UTSA Campus Wi-Fi Network Access Guide

For UT Health San Antonio faculty/staff/students visiting UTSA.

As we merge to become UT San Antonio, members of our community may find themselves moving between UTSA and UT Health San Antonio campuses. This guide explains how to connect to Wi-Fi while visiting UTSA.

UTSA Wi-Fi Guide: AirRowdy_Guest & Eduroam (FOR LAPTOPS)

UTSA Wi-Fi Guide: AirRowdy_Guest & Eduroam (FOR MOBILE PHONE/TABLET)

UTSA Wi-Fi Matrix

UTSA WiFi Guide: AirRowdy_Guest & Eduroam - Laptops

Summary

This article provides step-by-step guidance for UT Health SA visiting staff, faculty, and students to the University of Texas at San Antonio (UTSA) campus and securely join the UTSA Guest/Eduroam campus networks and access internal UT Health San Antonio (UT Health SA) resources. This article focuses on laptop and mobile devices, specifically those running Windows or Mac OS.

Body

Navigate to the correct guide by clicking on your operating system: Windows or MacOS

Article for Mobile Phones/Tablets

Article about UTSA WiFi Info

Windows

Jump to Eduroam instructions

AirRowdy_Guest Instructions

1. Click the Wi-Fi icon on the taskbar or navigate to your device's network settings.

2. Ensure Wi-Fi is enabled, confirm that the Wi-Fi toggle is switched on so your device can detect nearby networks.

3. Locate AirRowdy_Guest. In the list of available networks, find and click on AirRowdy_Guest. It should appear among other local options.

4. Select the Network, click once to highlight AirRowdy_Guest. You'll see a message noting that it's an open network.

5. Optional: Connect Automatically

Check the box labeled Connect automatically if you want your device to join this network whenever it's in range.

6. Click 'Connect', and hit the Connect button to initiate connection.

7. The captive portal will load in a web browser, requiring you to accept the terms and conditions, place a checkmark in the box, and press the 'Sign In' button
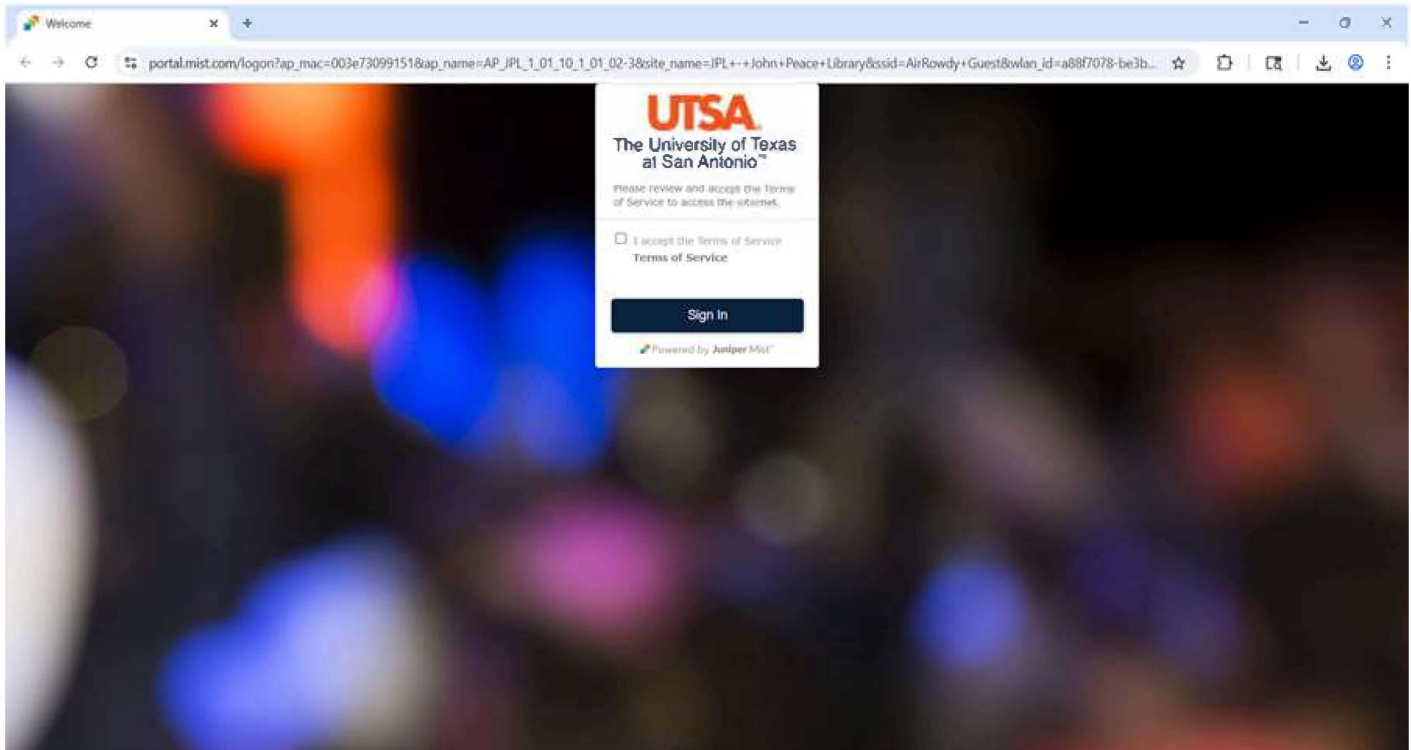
Wait for Confirmation Open Wi-Fi Settings

