HUMBOLDT-UNIVERSITÄT ZU BERLIN

Access to wifi eduroam under Microsoft Windows

Stand: 09. November 2026

1 Five-step quick guide

- You already have configured eduroam on your device? Delete the configuration.
- Download the installer for `Windows 11` or `Windows 10` and run it.
- Confirm probably apperearing warnings.
- Enter your HU-Account as user name, followed by *@hu-berlin.de*.
  This is NOT the e-mail address.
- After the installation your PC should automatically connect to *eduroam*.

2 Foreword

The following description was created with Windows 11 / 10. Access to the wifi *eduroam* is described. The wifi logon requires username and password.

3 Preparation

If your laptop already has an internet connection, download the configuration application by calling the URL `https://pages.cms.hu-berlin.de/noc/pdfman/eduroam-W11-HU.exe`.
For Windows 10 use this `installer`.
If your browser shows a warning, please confirm to keep the file instead of discarding it. Alternatively, you can visit `https://cat.eduroam.org` and download the installation file for the Humboldt University Berlin.

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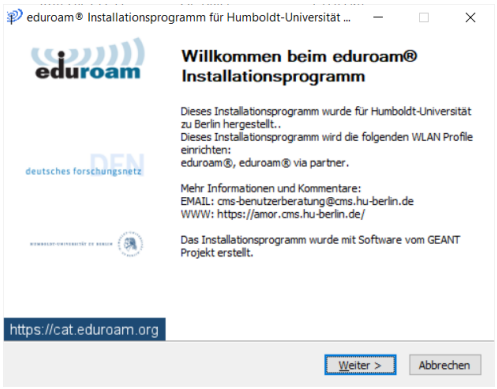
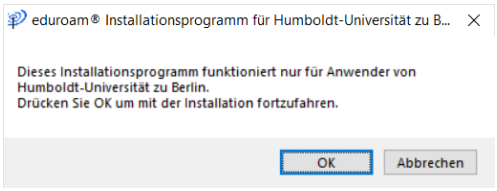
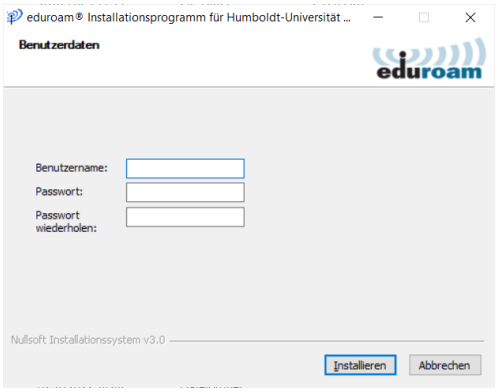
4 Setup



Run the application you downloaded in the last step. Start the installation by confirming with **Next** (or German **Weiter**) in the following dialog.



Confirm the popup prompt with **OK**.



Enter your HU-Account as user name, followed by
@hu-berlin.de and enter your password.
Then click on **Install**.
This is NOT the e-mail address.

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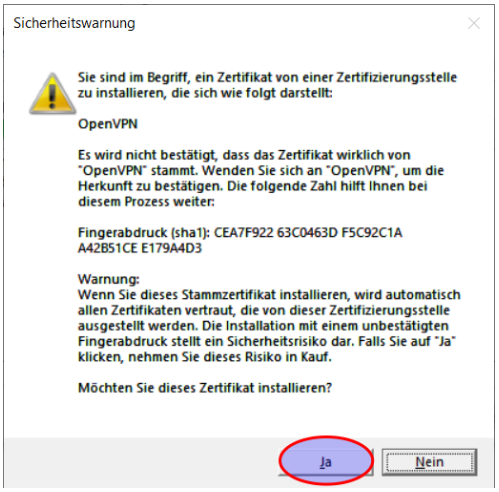

Please confirm the installation of the certificate of security by clicking **Yes**.

