WIRELESS LAPTOP SERVICE – DELETING YOUR EDUROAM PROFILE

This document explains how to delete your current Eduroam profile on your Wireless device which will enable you to create a new profile. Please note: you will need to refer back to the Wireless Installation Guides which can be found on the following pages:

Staff: refer to the Wireless Laptop Service section of the Information Services (IT) Staff Intranet pages.
Students: refer to the Wireless Laptop Service section of the IT Support Student Portal pages.

WINDOWS XP WIRELESS CLIENT

- On the Wireless Network tab, highlight the wireless network you wish to change the username for (refer to the Windows XP Wireless Installation Guide - Step 3)
- Click the Remove button – this deletes the profile for the wireless network
- Recreate the wireless network (refer to the Windows XP Wireless Installation Guide - Step 1 - 7)

WINDOWS VISTA WIRELESS CLIENT

- Untick the Cache User Information box (refer to the Windows Vista Wireless Installation Guide - Step 7)
- Reboot computer and connect to Eduroam – you will be prompted for a username/password

WINDOWS 7 WIRELESS CLIENT

- Untick the "Remember my credentials" box (refer to the Windows 7 Wireless Installation Guide - Step 7)
- Reboot computer and connect to Eduroam – you will be prompted for a username/password

WINDOWS INTEL PROSet CLIENT

If you have configured the Intel PROSet client to prompt for a username/password you can change your username/password each time you login. If not, you can change the username manually (refer to the Windows Intel Wireless Card Installation Guide - Step 6)

MAC OS 10.3 – 10.4

Change the username in the 802.1x configuration on the Mac (refer to the Mac OS 10.3 -10.4 Wireless Installation Guide - Step 7)

MAC OS 10.5

Change the username in the 802.1x configuration on the Mac (refer to the Mac OS 10.5 Wireless Installation Guide - Step 4)

LINUX

Change the username in the wpa_supplicant.conf file (refer to the Linux Wireless Installation Guide - page 2)

SYMBIAN

Change the username in on the Symbian device (refer to the Symbian Installation Guide - page 5)

ANDROID

Change the username in on the Android device (refer to the Android Installation Guide - page 2)