Your device will connect and show a confirmation. You will be redirected to a portal page, which you can close out and proceed to connecting to UTHSCSA VPN(Global Protect)
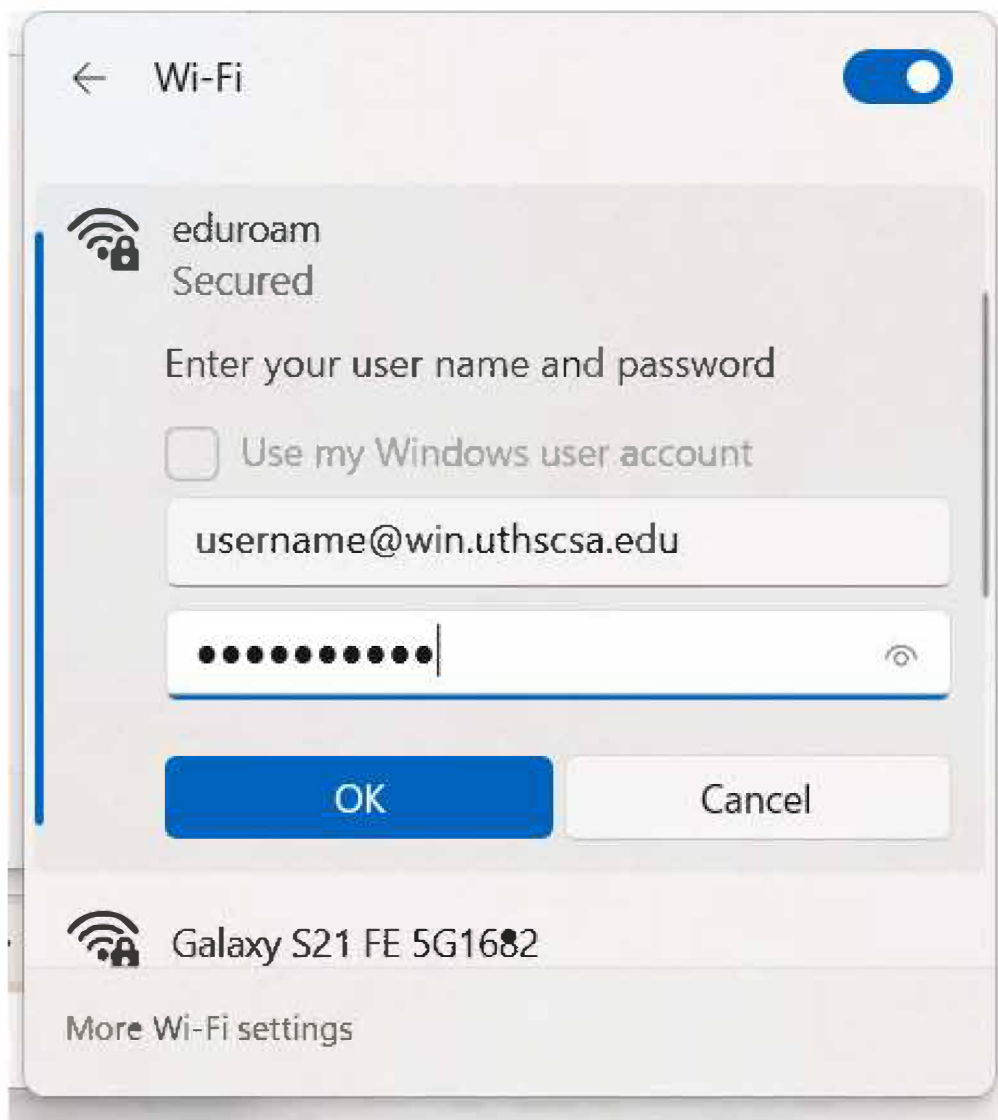
If you need to connect to the UTHSCSA network please proceed with connecting to our VPN(Global Protect)

Eduroam Instructions

1. Open the Wi-Fi Settings, click the Wi-Fi icon in your system tray (bottom-right corner of your screen), or go to your network settings.

2. Enable Wi-Fi, make sure the Wi-Fi switch is turned on so your device can detect wireless networks.

3. Find the "eduroam" Network, look through the available networks, and select eduroam. It should display a padlock icon, indicating it's a secure network.
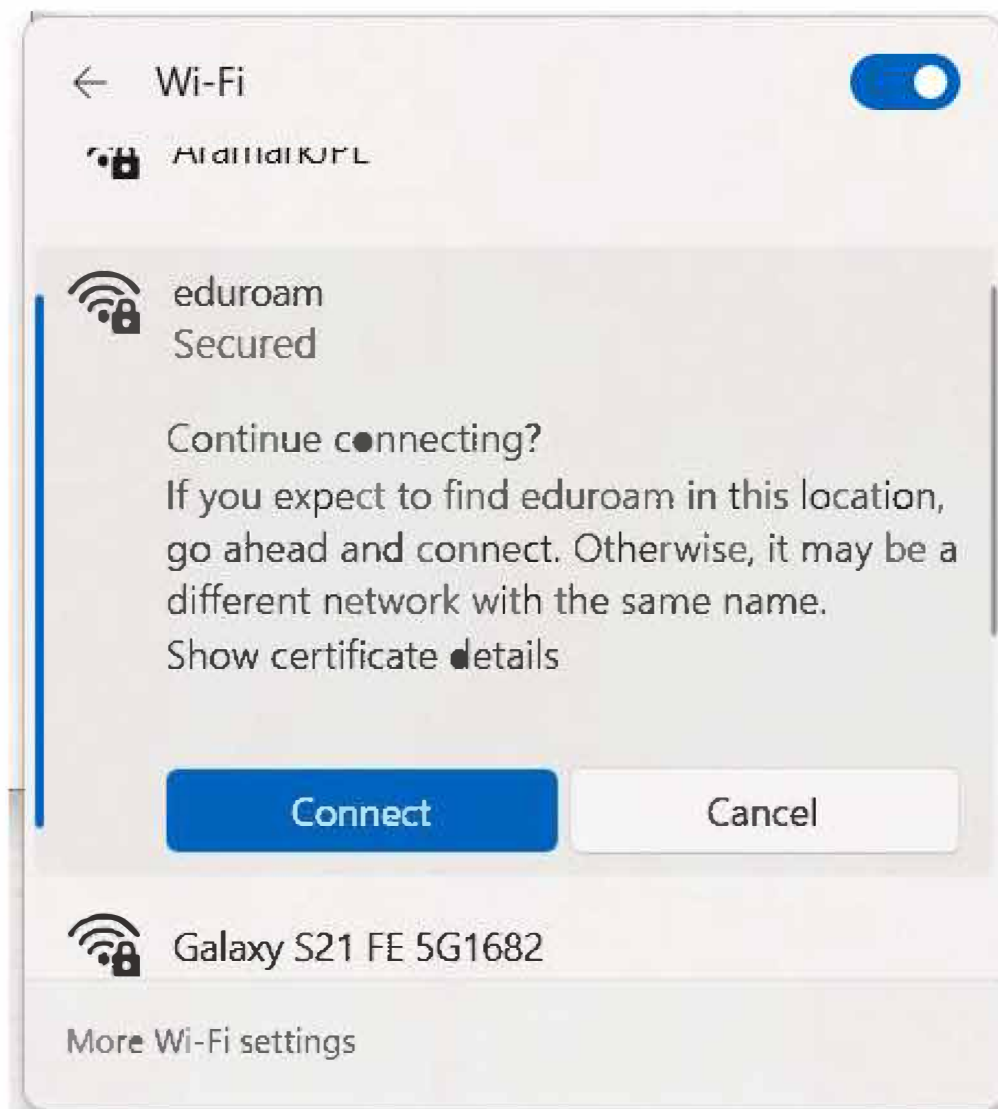
4. Click "Connect", click once on eduroam, then hit the Connect button.

