
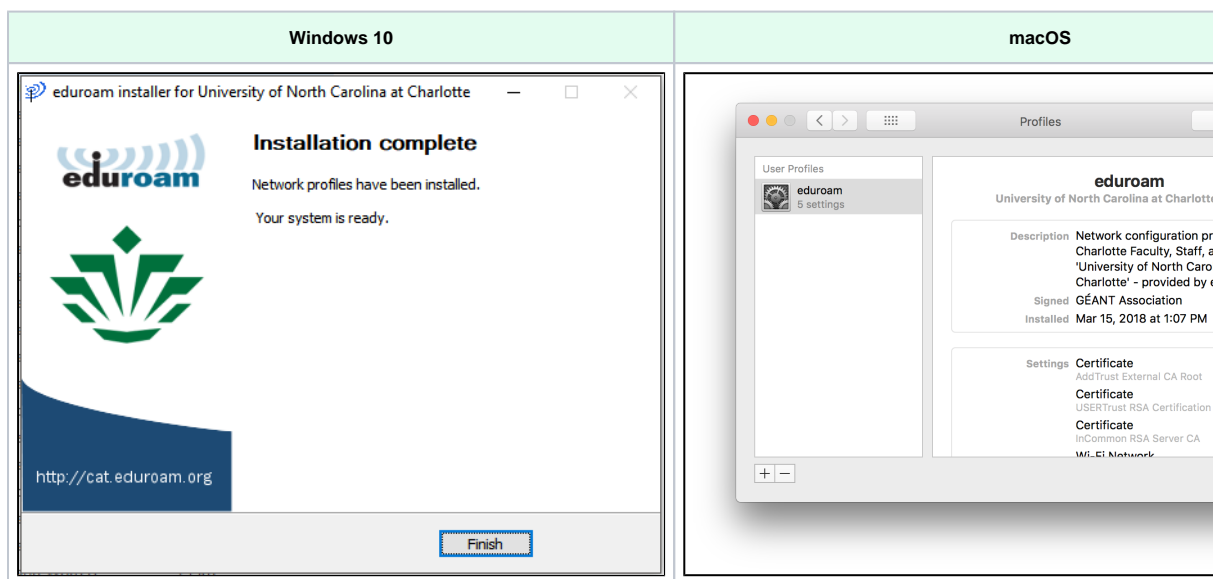


# What should I do if I'm having trouble connecting to wireless on-campus?


Tell Me

 For the best wireless experience in non-residential buildings, please make sure to connect to the **eduroam** wireless network.

1. "Forget" the wireless network on your device by following the steps for your device in this [FAQ](#) and then try reconnecting
2. If forgetting the network doesn't resolve your issues, go to <https://cat.eduroam.org/?idp=1380>
  - a. Follow the on screen instructions
  - b. Once you have completed the steps, and are back on the main screen (see below) try to reconnect to the **eduroam** network
  - c. When complete, you should see the following screen, depending on your device



3. If you are still unable to connect, please contact the IT Service Desk at 704-687-5500

 Wireless in residential buildings is provided by [Housing and Residence Life](#).

## Related FAQs

- [How do I log into eduroam wireless using a phone/tablet?](#)
- [How do I log into eduroam wireless on Windows 10 before logging in?](#)
- [How do I log into eduroam wireless on my computer?](#)
- [What should I do if I'm having trouble connecting to wireless on-campus?](#)
- [How do I access the wireless network \(WiFi\) on campus?](#)