

Connect your Apple MacOS device to eduroam

Please turn off any existing VPNs from your device

You will need an active network connection to complete the setup process:

- If you are not on campus, connect to your own home network to start the process.
- If you are on campus, connect to the CU-Wireless network to start the process.



1. Open Safari web browser.
2. Manually direct Safari to <https://onboard.cardiff.ac.uk> unless you are auto directed.
3. At the login page, enter your full university email address and your password.



i In order to connect to this network, your device must be configured for enhanced security. This wizard will guide you through the configuration process.

Login below using your Cardiff University **email address**.

Email Address:

c123456@cardiff.ac.uk

Password:

.....

Log In

Contact a staff member if you are experiencing difficulty logging in.

i Your device was detected as a macOS device. If this is incorrect, select from this list:

macOS

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4. Ensure the correct operating system has been detected (macOS) then click **Log in**.
5. Select **Install Profile** to configure your device.



i In order to connect to this network, your device must be configured for enhanced security. This wizard will guide you through the configuration process.

Download and install the following profile which will configure network settings on your device.



Install Profile

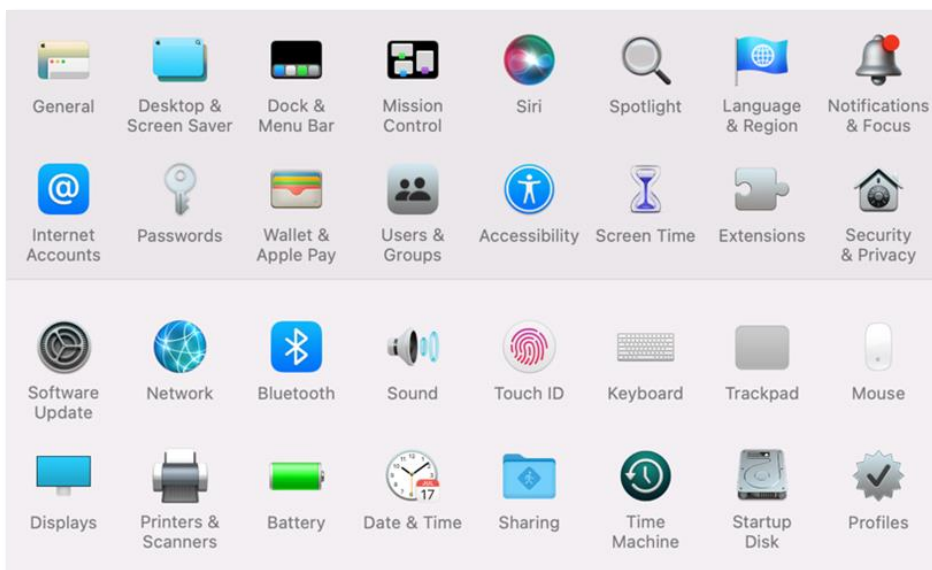
Installing this profile will configure your device.

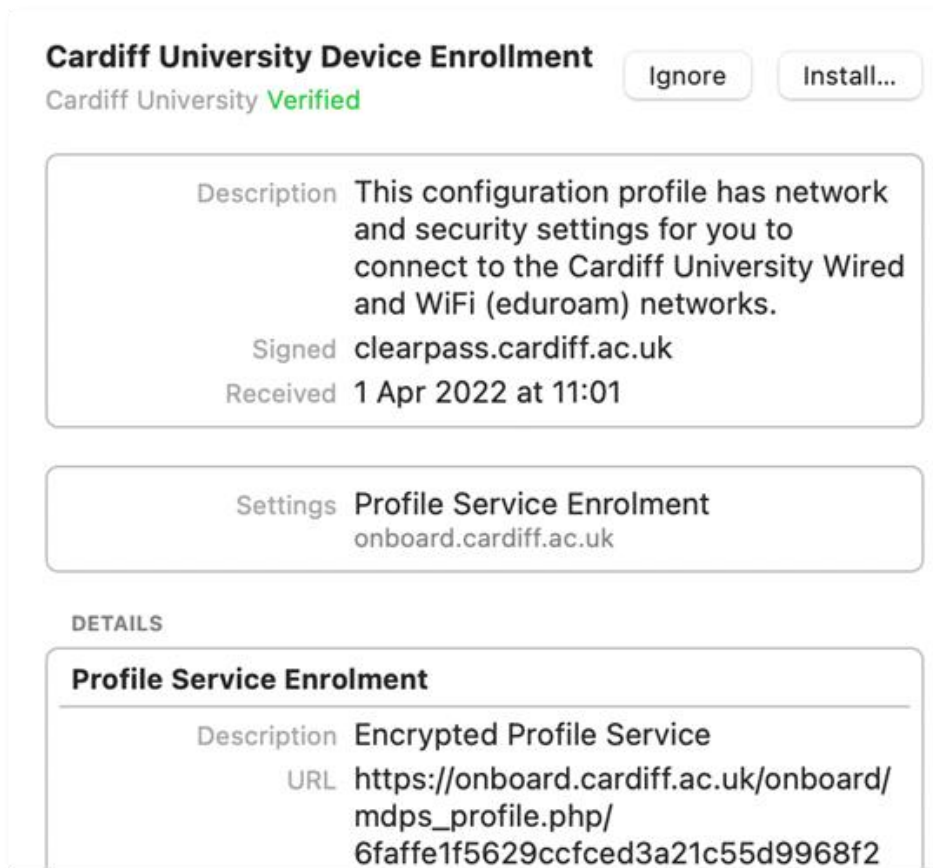
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6. Instructions continue below depending on your OS version.

MacOS Big Sur (v11 onwards)

1. Select **Allow** to allow downloads on onboard.cardiff.ac.uk . At this stage, the new profile has downloaded to your device. However, it needs to be installed. Select **System Preferences** and **Profiles**. Select **Install** for the Cardiff University Device Enrolment.





2. Select **Install** at the pop-up
3. Enter your device's passcode/TouchID if prompted.
4. Once the profile has installed, use the Airport icon in the top menu bar to connect to eduroam (on campus only)
5. We recommend that you remove the 'CU-Wireless' network altogether, and promote eduroam priority by opening system preferences, select network, then advanced. Then select CU-Wireless network from the list and click the "-" icon to remove the CU-Wireless network.

Older versions of OSX

1. Select **install** at the pop up.
2. At the next prompts, select **Continue** and **Install**.
3. Enter your device's passcode if prompted.
4. Once the install process has completed, you should see a **Cardiff University Device Enrolment Verified** message.
5. Use the **Airport icon** in the top menu bar to connect to eduroam (on campus only).
6. We recommended that you remove the CU-Wireless network altogether, and promote eduroam priority by opening system preferences, select network, then advanced. Then select CU-Wireless network from the list and click the "-" icon to remove the CU-Wireless network.

If you are still having problems

1. First, try restarting your device.

2. Try forgetting the eduroam network:
 - a. Open **Settings > Wi-Fi > 'i' button next to eduroam**
 - b. Click **Forget this network**
3. Try removing the eduroam profile from your device
 - a. Remove the eduroam profile from Apple Mac desktops and laptops
 - b. Select **System Preferences > Profiles** – click the ‘-’ button to remove the profile