5. Enter Your Credentials. When prompted, type your institutional login details:

   - Username: use the following format (e.g., *username*@win.uthscsa.edu)
   - Password: your UTHSCSA account password

6. Click 'OK', establish Connection

If you need to connect to the UTHSCSA network, please proceed with connecting to the VPN(Global Protect)

# MAC OS

Jump to Eduroam instructions

AirRowdy_Guest Instructions

1. Turn on Wi-Fi, ensure your device's Wi-Fi is enabled by clicking the Wi-Fi icon or accessing your network settings.

2. View Available Networks. A list of nearby Wi-Fi networks will appear. Scroll through to find AirRowdy_Guest.
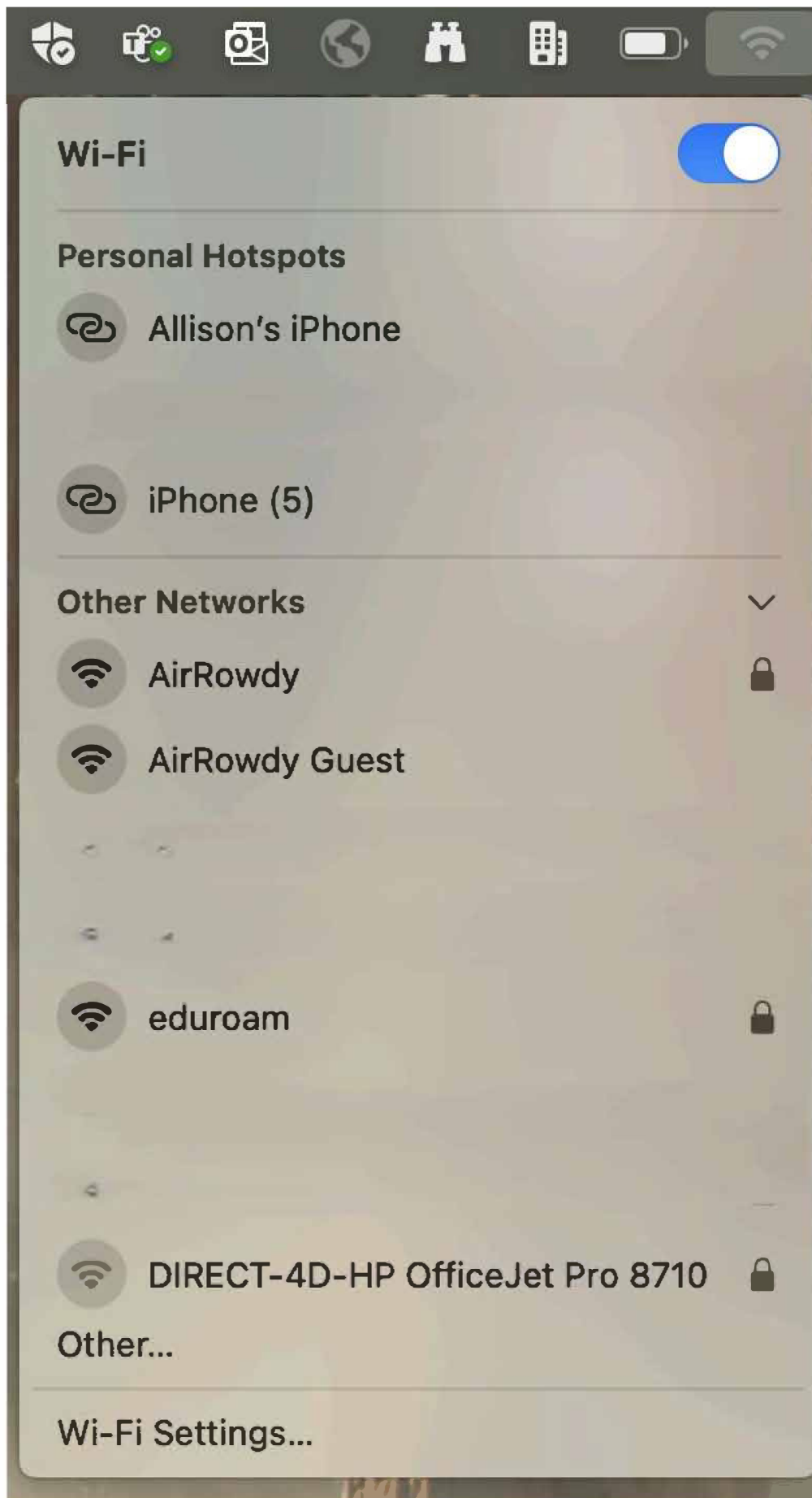
3. Select AirRowdy_Guest, click on the network name. A message will indicate that it's an open network.

4. Optional: Enable Auto-Connect. You may see a checkbox labeled Connect automatically. Select it if you'd like your device to reconnect in the future.

