

Connecting to eduroam

WINDOWS | ANDROID | MACOS | IOS

User Guide for Managed HAN Devices



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Start here

About This Manual

In this manual you will find all the information and steps you need to connect your mobile device (laptop or phone) to the wireless network of the University of Applied Sciences of Arnhem and Nijmegen. The name of the wireless network is **eduroam**.

What do you need





To connect to eduroam, you need the following:

-  Connect to the internet, for example your home network, a mobile network, or a hotspot, or ask for help from ASK HAN.
-  A laptop, tablet, or phone running Windows, Android, macOS, or iOS (depending on the brand of device).
-  Employees: Your HAN email address and password.
-  Students: Your HAN student email address and password.
-  Your HAN login details (*firstname.lastname@han.nl* and password)
-  Your phone with **Microsoft Authenticator** (for 2-factor authentication).

Which manual do I need?

For managed (HAN devices) and non-managed (personal devices), there are different procedures to connect to eduroam. In addition, this information is provided in both Dutch and English. There are four manuals available. In the table below you can read which manual you need.

The manual you are reading now is for **English-speaking users of managed HAN devices**.

-  Connect to eduroam. Managed device. All platforms. Dutch.
-  Connect to eduroam. Personal devices. All platforms. Dutch.
-  **Connecting to eduroam. Managed devices. All platforms. English.**
-  Connecting to eduroam. Personal devices. All platforms. English.

Read more on page [4](#).

Connecting to eduroam

You connect to eduroam using the [geteduroam](#) app. The geteduroam app is available for Windows, Android, macOS and iOS platforms.

A different step-by-step plan applies to each platform. If you have multiple devices – such as a Windows laptop and an Android phone – then follow the Windows step-by-step plan for your laptop and the Android step-by-step plan for your phone.







REMARK

HAN offers employees a managed Windows laptop and a managed Android phone as standard. A device purchased through the CYOD (*Choose Your Own Device*) scheme is also a HAN-managed device. For both situations, you need the manual you are reading now.

Important note if you have previously connected to eduroam at another (educational) institution or employer

If you have previously connected to eduroam with your current device at another (educational) institution—such as a previous employer or study program—you must first remove eduroam from the list of known networks. To do this, go to Settings on your device, select Connections or Wi-Fi. Then open the list of known networks and remove eduroam. For more information about managing Wi-Fi networks on your device, please visit your device manufacturer's online support pages.


How do I proceed?

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Geteduroam for Windows

INSTALLATION ON HAN MANAGED LAPTOPS

Connecting to eduroam – procedure

- 1 Click the Windows icon  in the taskbar.
- 2 Type **geteduroam** and click the **GetEduroam icon**.
- 3 Click on **Connect to Eduroam**.
- 4 Type **HAN** and select **HAN University of Applied Sciences**.
- 5 Click **Next**.
- 6 Click **Yes**.
- 7 Log in with your **HAN email address** and **password** and confirm your registration in the **Authenticator** app on your phone.
- 8 Click **Approve** and close the tab.
- 9 Open the Microsoft Edge browser and navigate to **www.han.nl**. When the page opens, you are connected to eduroam.



REMARK

After GetEduroam has been installed, eduroam works with a certificate. This certificate is valid for one year. After a year has passed, you will have to go through the above procedure again.


Geteduroam for Android


INSTALLATION ON HAN MANAGED ANDROID PHONES


Connecting to eduroam – procedure

- 1 Your work phone has a business company portal on it.
- 2 Swipe from the bottom to the top (or navigate to the [All Apps](#) list).
- 3 The private and work environment on the phone becomes visible.

NOTE If you don't see a [WORK](#) tab, you may have an unmanaged device. In that case, you'll need the unmanaged device guide.
- 4 Tap the [WORK TAB](#).
- 5 In the list [WORK](#), look for the [geteduroam](#) app.

See [Note 2](#) at the bottom of this page if you cannot find the GetEduroam app.
- 6 Tap the [geteduroam](#) app icon.
- 7 In the *Find your organization* box, type the word [HAN](#), and then tap [HAN University of Applied Sciences](#).
- 8 At the question *geteduroam Wants to use geteduroam.nl to Sign in*: Tap on [Continue](#).
- 9 Enter your HAN email address and tap [Next](#). Then enter your password and tap [Sign in](#).
- 10 An *Approve to sign in request* is displayed. Confirm your registration in the [Authenticator](#) app.
- 11 To the question *Stay signed in?* Check [Don't show this again](#) and tap the [Yes button](#).
- 12 To the question *geteduroam Want to Add a Wi-Fi Hotspot Network?*: Tap on [Allow](#).
- 13 To the question *geteduroam Wants to Join Wi-Fi Network eduroam?*: Tap on [Join](#).
- 14 If the last screen says  [Connected](#), you're done and close the app.