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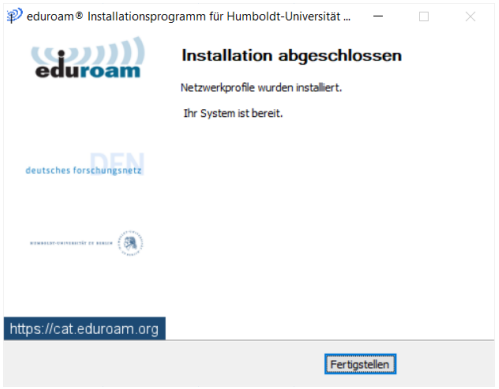
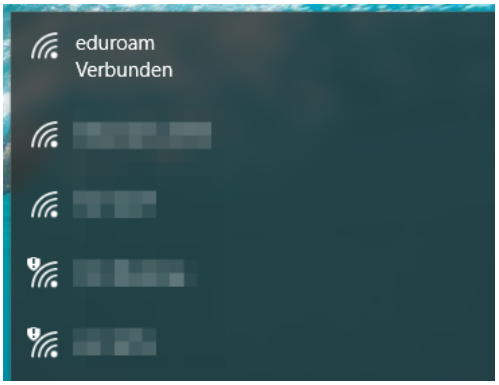


The successful installation is confirmed by a message. Close it with **Done**.

The *eduroam* connection is now configured.



A successful registration is confirmed by the word **connected**.
The wifi can now be used.

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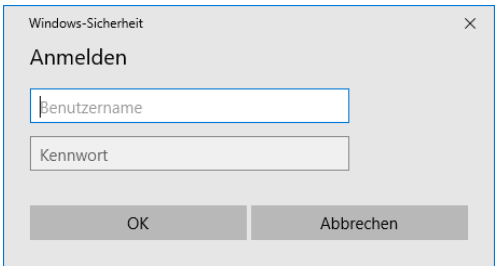
5 Handle issues

5.1 Notes:

- The installer must not be run as administrator, but as normal Windows user.



If your computer does not automatically connect to *eduroam* and after clicking on **eduroam** you are asked for username and password, then you have either:

- entered incorrect credentials. Check them by signing in to another HU service (e.g. webmail) and run the installation again.
- a partially incompatible system. In this case please use the alternative installer that you can find under the following link. Run the Installation now with this installer. Additional warnings will appear, please confirm them.

5.2 Remove eduroam wifi profiles

In some cases *eduroam* wifi profiles should be removed. Only ONE existing *eduroam* profile is effective for the function!

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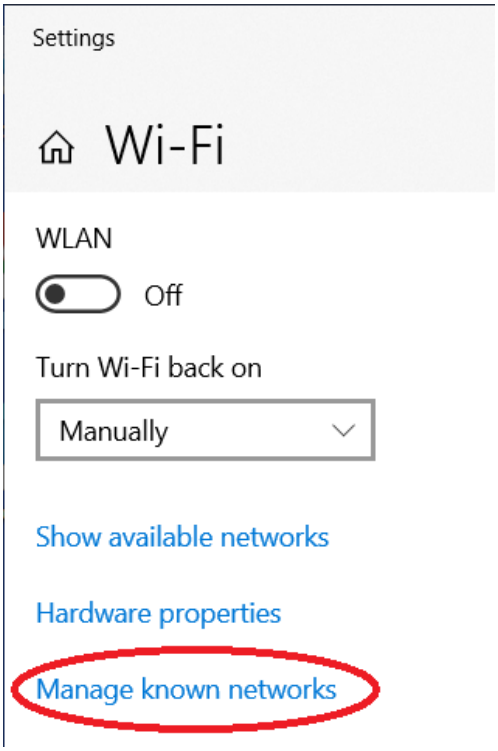
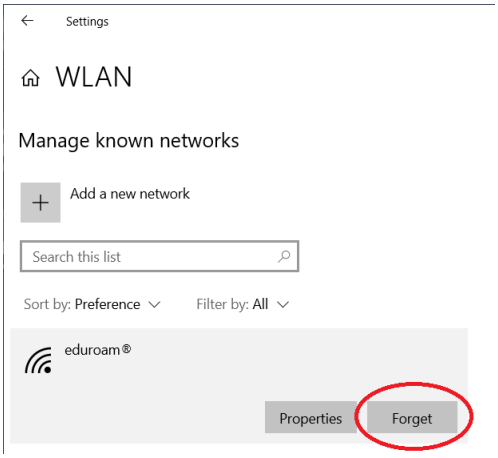


Go to the Wi-Fi settings (you find it e. g. via windows search with keyword „wifi“.) and click on “Manage known networks”.



Click on the entry *eduroam* and then on “Forget”.
If there are multiple networks stored with “eduroam” in their name, please delete them all.

This successfully removed the wifi profile(s) of *eduroam*.
If this action does not solve the problem and when you don’t get no IP-address while establishing an connection, then Windows troubleshooting for your wifi adapter could help (tested on Win10).
If also this does not work, you can try the option “reset network” for deleteting all stored wifi configuration. (Works at least on Win11.)