5. Click "Connect", tap the Connect button to initiate the connection.

6. Wait for the Captive Portal Page; After connecting, a captive portal should appear automatically if it doesn't, open any web browser and try navigating to a page.
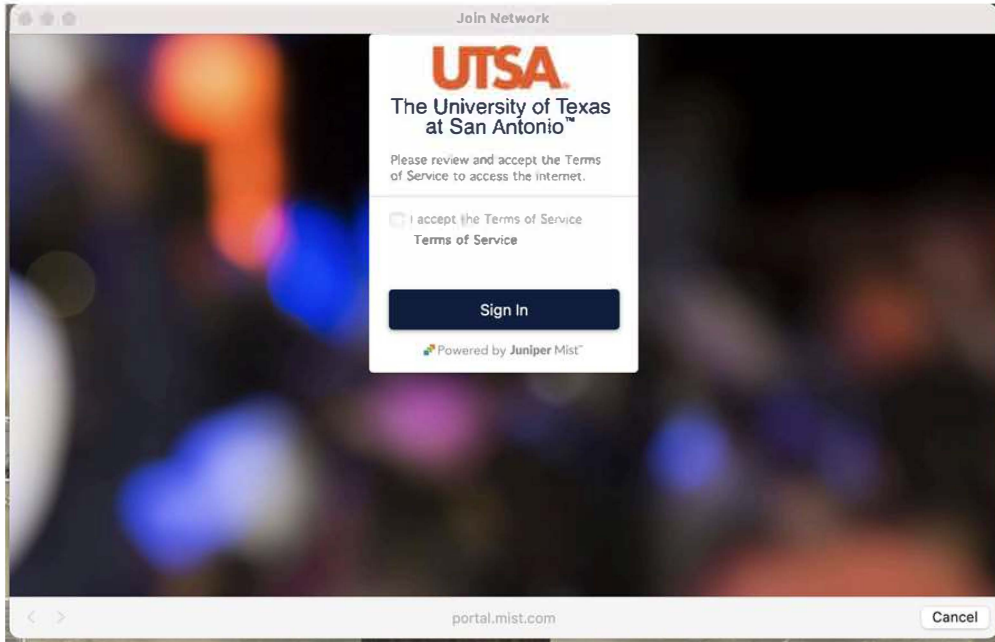
7. **Agree to Terms of Use**, Review the user agreement and click **Accept**, **connect**, or similar confirmation buttons to gain internet access.

8. **Ready to Browse**, once terms are accepted, you'll be connected and can begin browsing the web.
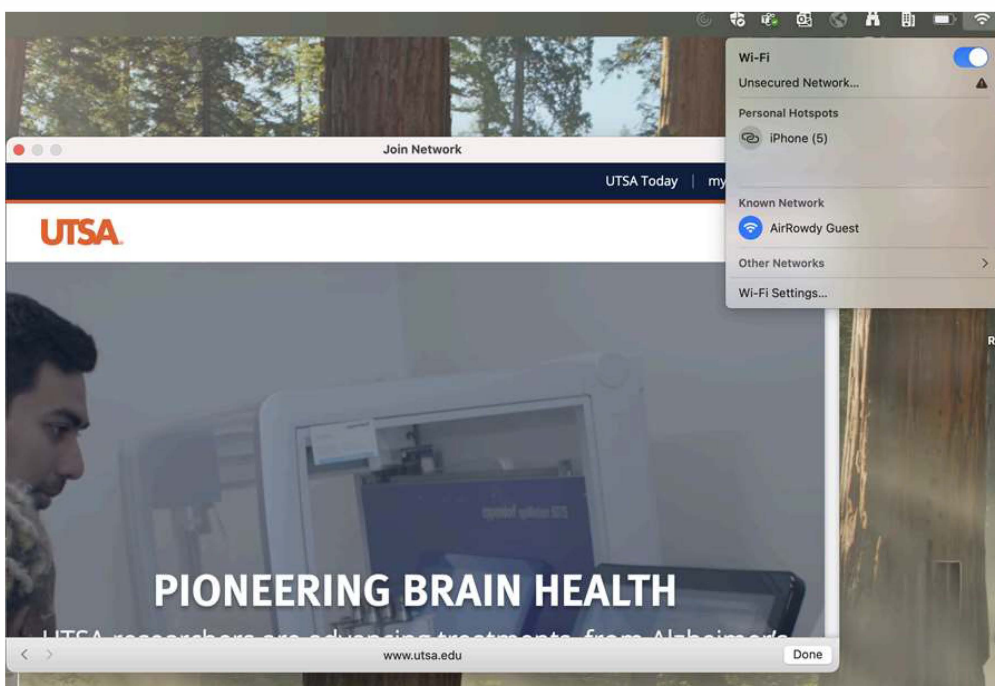
If you need to connect to the UTHSCSA network, please proceed with connecting to our VPN(Global Protect)

Eduroam Instructions

1. Open Wi-Fi Settings, click the Wi-Fi icon in the top-right menu bar.

2. Ensure Wi-Fi is turned ON.

3. Select the eduroam Network, From the list of available networks, click eduroam.

4. Enter eduroam Credentials. When prompted, type your institutional login details:

- Username: use the following format (e.g., *username*@win.uthscsa.edu)
- Password: your UTHSCSA account password
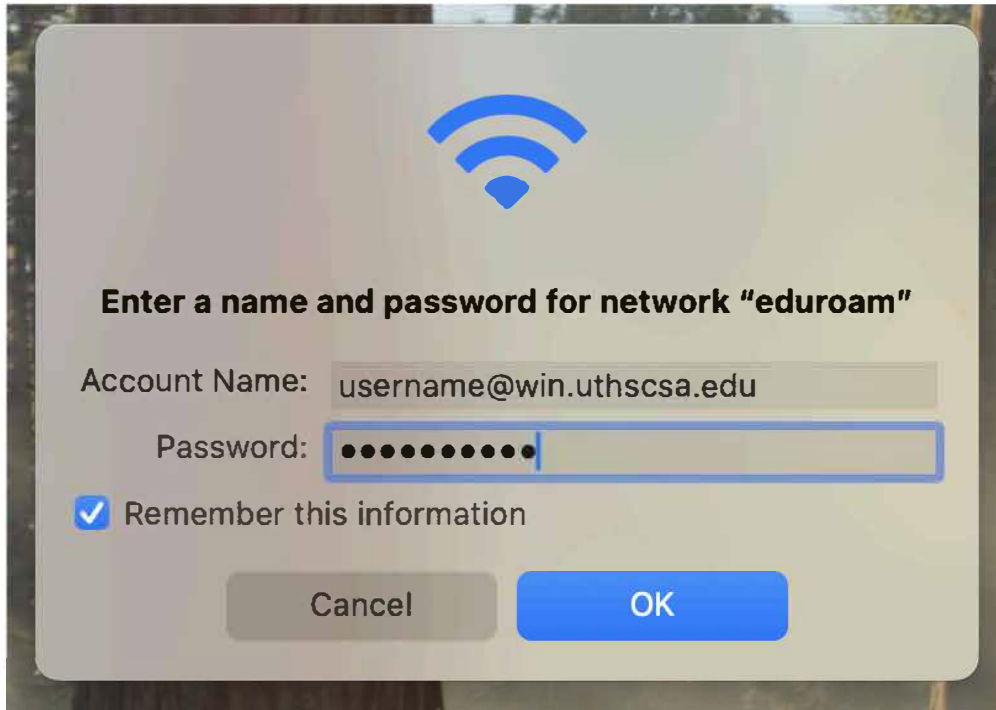
5. Verify the Security Certificate. A dialog box titled "Verify Certificate" will appear.

