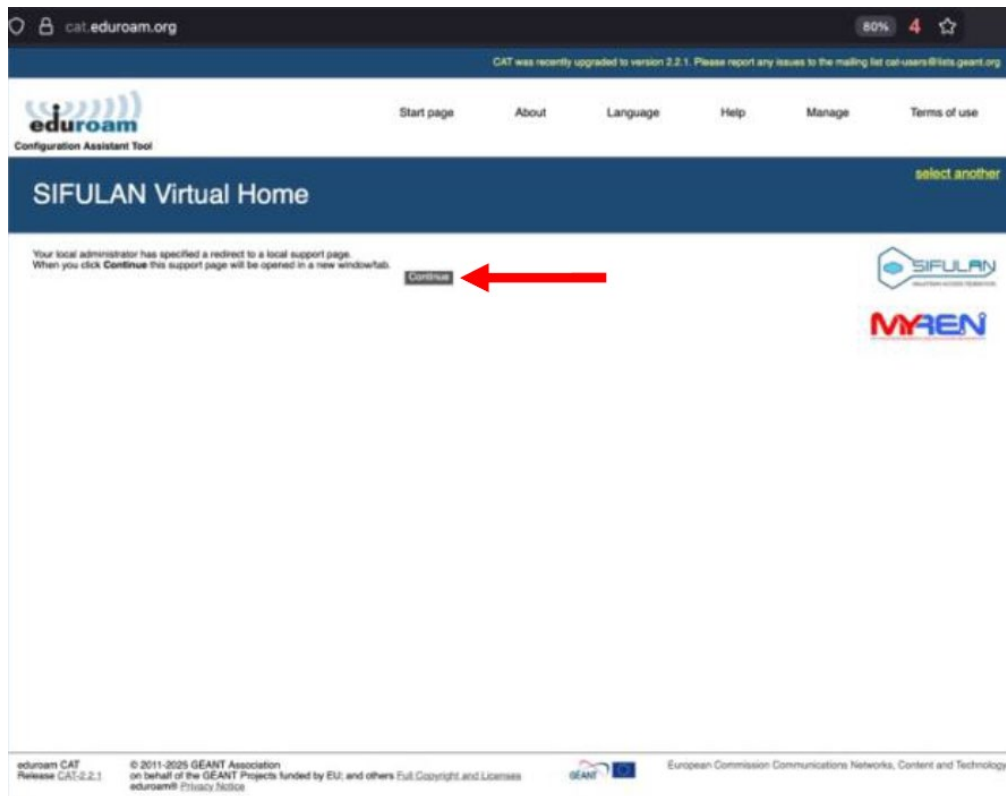
2. **Click** “Click here to download your eduroam installer”.



3. **Search** for “Swinburne University of Technology Sarawak Campus” and **select** it.

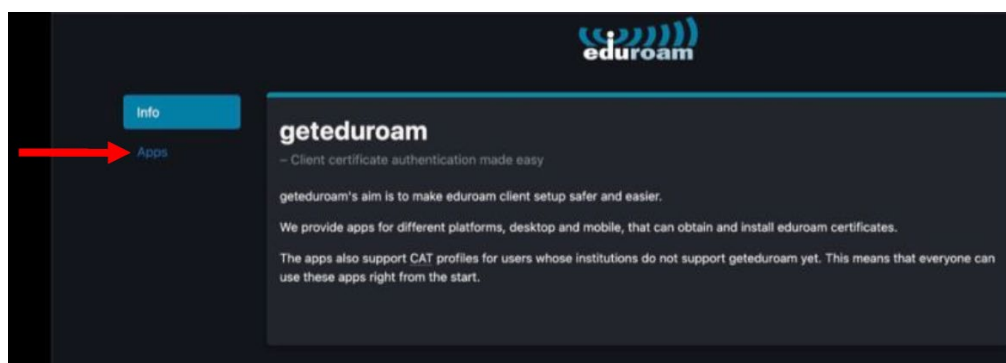


4. **Click** “Continue” to be redirected to the geteduroam portal.

