

# WiFi at LSE

Your guide to getting connected



# WiFi at LSE

LSE's wireless (WiFi) network, eduroam, offers secure connectivity across campus including in major lecture theatres, the Library and public areas.



View the areas covered by WiFi and the strength of service you can expect at [lse.ac.uk/wirelessmaps](https://lse.ac.uk/wirelessmaps)

## Connecting to eduroam

- Make sure you are at a place on campus which has WiFi availability
- Enable WiFi on your device. Scan for networks and choose eduroam
- When prompted, enter the following information:

**Username:** Your LSE email address, e.g. [j.bloggs@lse.ac.uk](mailto:j.bloggs@lse.ac.uk)  
**Password:** Your LSE network password

If you are experiencing problems, you may need to remove any previous WiFi profiles from your device. You can do this via the network settings.

### ENABLE WIFI ON A DEVICE

#### Windows 7

Start | Control Panel | Network and Internet

#### Mac OS X

AirPort status menu at the top right of your screen | Turn AirPort On

#### iPhone

From the Home screen click Settings | WiFi

#### Android

Settings | WiFi

Visit [lse.ac.uk/eduroam](https://lse.ac.uk/eduroam) for detailed guidance.

## eduroam

eduroam is the recommended WiFi in use at LSE.

- Configure your device once and you will automatically connect wherever eduroam is available
- Benefit from seamless WiFi access at many other institutions across the UK and abroad
- Visitors to LSE can use eduroam with their institutions' account

Find out more at  
[www.eduroam.org](https://www.eduroam.org)



## OTHER WIRELESS CONNECTIONS TO BE PHASED OUT IN 2014

IMT are working to upgrade the School's internet connection to one that is faster, has more capacity and more security. As part of this work, LSE Basic and LSE Secure WiFi will be phased out through 2014 and eventually switched off. Please use eduroam instead.

## WiFi in Halls

WiFi in Halls of Residence is provided by StudentCom. If you are experiencing problems with WiFi in your Hall, call StudentCom for support on **0333 123 0178** or **support@studentcom.co.uk**



There are only three halls that are covered by eduroam in communal areas, provided by LSE: Rosebery, Lilian Knowles and Sidney Webb.

If you are experiencing problems with connecting to WiFi in these Halls, contact the IT Help Desk.

### NEED HELP?

If you're having trouble connecting your device, visit the Walk-In Centre/Laptop Surgery on the 1st floor of St Clements for hands-on assistance.

## The Cloud

LSE has introduced WiFi access for guests and visitors in association with The Cloud, also in use at many other locations across the UK. Connect to WiFi after creating an account at **www.thecloud.net**



Visitors from participating institutions are encouraged to use eduroam.

The Cloud is only intended for guest and visitor access to WiFi. Existing LSE staff and students should connect to eduroam.

# Need help?

## Staff and Postgraduate Research Students

Contact the IT Service Desk:  
IT.Servicedesk@lse.ac.uk  
020 7107 5000  
Walk-In Centre: St Clements, 1st Floor

## Taught Students

Contact the IT Help Desk:  
IT.Helpdesk@lse.ac.uk  
020 7955 6728  
Help Desk: 1st floor, Library  
Walk-In Centre: St Clements, 1st Floor

## Guests and Visitors

Visitors from other institutions should contact their home institution for help with eduroam.  
Guests using The Cloud can go to St Clements, 1st Floor or visit **[www.thecloud.net](http://www.thecloud.net)** for help.