- *You'll see the server name (e.g.,* t7100ise-ap02lp.nmgmt.aci.uthscsa.edu *).*
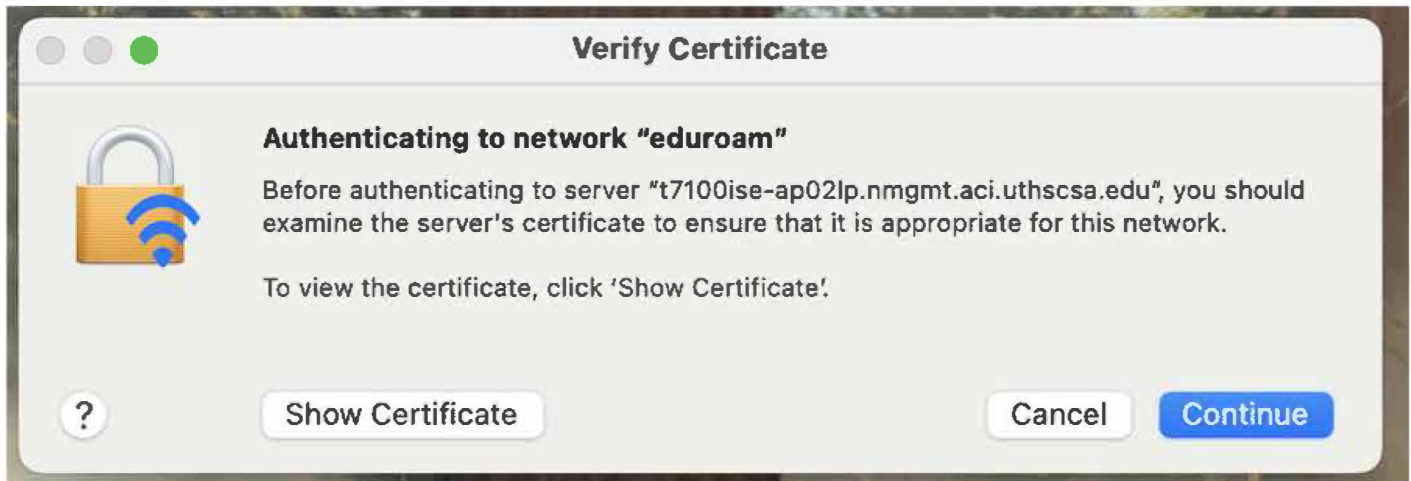
6. Click "Show Certificate" to view its details.

7. Trust and Authenticate. If the certificate matches the institution and looks correct, click "Continue" to proceed.

8. You may be asked to enter your Mac's admin password to confirm and save the certificate.

If you need to connect to the UTHSCSA network, please proceed with connecting to our VPN(Global Protect)

UTSA WiFi Guide: AirRowdy_Guest & Eduroam - Mobile Phone/Tablet

Summary

This article provides step-by-step guidance for UT Health SA visiting staff, faculty, and students to the University of Texas at San Antonio (UTSA) campus and securely join the UTSA Guest/Eduroam campus networks and access internal UT Health San Antonio (UT Health SA) resources. This article focuses on mobile phones, specifically iOS and Android.

Body

Navigate to the correct guide by clicking on your operating system: iOS(iPhone) or Android