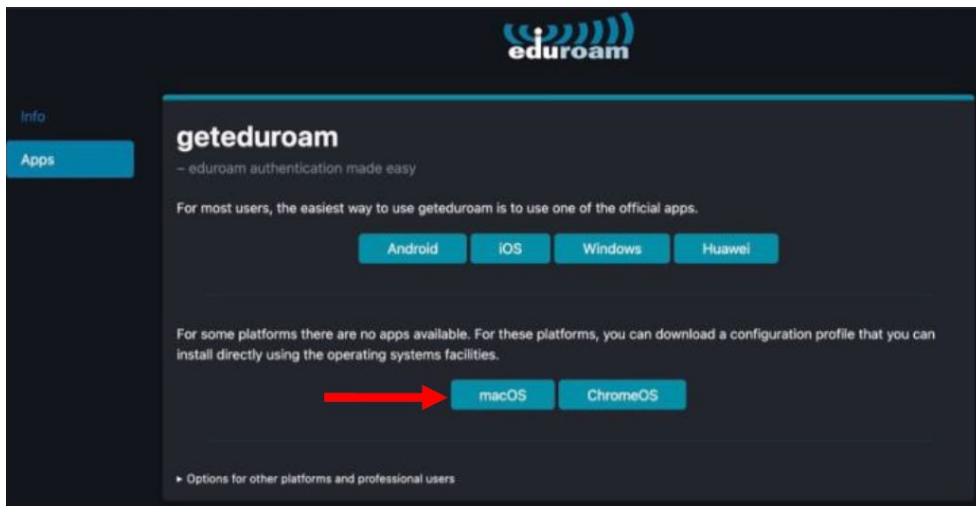


4.2 Download the network Wi-Fi profile

1. In the geteduroam portal, **click** “Apps”.

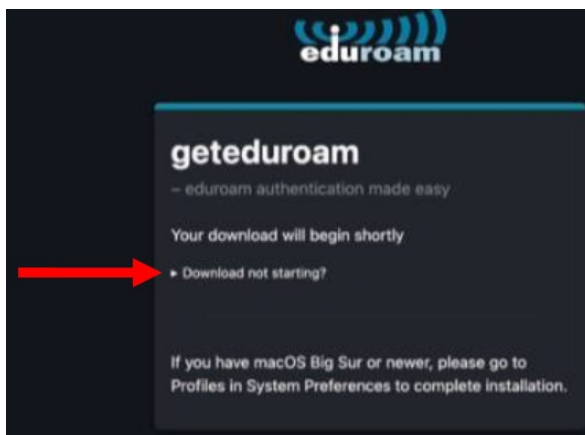


2. **Select** “macOS”.



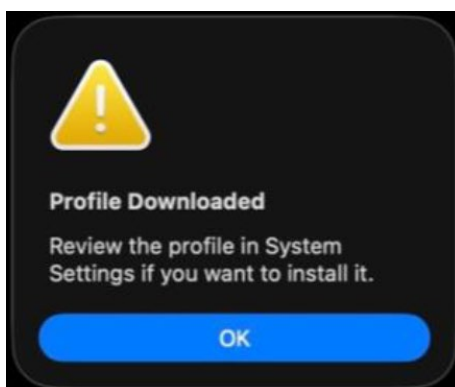
3. **Sign in** using your credentials. If prompted, **accept** the consent request.
4. **Download** the generated .mobileconfig file.

If the download does not start automatically, **expand** “Download not starting?” and **click** “Start download” to manually download the file.