 **NOTE 1** After GetEduroam has been installed, eduroam works with a certificate. This certificate is valid for one year. After a year has passed, you will have to go through the above procedure again.

 **NOTE 2** If you can't find the GetEduroam app on your phone, you may need to install it yourself. See the following page for more information.

How to install the GetEduroam app on your work phone


Introduction

The GetEduroam app may be missing from your HAN-managed phone. If you can't find the GetEduroam app on your phone, you'll need to install it manually.

What do you need

To manually install GetEduroam, you need an internet connection. Enable your phone's data connection or connect to the HAN guest Wi-Fi network.

Installing the GetEduroam app – procedure

- 1 Navigate to the list of all apps.
- 2 Tap the [Play Store](#).
- 3 In the Play Store: Tap  [Search](#).
- 4 Type [geteduroam](#) and tap [geteduroam](#) in the search results.
- 5 On the [geteduroam](#) page (from SURF B.V.): Tap [Install](#).
- 6 Once the app is installed, you can find [geteduroam](#) in the list of all apps.
- 7 Return to the [Geteduroam for Android](#) chapter on page [6](#) and continue from step [6](#).

Geteduroam for macOS

INSTALLATION ON HAN MANAGED APPLE MACBOOKS (FROM 2024)

Connecting to eduroam – procedure

- 1 Navigate to [Launchpad](#) and click on [Company Portal](#).
- 2 Click on [Sign up](#) and login with your HAN email address and password.
- 3 On the [All apps](#) tab you will find [SURF GetEduroam](#).
- 4 Click on [SURF GetEduroam](#) and then click on [Install](#).
- 5 The file will download to your [Downloads](#) folder. The file is named [en.geteduroam.han.yyyymmddhhmmss.mobileconfig](#), where [yyyy... ss](#) part is the date and time you downloaded the file.

Example: Suppose you downloaded the file on 22 May 2025 at 12h34.56, then the file name becomes *nl.geteduroam.han20250522123456.mobileconfig*
- 6 Open [System Settings](#) and click on the [General](#) category. Then click on [Device Manager](#).
- 7 In *Device Manager*. Double-click on the [eduroam file](#)
- 8 Scroll down and click [Install](#).
- 9 Click [Install again](#).

Optional: Click Show [Details](#) to see more information about the certificate.

- 10 Type in your MacBook's password and confirm your login.



REMARK


After GetEduroam has been installed, eduroam works with a certificate. This certificate is valid for one year. After a year has passed, you will have to go through the above procedure again.

Geteduroam for iOS

INSTALLATION ON HAN MANAGED APPLE IPHONES

HAN does not supply iOS work phones. Within the CYOD scheme (*Choose Your Own Device*), employees can order an iPhone. This phone is managed by HAN and has a Company Portal.

Connecting to eduroam – procedure

- 1 Find the **GetEduroam** app in the **Company Portal**.
- 2 Tap on the **GetEduroam** app.
- 3 Tap **Install**.
- 4 Open de **GetEduroam** app.
- 5 In the **Find your organization** box, type the word **HAN**, and then tap **HAN University of Applied Sciences**.
- 6 To the question **geteduroam Wants to use geteduroam.nl to Sign in:** Tap on **Continue**.
- 7 Enter your HAN email address and tap **Next**. Then enter your password and tap **Sign in**.
- 8 An **Approve to sign in request** is displayed. Confirm your registration in the **Authenticator** app.
- 9 To the question **Stay signed in?** Check **Don't show this again** and tap the **Yes** button.
- 10 To the question **geteduroam Want to Add a Wi-Fi Hotspot Network?:** Tap **Allow**.
- 11 To the question **geteduroam Wants to Join Wi-Fi Network eduroam?:** Tap on **Join**.
- 12 If the last screen says  **Connected**, you're done and close the app.



REMARK

After GetEduroam has been installed, eduroam works with a certificate. This certificate is valid for one year. After a year has passed, you will have to go through the above procedure again.

Colophon

University of Applied Sciences of Arnhem and Nijmegen

Document version [4.0.4](#) Rev. [64](#)

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Updated on [2025/11/06](#) by [Jean-Pierre](#).

Subject to changes and language errors.

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The original Dutch text in this document has been machine translated (A.I.) and manually checked.

