

Connecting to eduroam

WINDOWS | ANDROID | MACOS | IOS

User Guide for Unattended or Personal 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 personal 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 UNATTENDED OR PRIVATE LAPTOPS

Connecting to eduroam – step-by-step plan

- 1 Open the Microsoft Edge web browser and navigate to www.han.nl/geteduroam
- 2 Click **Windows**.

A file named [geteduroam-x64.exe](#) is downloaded and saved in your **Downloads** folder.
- 3 Open **Windows Explorer** and navigate to the **Downloads** folder.
- 4 Double-click the file [geteduroam-x64.exe](#)
- 5 Click on **Connect to Eduroam**.
- 6 Typ **HAN** en selecteer **HAN University of Applied Sciences**.
- 7 Click **Next**.
- 8 Click **Yes**.
- 9 Log in with your **HAN email address** and **password** and confirm your registration in the **Authenticator** app on your phone.
- 10 To the question **Stay signed in?** Check **Don't show this again** and tap the **Yes** button.
- 11 Click **Approve** and close the tab.
- 12 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 UNMANAGED OR PRIVATE ANDROID PHONES AND TABLETS

Connecting to eduroam – procedure

- 1 Open the [Google Play Store](#) on your device.
- 2 Type geteduroam [in the search box](#) and tap on the app [geteduroam](#) (from SURF B.V.).
- 3 Tap [Install](#).
- 4 After the [geteduroam](#) app is installed on your device, open the 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.
- 13 Open the Microsoft Edge browser (or any other browser you prefer) and navigate to www.han.nl. When the page opens, you are connected to eduroam.



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Geteduroam for macOS

INSTALLATION ON UNMANAGED OR PRIVATE APPLE MACBOOKS (FROM 2024)

Connecting to eduroam – procedure

- 1 Open Microsoft Edge or Safari and navigato to han.nl/geteduroam
- 2 Click [MacOS](#).
- 3 Click on [Sign up](#) and login with your HAN email address and password.
- 4 Click [Start Download](#).
- 5 The file will download to your [Downloads](#) folder. The file is named [en.geteduroam.han.jjjjmmddhhmmss.mobileconfig](#), where [yyy... 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 Go to your [Downloads](#) folder and double-click the file you just downloaded.
- 7 Open [System Settings](#) and click on the [General](#) category. Then click on [Device Manager](#).
- 8 In **Device Manager**. Double-click on the [eduroam file](#)
- 9 Scroll down and click [Install](#).
- 10 Click [Install](#) again .

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

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




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Geteduroam for iOS

INSTALLATION ON UNMANAGED OR PERSONAL APPLE IPHONES AND IPADS

Connecting to eduroam – procedure

- 1 Open the [Apple Store](#) on your device.
- 2 Type [geteduroam](#) in the search box and tap on the app [geteduroam](#) (from SURF B.V.).
- 3 Tap [Install](#).
- 4 After the [geteduroam](#) app is installed on your device, open the 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.
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Colophon

University of Applied Sciences of Arnhem and Nijmegen

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Subject to changes and language errors.

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