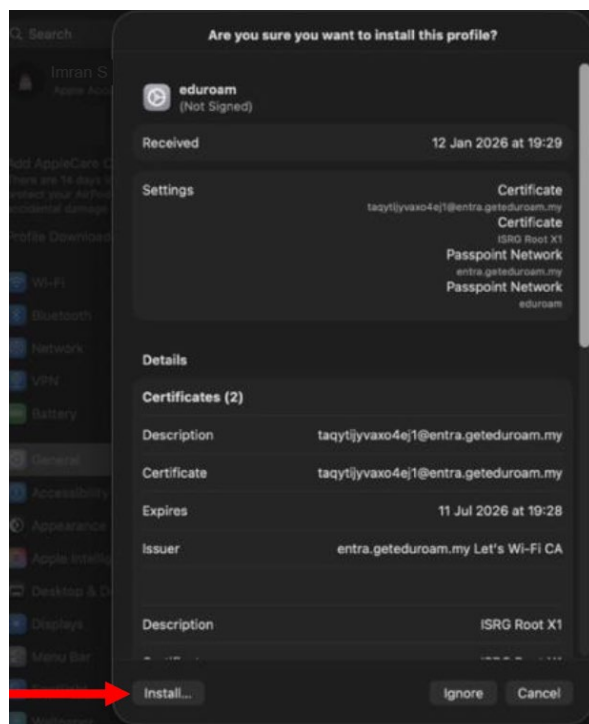
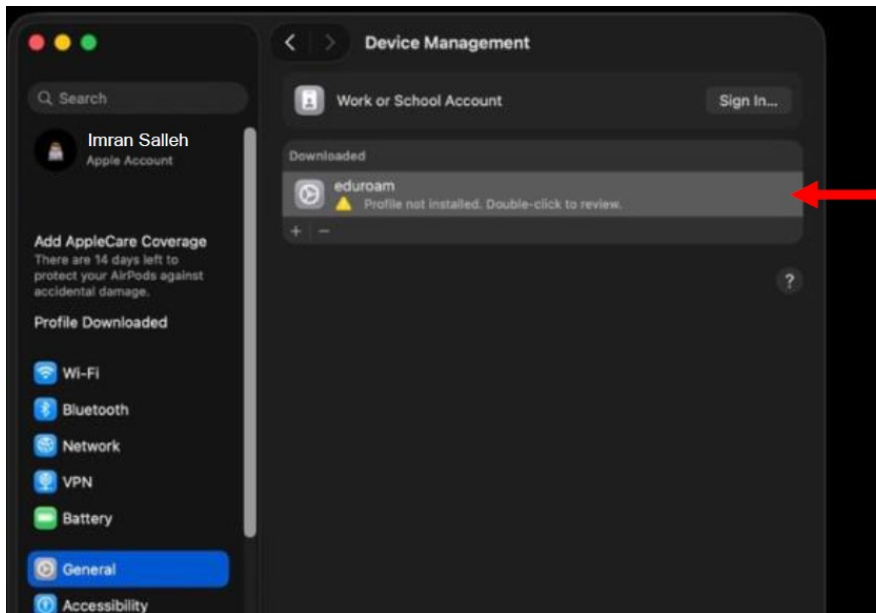


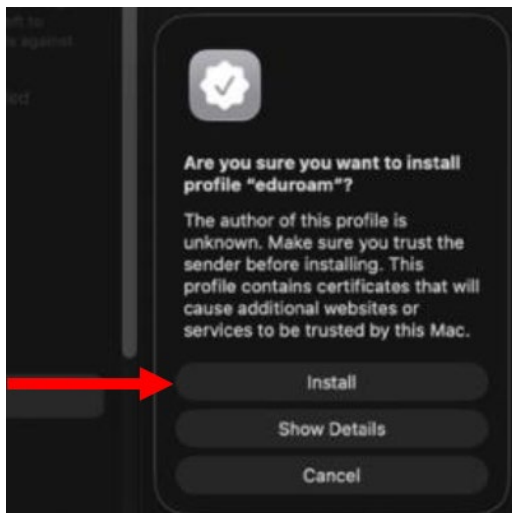
4.3 Install the Wi-Fi profile

1. **Open** the downloaded .mobileconfig file. Review the profile and **click** “OK” to install.



2. **Go** to “System Settings” → “General” → “Device Management”. **Select** the eduroam profile and **click** “Install”.





3. **Enter** your Mac password when prompted and **click** "OK" to continue.