Article for Laptops

Article about UTSA WiFi Info

iOS

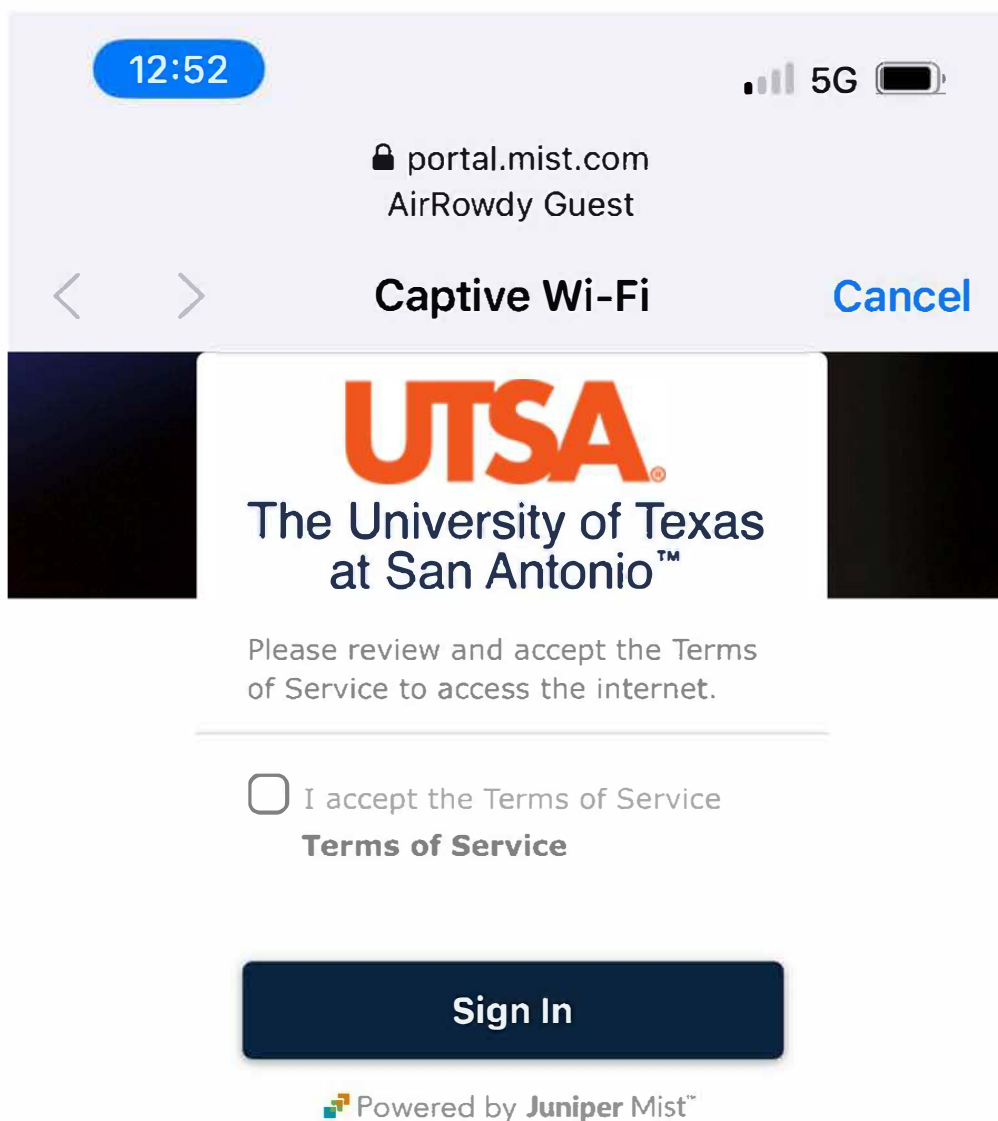**Jump to Eduroam instructions**

AirRowdy_Guest Instructions on iPhone

1. Open Settings, go to your iPhone's Settings app.

2. Tap Wi-Fi, Make sure Wi-Fi is turned on. Your phone will begin scanning for available networks.

3. Select "AirRowdy_Guest", tap on AirRowdy_Guest from the list of available networks.

‹ **Settings**   Edit

Wi-Fi

Connect to Wi-Fi, view available networks, and manage settings for joining networks and nearby hotspots. Learn more...

Wi-Fi   🟢

NETWORKS

AirRowdy   🔒 📶 ⓘ

AirRowdy Guest   📶 ⓘ

AramarkJPL   🔒 📶 ⓘ

eduroam   🔒 📶 ⓘ

Galaxy S21 FE 5G1682   🔒 📶 ⓘ

UTSA_PSK   🔒 📶 ⓘ

Other...

4. Wait for the Captive Portal, after connecting, a login or welcome page should automatically pop up. If it doesn't: *Open Safari and try navigating to any website (e.g.,* `utsa.edu` *) to trigger the portal.*

5. Accept Terms and Conditions

6. Follow the on-screen instructions, usually, this involves accepting terms of use or entering a name/email.
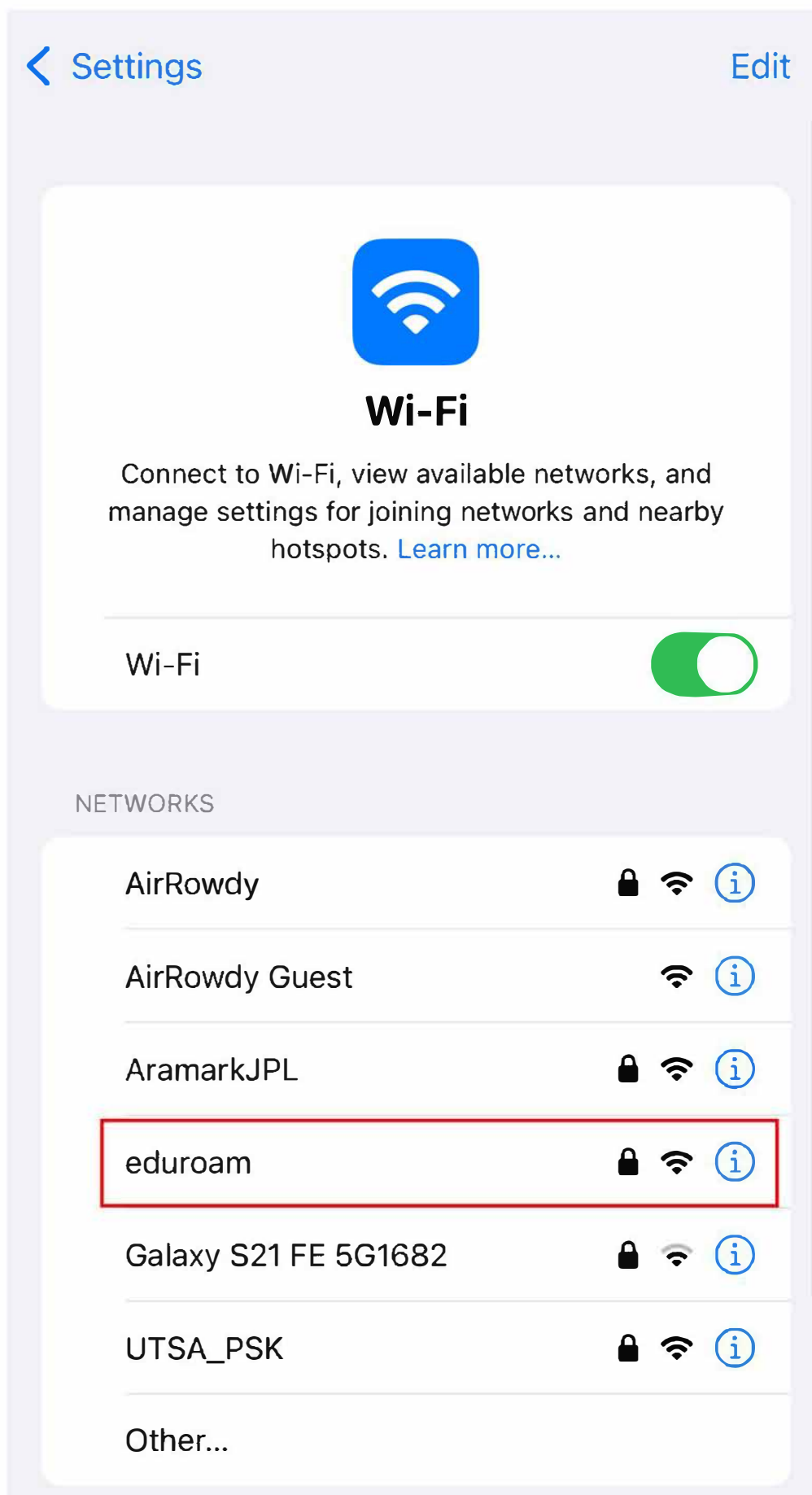
7. Complete the Connection, once accepted, you should be connected to the Internet.

