eduroam FAQ

Brad Christ - 2025-12-02 - Comments (0) - Eduroam

Frequently Asked Questions about eduroam

Q. What is eduroam and why does it matter?

A. eduroam (**education roaming**) is the secure, world-wide roaming access service developed for the international research and education community. **eduroam** allows students, researchers and staff from participating institutions to obtain **Internet connectivity** across campus and when visiting other participating institutions by simply opening their laptop.

If you are a visitor on an **eduroam** member campus, you *don't need* to register for guest access, don't need to figure out which wireless network to join, or worry about being able to connect to the Internet from your personal computer.

Q. Who else belongs to eduroam?

A. In Oregon, the **University of Oregon**, **Oregon State University**, **Lane Community College** are members.

Across the US, there are 167 current members and 73 more institutions in the process of joining. A map and listing is available at https://www.eduroam.us/institutions_list.

There are hundreds of international members, which you can browse at https://www.eduroam.org/where.

Q. How do I connect to eduroam?

A. Instructions for connecting from a PC, Mac, Linux, iOS, or Android device are available on our **support.sou.edu** site. You should only use the **eduroam** network when you are at another **eduroam** member institution.

Q. Can I use eduroam while on the SOU campuses?

A. No. The **eduroam** wireless network available on the Ashland and Medford campuses is for *visitors from other **eduroam** institutions*. While we allow you to connect to the **eduroam** network in Ashland and Medford, it is for verifying your connection only. It ***will not allow you to browse anywhere outside a captive portal***. The only site you can reach is **eduroamtest.sou.edu**

When at the Ashland or Medford campuses, SOU faculty, staff, and students should use the SOU-Wireless network (or SOU-Secure for campus owned computers).

Q. Does it cost anything?

A. No, it is free for you to use, even internationally!

Q. Can I use it on my personally owned devices?

A. Of course. You may use **eduroam** on both personally and institutionally owned devices.

Q. If I need help, who do I contact?

A. If you are student, please contact the IT Helpdesk at 541-552-6900 or helpdesk@sou.edu. You may also submit a ticket at **support.sou.edu**. If you are a faculty or staff member, you may contact your Computing Coordinator, the IT Helpdesk, or submit a ticket at **support.sou.edu**