4. Once the profile is successfully imported, you will be able to connect to the eduroam Wi-Fi network.

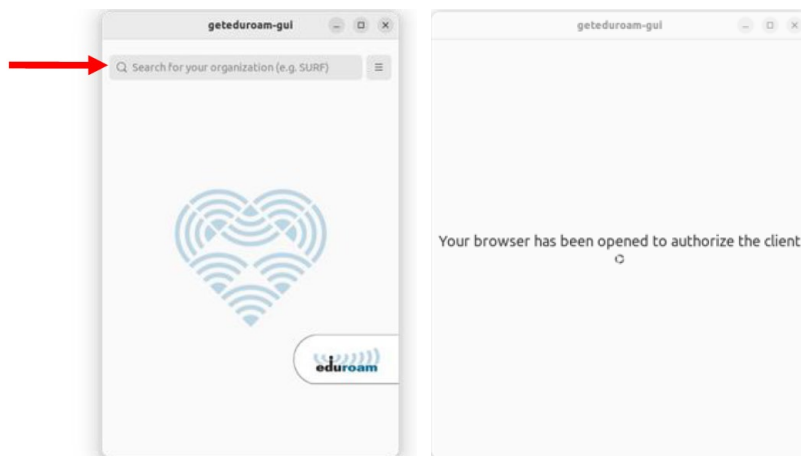
5. Linux

5.1 Download and install geteduroam

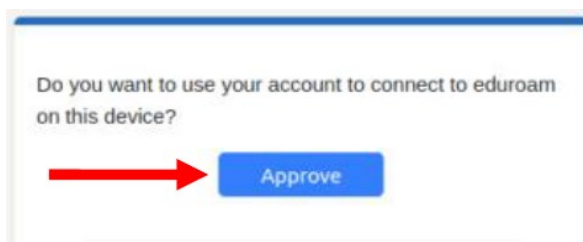
1. **Download** the Linux GUI version from:
<https://github.com/geteduroam/linux-app/releases>
2. **Install** the application according to your distribution.
3. **Open** the *geteduroam* app.

1. Authenticate and connect

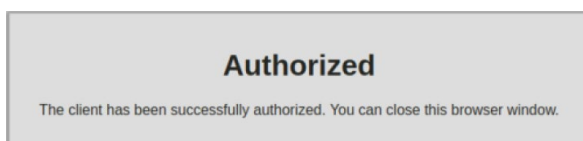
1. **Search** for “Swinburne University of Technology Sarawak Campus” and select it.
You will be redirected to a browser for authentication.



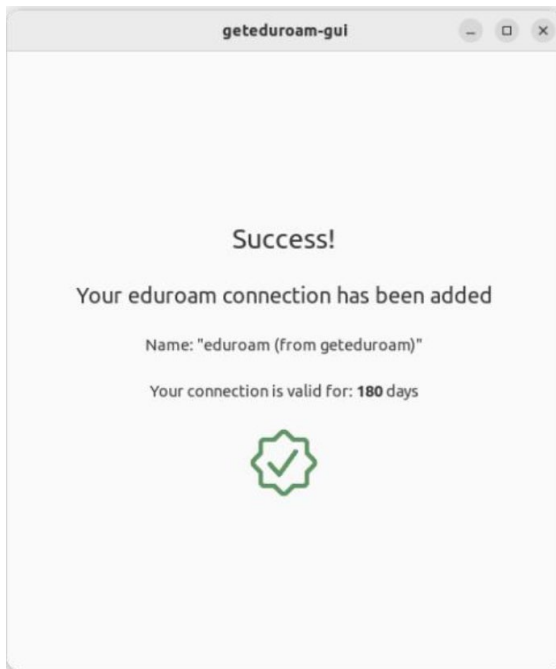
2. **Sign in** using your Swinburne’s credentials.
3. **Accept** the consent request if prompted.
4. **Click** “Approve” to authorize the connection.