If you need to connect to the UTHSCSA network please proceed with connecting to our VPN(Global Protect)
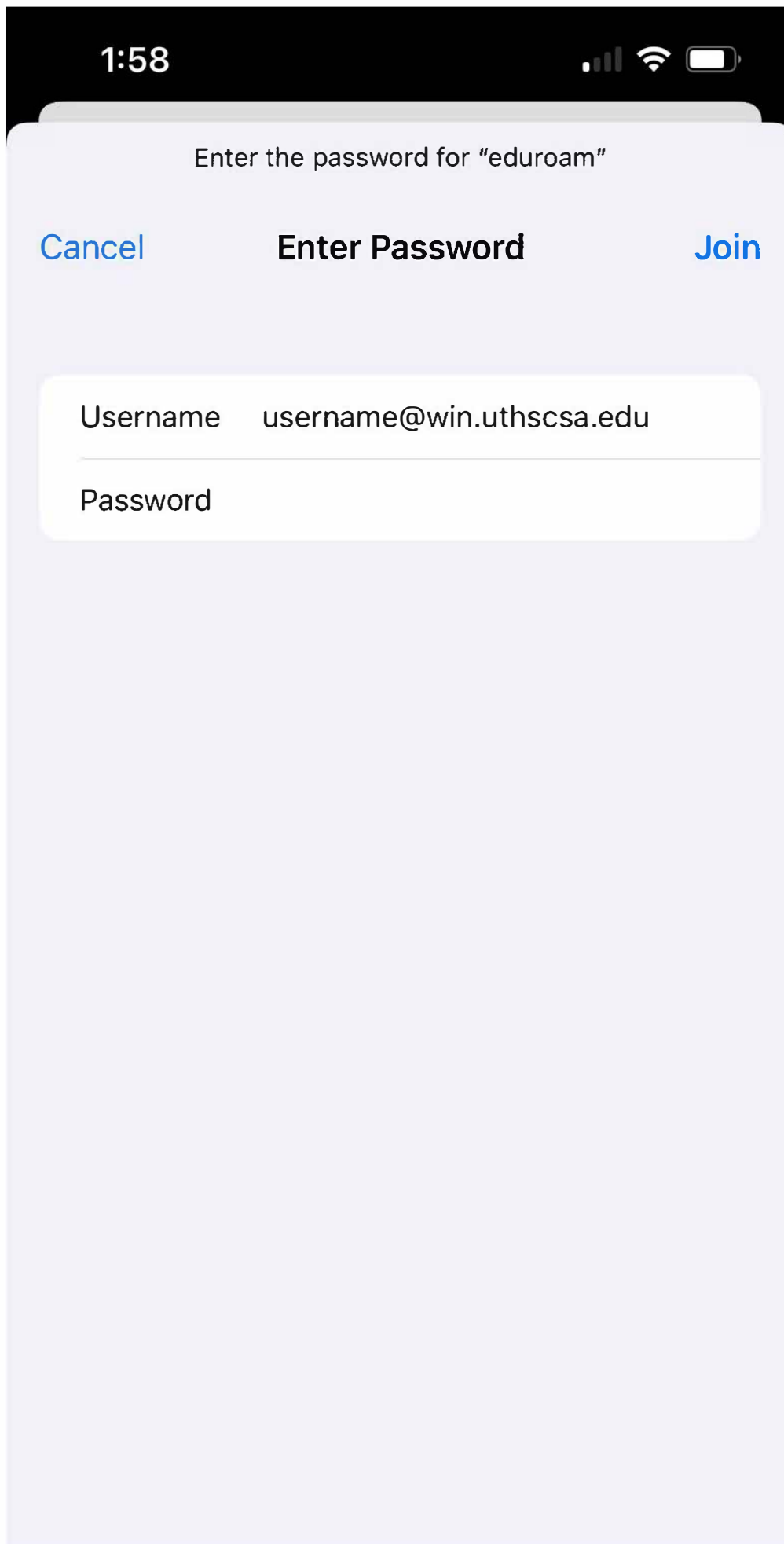
Eduroam Instructions for iPhone

1. Open Settings, go to your iPhone's Settings app.

2. Select Wi-Fi, tap Wi-Fi, and make sure it's turned on.

3. Choose the Network, from the list of available networks, tap eduroam.

4. Enter Credentials

- Username: use the following format (e.g., *username*@win.uthscsa.edu)
- Password: your UTHSCSA account password

1:58

Enter the password for "eduroam"

