

eduroam Frequently Asked Questions

This page provides answers to the most frequently asked questions relating to eduroam.

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What is eduroam?

eduroam (education roaming) is the secure, worldwide roaming internet access service developed for the international research and education community.

eduroam allows students, researchers, and staff from participating institutions to obtain Internet connectivity automatically at any of the nearly 3500 eduroam sites in the United States or more than 36000 additional locations worldwide by simply connecting your device to eduroam's SSID.

To learn more about eduroam, please visit <https://eduroam.org/>.

Who runs eduroam?

eduroam is a global initiative supported by GÉANT, the National Research and Education Networks, Internet2 in the United States, and individual institutions. Each participating organization contributes time, manpower, and resources to support the collaborative efforts.

Overall governance of eduroam is provided by the Global eduroam Governance Committee which currently comprises eleven senior representatives of roaming operators in Africa, Asia-Pacific, Latin America, North America and Europe.

Merit Network is the sole support organization for eduroam in the state of Michigan.

For more information on how the eduroam service is supported click [here](#).

I am a student/researcher/professor -- can I use eduroam?

As an end-user, you will only be able to use eduroam if your institution has opted into offering eduroam. If your institution does not, please let them know you would like them to.

Where can I eduroam?

Either:

Download the 'eduroam Companion' app from Google Play or Apple's App Store and easily locate the closest hotspot or Visit the eduroam Supporting Services map to find eduroam sites worldwide: https://monitor.eduroam.org/map_service_loc.php

What does eduroam cost?

eduroam is free for its users -- there is no charge for eduroam use worldwide. The providers of eduroam hotspots make the service available to benefit all members of the research and education community. There is a connection fee for institutions that wish to offer eduroam login access to their users – please contact eduroam@merit.edu for more information.

Can a public Wi-Fi provider offer eduroam?

eduroam separates the concepts of authentication (identity providers) and hotspots (service providers) allowing public, commercial, or city Wi-Fi providers to offer eduroam in addition to research and education institutions.

What commercial entities cannot do is become identity providers and offer a service to their customers that will work with eduroam. Any partnership with a commercial Wi-Fi service needs to respect that users of this hotspot cannot be charged for or otherwise encumbered from accessing the network.

As a network administrator, what do I need to do to set up eduroam for my users?

To enable your users to access eduroam on your campus and elsewhere, you need to maintain an Identity and Access Management system (IAM), where your users' electronic identities are stored.

You also need:

- A RADIUS server connected to your IAM
- A wireless LAN is configured to broadcast the eduroam SSID according to the eduroam requirements.

How can I become an authorized eduroam IdP+SP provider?

For more detailed information on how to set up eduroam, please contact Merit Network at eduroam@merit.edu or [Click Here](#) to sign up as a Service Provider or Identity Provider.

To provide eduroam access to guests you must broadcast the eduroam SSID and be able to transmit your guests' authentication requests to the main eduroam RADIUS servers. You must also be an authorized eduroam Service Provider (SP).

How does eduroam work?

When a user tries to log on to the wireless network of a visited eduroam-enabled institution, the authentication request is sent to the user's home institution via a hierarchical system of RADIUS servers. The user's home institution verifies their credentials and sends to the visited institution (via the RADIUS servers) the result of such a verification.

In eduroam, communication between the access point and the user's home institution is based on the IEEE 802.1X standard; 802.1X encompasses the use of EAP, the Extensible Authentication Protocol, which allows for different authentication methods. Depending on the type of EAP method used, either a secure tunnel will be established from the user's computer to their home institution through which the actual authentication information (username/password etc.) will be carried (EAP-TTLS or PEAP), or mutual X.509 certificate authentication, which is not vulnerable to eavesdropping, will be used (EAP-TLS).

Is eduroam safe to use?

eduroam is based on the most secure encryption and authentication standards in existence today. Its security far exceeds typical commercial hotspots. Be aware though that when using the general Internet at an eduroam hotspot, the local site security measures at that hotspot will apply to you as well.

Does eduroam use a captive portal for authentication?

eduroam requires the use of 802.1x which provides end-to-end encryption to ensure that your private user credentials are only available to your home institution. The certificate of your home institution is the only point you need to trust regardless of who operates any intermediate infrastructure. Web portals that require you to trust their infrastructure as they receive your password break the end-to-end encryption tenets of eduroam.

Does eduroam work on different platforms?

eduroam uses open standards to enable uniform cross-platform access. This means that eduroam works on Windows, Linux, MacOS, iOS and Android.

Can you help me connect my device to eduroam?

Yes. Please follow our How to Connect guide on the merit.edu/eduroam page.