5. Once you see the confirmation page, **close** the browser.



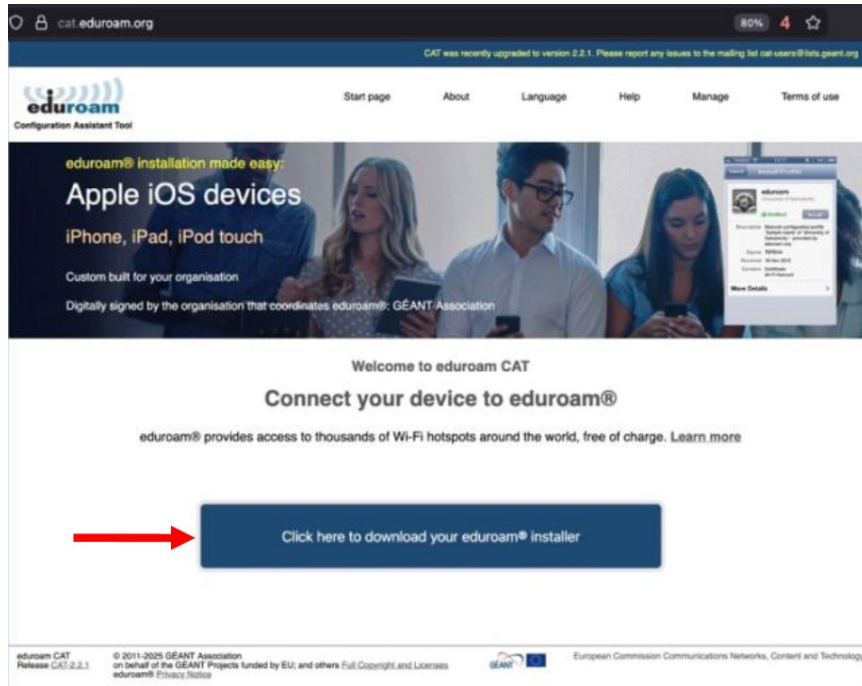
6. Return to the app to view the eduroam connection and its validity.