Cancel   **Enter Password**   Join

Username   username@win.uthscsa.edu

Password

5. Accept the Certificate, when prompted, tap Trust to accept the security certificate.
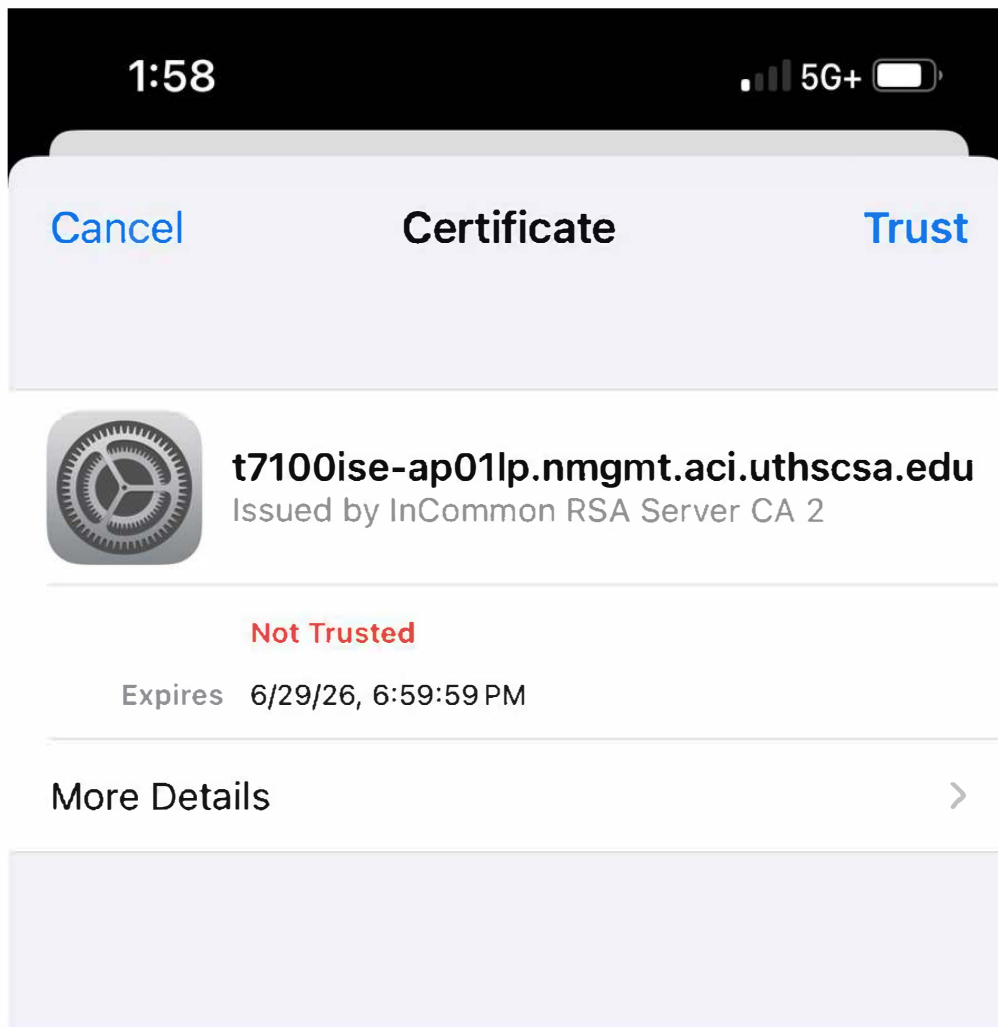
6. Connect. Your device should now connect to the Eduroam network. You'll see a check mark next to eduroam once connected.

If you need to connect to the UTHSCSA network please proceed with connecting to our VPN(Global Protect)

Android

Jump to Eduroam instructions

AirRowdy_Guest Instructions

1. **Open Wi-Fi Settings, go to your Android device's Settings.**

2. Tap on "Network & Internet" or "Connections", then select "Wi-Fi", select the Network from the list of available networks, tap on "AirRowdy_Guest".

3. **Connect, no password is required.**

4. Your device will attempt to connect and then redirect you to a login page in your browser.

5. **Accept Terms: On the login page, read and accept the terms of use.**

Tap "Connect" or "Accept" to proceed.

Once accepted, you should be connected to the internet.

If the login page doesn't appear automatically, open a browser and try navigating to any website (e.g., `utsa.edu`) to trigger it.

If you need to connect to the UTHSCSA network please proceed with connecting to the VPN(Global Protect)

Eduroam Instructions for Android

1. **Open Wi-Fi Settings, on your Android device, go to Settings > Network & Internet > Wi-Fi.**

Make sure Wi-Fi is turned on.

2. **Select eduroam from the list of available networks, tap on eduroam.**

3. **Enter Your Credentials**
   - EAP method: PEAP
   - Phase 2 authentication: MSCHAPV2
   - CA certificate: Use system certificates (or select "Do not validate" if unavailable, though this is less secure)
   - Domain: `win.uthscsa.edu`
   - Identity: Your full UTHSCSA email address (e.g., *username*`@win.uthscsa.edu`)
   - Anonymous identity: Leave blank
   - Password: Enter UTHSCSA Password

4. **Connect, tap Connect.**

Your device should now authenticate and connect to the eduroam network.

If you need to connect to the UTHSCSA network, please proceed with connecting to our VPN(Global Protect)

UTSA WiFi Info

Summary

Information about available Wi-Fi networks on the UTSA campus. The information about UTSA Wi-Fi networks is primarily used to help students, faculty, staff, and visitors understand. Which network should they connect to? How to connect securely. It explains the authentication methods.

Body

Network	Intended User	Authentication Method	Security Attributes	Access to UTHSCSA VPN	Performance & Access
AirRowdy	**UTSA students, faculty, staff (closed to outside visitors)**	**UTSA myUTSA ID (abc123) & password (802.1X)**	**Encrypted (WPA2-Enterprise); Secure against eavesdropping**	**No**	**Campus-wide coverage. No throttling – designed for academic/business use. Visitor use is not allowed without a UTSA-sponsored account. Need UTSA Network account to access; UTHSCSA VPN blocked**
AirRowdy_ Guest	**Any campus visitor (public access)**	**Captive portal (no password)**	**Unencrypted (open Wi-Fi); Secured when connected to UTHSCSA VPN; Use HTTPS/VPN for sensitive data**	**Yes**	**Free Internet access for guests. Visitor traffic is de-prioritized to favor UTSA users. Internet only (no access to UTSA internal resources)**
Eduroam	**Visitors from Eduroam member institutions (e.g. UTHSCSA)**	**Home institution credentials (802.1X, RADIUS federation)**	**Encrypted (WPA2-Enterprise) Secure 802.1x authentication**	**Yes**	**Full Internet access on UTSA network. Home institution internal resources are not accessible without a VPN. Performance is generally similar to a secure campus network (no known throttling). Username format: '*username*@win.uthscsa.edu' and use UTHSCSA Network password**