

# FAQ: Updating wireless encryption settings (eduroam visitors)

If you find you are unable to connect to **eduroam** it may be because your eduroam connection is set to use a different encryption method. You can check or temporarily change the settings using the following guide (simply change the settings back when returning to your home organisation):

[« Windows XP »](#) [« Windows Vista and Windows 7 »](#) [« Mac OSX »](#)

## Windows XP

1. Right click on the wireless icon in the taskbar, choose **Open network connections**
2. Right click on your wireless connection icon and choose **Properties**
3. Select the **Wireless Networks** tab.
4. Select **eduroam** in the list of wireless networks.
5. Click **Properties**
6. On the **Association** tab change the **Network Authentication** and **Data encryption** options to the correct setting (Use **WPA2** and **AES** at RBC and most other organisations. You may need **WPA** and **TKIP** at other organisations).

## Windows Vista or Windows 7

1. Right-click on the network icon in the task bar (bottom right corner of screen)
2. Select **Manage wireless networks**
3. Select **eduroam**
4. Right-click on **eduroam** and choose **Properties**
5. On the **Security** tab change the **Network Authentication** and **Data encryption** options to the correct setting (Use **WPA2** and **AES** at RBC and most other organisations. You may need **WPA** and **TKIP** at other organisations).

## Mac OS X

All recent versions of Mac OS will figure out the encryption scheme automatically, although to prompt your computer to do this you may need to click the **Ai report** menu and choose **eduroam** the first time you try to connect.



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