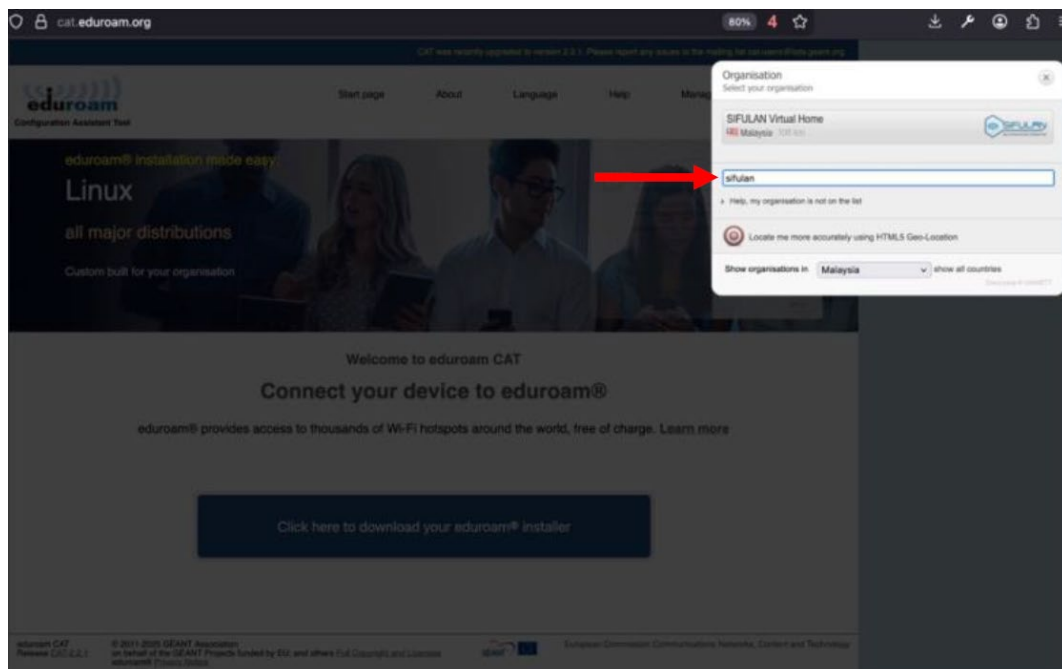
6. ChromeOS

6.1 Download the eduroam configuration

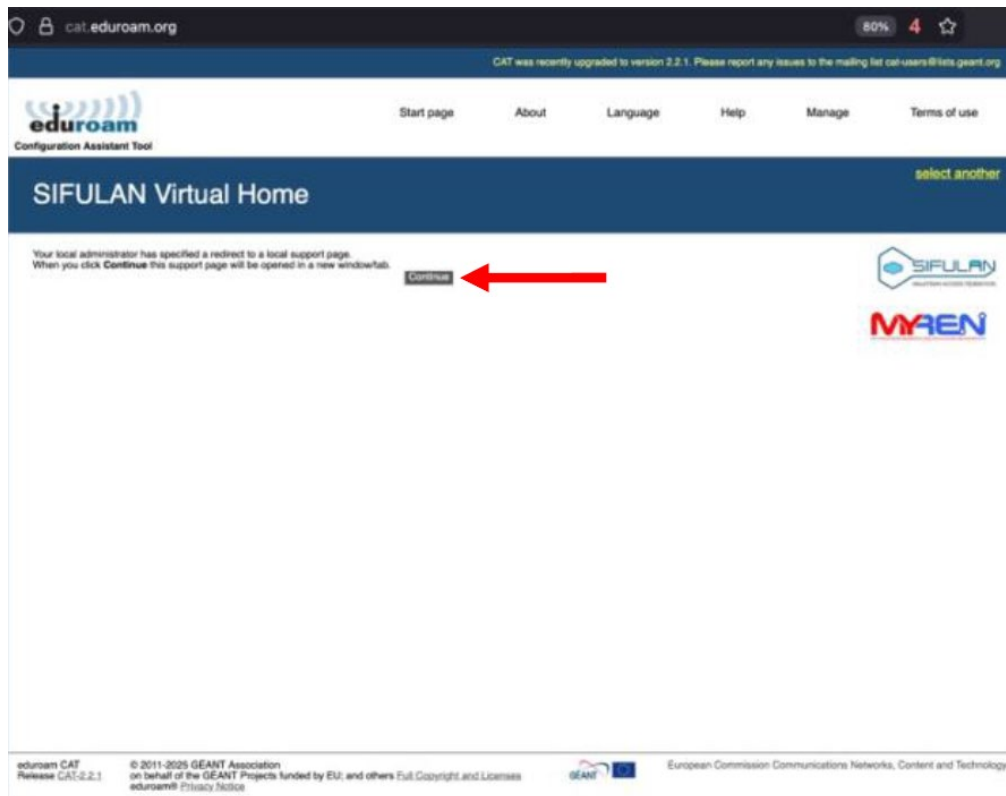
1. **Open** a web browser and go to:
<https://cat.eduroam.org>
2. **Click** “Click here to download your eduroam installer”.



3. **Search** for “Swinburne University of Technology Sarawak Campus” and **select** it.

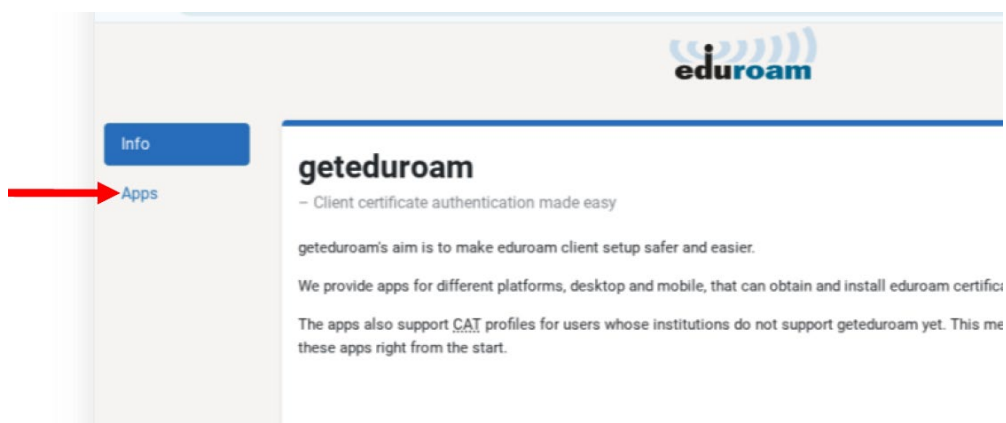


4. **Click** “Continue” to be redirected to the geteduroam portal.

