

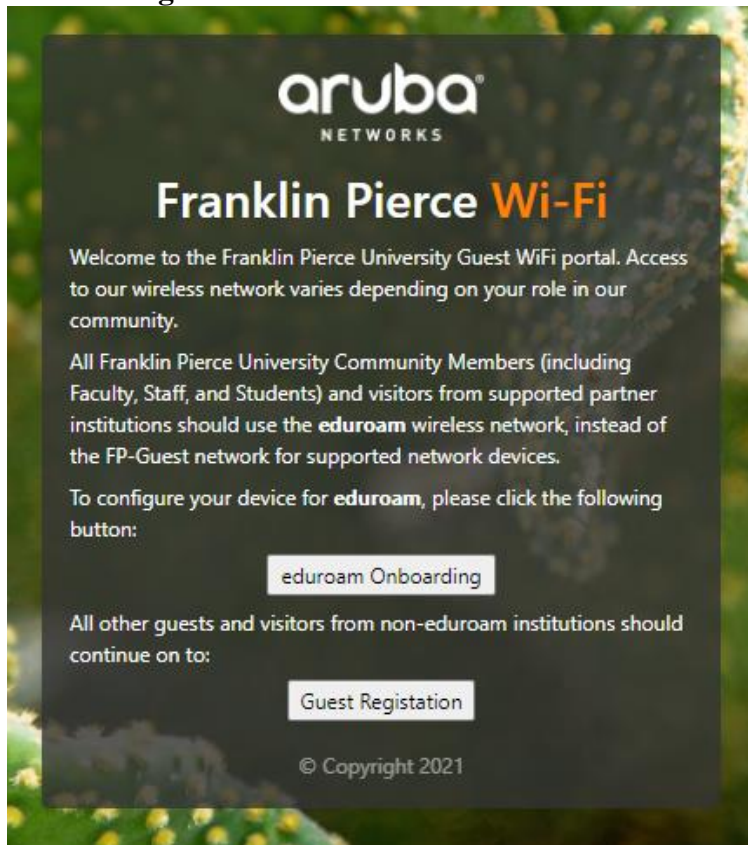
Connecting to Eduroam SSID with macOS

Note: Instruction are based off of Big Sur, legacy versions of macOS may differ

Step 1: Connect to the FP-Guest SSID by clicking on the  in the top right of your home screen. It should automatically bring up a "sign in" screen. Ignore this sign in screen and OPEN A BROWSER SESSION LIKE SAFARI OR CHROME.

STEP 2: Navigate to any other site, like ([ESPN.COM](https://www.espn.com) or [GOOGLE.COM](https://www.google.com)) it should redirect you to the WiFi captive portal. or proceed directly to https://login.franklinpierce.edu/guest/device_onboarding.php (and skip to Step 4)

Step 3: At the screen below navigate to the button to access the Franklin Pierce Onboarding Portal



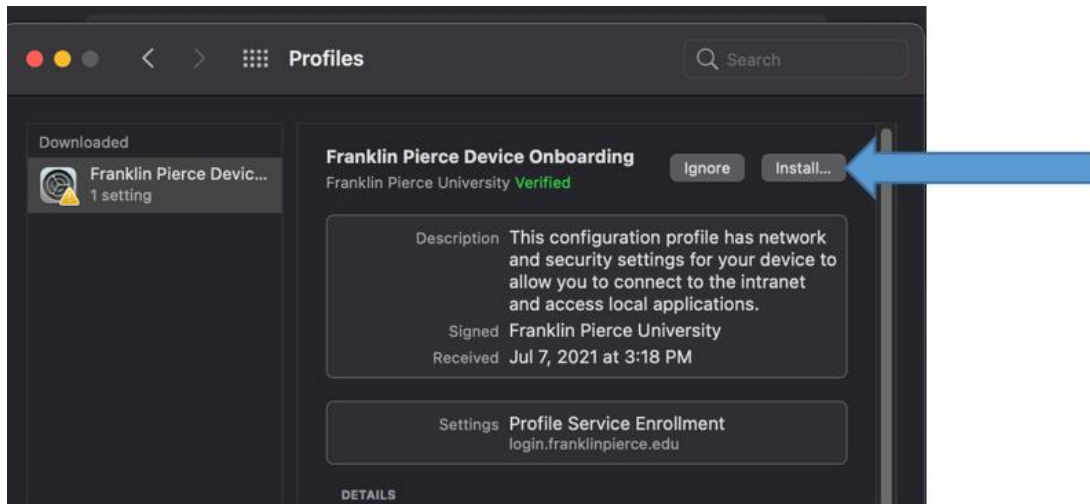
Step 4: At the Franklin Pierce Onboarding portal enter your username followed by @franklinpierce.edu. Example: doec@franklinpierce.edu



Step 5: Click on the white button with the apple logo to download the profile:



Step 6: Go System Preferences and click on “Profiles”. At the Profiles screen click the “Install...” button.
*Note: You may be asked to enter your **device** credentials to complete the install (not your FPU information)*



Step 7: Connect the device to the Eduroam SSID.

What to do if:

- **- I could not download the configuration file.**

*The popup window some Mac OS' create when you connect to a network **does not allow downloading**. Please navigate to*

https://login.franklinpiercedu.edu/guest/device_onboarding.php or another website in a full browser.

- **I could not connect to the Eduroam SSID, after completing all steps**

Verify that you are using the correct username and password. This is the most common cause of error.

- **But I DID use the correct username and password**

Please contact the IT Help Desk at ITHelpDesk@franklinpiercedu.edu or Ext. 4214

- **It says I need to enter a password to install the profile**

*You should use the password you use to log into the device. If your log in account is **not** a device administrator account, you will need to use the credentials of the device administrator account to approve the install.*