

eduroam-US Knowledge Base

Jump to:

[Getting Started](#) | [What to do next](#) | [Resources](#) | [Let us know](#)

The eduroam-US Knowledge Base provides answers to common questions, guides to getting started with eduroam, and details on how to contact the team for help. Have questions or an idea to make this space better? [Contact us](#).

Getting Started

eduroam Admins use the eduroam Federation Manager portal to manage their eduroam deployments. After signing up, use your InCommon or Google credentials to [log in](#) and begin setting up eduroam with connections to your IdPs (the way your users log in), SPs (the way your hotspots send traffic to other subscribers), and service locations (where eduroam can be found in the physical world).

- eduroam Federation Manager Guides
 - [Quick Start Guide](#) is designed to assist you with getting started in the eduroam Federation Manager portal
 - [eduroam Admins User Guide](#) provides details on configuring and managing your eduroam Organization
 - [Support Organization Admins User Guide](#) is designed to provide information for completing configuration for Support Organizations.
- [eduroam IdP Realm Testing Guide](#)
- [eduroam Hotspot Testing Guide](#)
- [eduroam Log Viewer Basics](#)
- [How to read your eduroam report](#)
- [FAQ on enrolling and logging into the eduroam Federation Manager](#)

What to do next

While we work to update our documentation, our colleagues at GEANT have [documentation](#) on configuring your RADIUS servers for eduroam.



During organization-side configuration, use [tlrs1.eduroam.us](#) and [tlrs2.eduroam.us](#) as your upstream RADIUS server addresses.

- IP address info for [tlrs1.eduroam.us](#)
- IP address info for [tlrs2.eduroam.us](#)

Additional documentation

Below you'll find general help guides, eduroam best practices, and some technical documentation for configuring eduroam on certain varieties of wireless controllers and RADIUS servers.

General guides

Document Title	Author(s)	Revised
eduroam US Best Practices Guide	eduroam Advisory Committee (eAC)	<i>see document header</i>
Preserving end user privacy in eduroam	Internet2	<i>see document header</i>
How to deploy eduroam on campus	GÉANT	<i>see document header</i>
CAT (Configuration Assistant Tool) Guide	GÉANT	<i>see document header</i>

Resources

- [Join](#) the [eduroam-admins@internet2.edu](#) list to stay update on service updates and changes
- Check the [current status](#) of the eduroam service
- [Frequently Asked eduroam Questions \(FAQ\)](#)
- [eduroam Federation Manager portal Release Notes](#)
- [eduroam RADIUS infrastructure Release Notes](#)
- [Consultations](#) for community input and comment
- [eduroam Best Practices Guide](#)
- [eduroam Voluntary Product Accessibility Template \(VPAT™\)](#)

Let us know

- Have questions or an suggestion? [Contact us](#).
- [Contact](#) the eduroam Advisory Committee (eAC)

Help desk best practices	GÉANT	<i>see document header</i>
Primer on EAP types	GÉANT	<i>see document header</i>
EAP Server Certificate considerations	GÉANT	<i>see document header</i>
eduroam Transitional Technologies Updates <ul style="list-style-type: none"> Information on changes to 802.1x technologies that impact eduroam and guidance on implementation 	eduroam Advisory Committee (eAC)	<i>see document header</i>
RADIUS Attribute Guide	Josh Howlett, Federated Solutions	10/5/2023

Configuration for wireless controllers, RADIUS servers, and other network devices

Document Title	Author(s)	Revised
Aruba Clearpass 6.7 service template for eduroam	Aruba Networks	<i>Linked to 7/18/19</i>
Aruba Clearpass 6.8 service template for eduroam	Aruba Networks	<i>Linked to 7/18/19</i>
Aruba and NPS configuration for eduroam	Gerrard Shaw, Havering College of Further and Higher Education	3/6/2019
Cisco ISE and recommended load balancing best practice Please review before deploying any version of ISE	Josh Howlett	10/5/2023
Cisco ISE 3.1 configuration for eduroam	Cisco Networks	<i>see document header</i>
Cisco ISE 2.2 and 2.3 configurations for eduroam	Cisco Networks	<i>see document header</i>
Cisco ISE 2.1 configuration for eduroam	Cisco Networks	<i>see document header</i>
FortiNAC 9.2.0 and lower configurations for eduroam	Fortinet	<i>Linked to 12/12/21</i>
FreeRADIUS configuration for eduroam	GÉANT	<i>see document header</i>
Meraki APs configuration for eduroam	Cisco/Meraki	<i>see document header</i>
NPS configuration for eduroam	JISC	<i>Linked to 3/22/22</i>
WatchGuard configuration for eduroam (Note: These instructions include outdated references to the legacy eduroam administrative interface. Refer to the relevant section of the eFM User Guide for info on RADIUS configurations)	WatchGuard	<i>Linked to 1/18/23</i>

UETN's AP configuration guide <ul style="list-style-type: none">• Aerohive/Extreme• Cradlepoint• Fortinet• Ruckus• Ubiquiti• Juniper Mist	UETN	<i>Linked to 12/13/22</i>
--	----------------------	-------------------------------