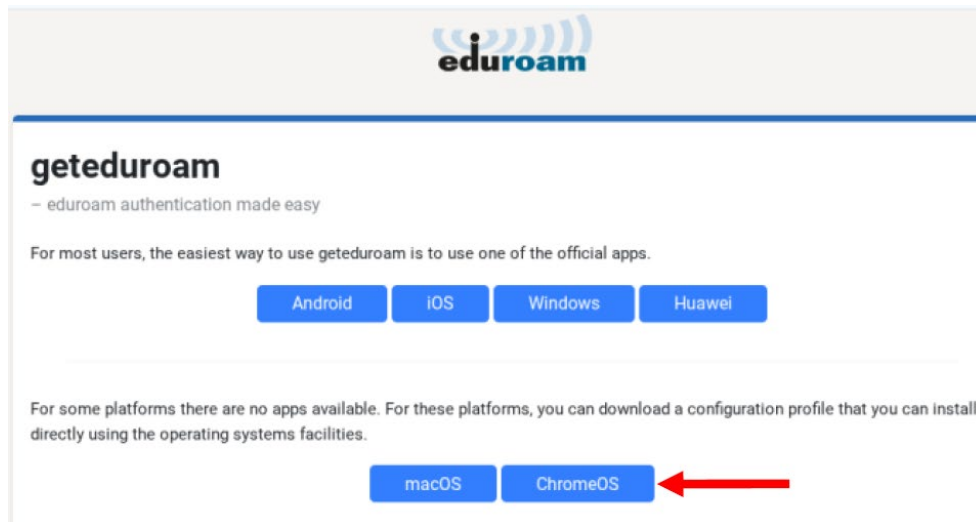


6.2 Download the network configuration profile

1. In the geteduroam portal, **click** “Apps”.



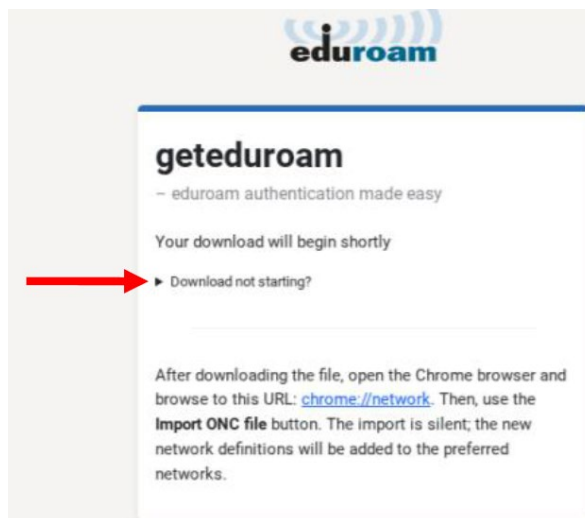
2. **Select** “ChromeOS”.



3. **Sign in** using your credentials. If prompted, **accept** the consent request.

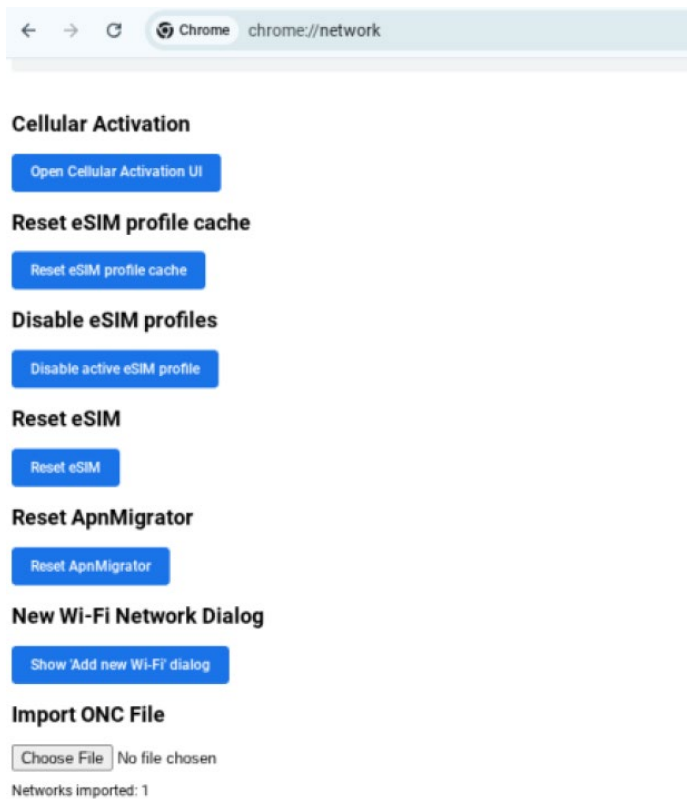
4. **Download** the generated .onc file.

If the download does not start automatically, **expand** “Download not starting?” and **click** “Start download” to manually download the file.