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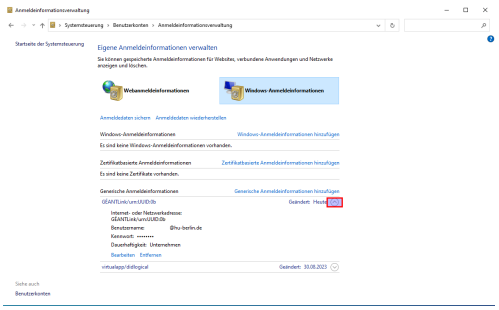
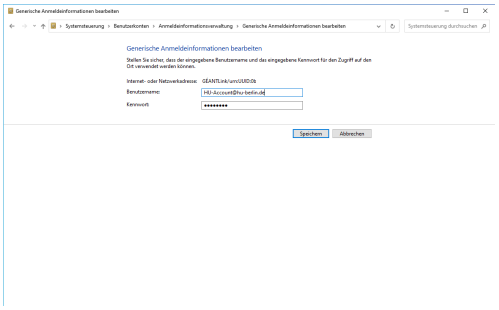
5.3 Windows 10: Changed HU account password

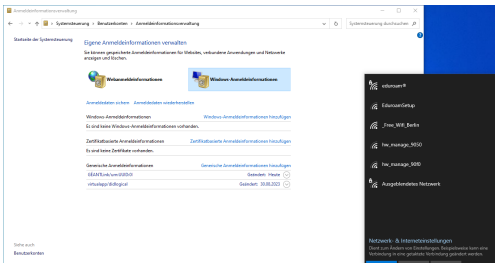
After you have changed the password of your HU account, the *eduroam* connection will no longer work with old credentials.



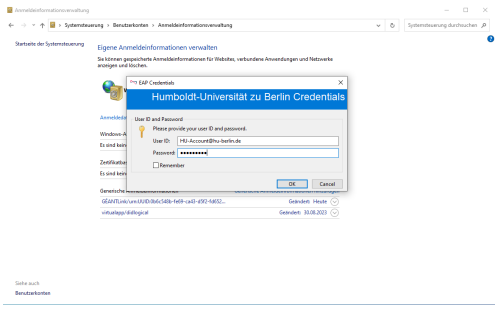
Open Control Panel. Navigate to: User Accounts, Credential Management, Windows Credentials. Click on GÉANTLink. Click on Edit.



Change your current password. Click on Save



Now connect to the *eduroam*.



Enter your HU account followed by *@hu-berlin.de*. Set the hook. Now your eduroam access should work as usual again.

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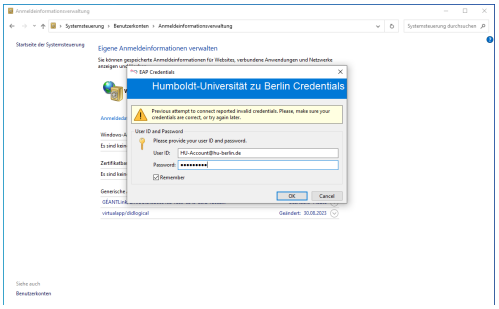
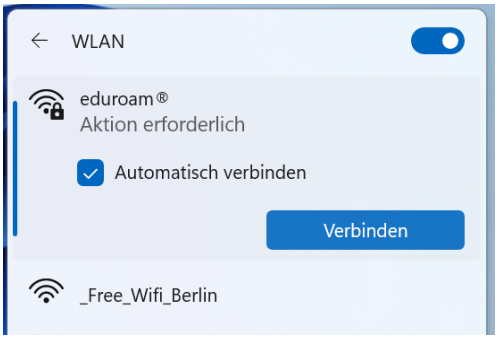
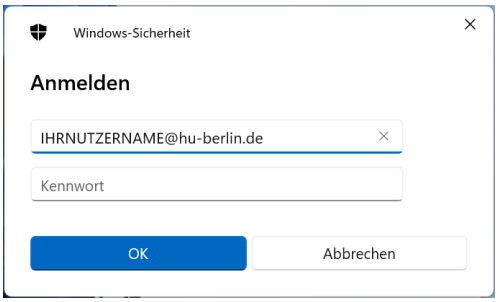


There was probably a typo here.

5.4 Windows 11: Changed HU account password



After changing the password, when trying to connect, the message „action required“. Please click **Connect**.



Now enter your HU account followed by *@hu-berlin.de* as well as your password.
The appearance of this window is not a bug on Windows 11!

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