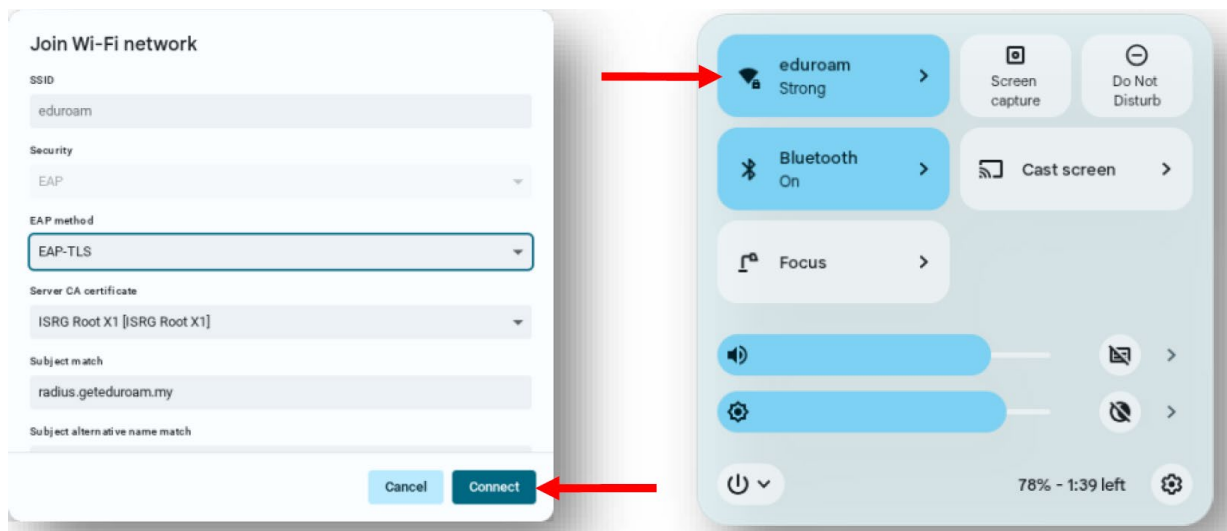


6.3 Install the network Wi-Fi profile

1. **Open** the following URL in a new tab in the Chrome browser [Crome://network](chrome://network). Click “Choose File” on the “Import ONC File”, select the generated .onc file generated in previous step, and click “Open”.



2. **Go** to “Settings” → “Network”. **Select** the eduroam network and **click** “Connect”.



RENEWING CREDENTIALS

Why eduroam credentials expire

geteduroam issues short-lived credentials for security purposes. These temporary credentials help to:

- Reduce long-term risk in case a device is lost, stolen, or compromised.
- Ensure only active users (students, staff, researchers) continue to have access.
- Force periodic refresh of authentication details so outdated certificates or passwords do not remain on devices.

This expiry mechanism helps protect both users and the institution's network.

When you need to renew

You must renew your credentials when:

- The geteduroam app notifies you that your access is expiring, or
- You are unable to connect to eduroam after your validity period ends.

Your geteduroam credential is valid for ONE year. After that, you'll need to renew them.

How to renew your eduroam credentials

Renewal is simple—you perform the same setup steps you did the first time you installed geteduroam. General renewal steps (all devices):

1. Open the geteduroam app (or go to the geteduroam portal, depending on your platform).
2. Select organisation – “Swinburne University of Technology Sarawak Campus”.
3. Choose the geteduroam profile.
4. Sign in again using Swinburne's username and password.
5. Approve the consent prompt if it appears.
6. The app will generate a new set of credentials, replacing the old ones.

Important notes for macOS and ChromeOS:

These systems store configuration profiles. To avoid conflicts when renewing:

1. Remove the old eduroam profile before creating a new one.
 - macOS:
System Settings → General → Device Management → remove 'eduroam' profile
 - ChromeOS:
Settings → Network → remove the existing eduroam configuration
2. Follow the normal setup steps again to install a fresh profile.

Windows / Android / iOS / Linux

No manual removal is needed. The geteduroam app automatically replaces expired credentials during setup.

How you know renewal is successful

- A confirmation page appears in your browser or the app.
- The app shows a new validity period.
- Your device reconnects to eduroam automatically.