



## eduroam

eduroam which stands for "**E**ducation **R**oaming" allows users of participating institutions to access the wireless network at other participating organizations using their home institution's credentials. All this with a minimal administrative overhead. Depending on local policies at the visited institutions, eduroam participants may also have additional resources at their disposal.



For further details please visit [www.eduroam.org](http://www.eduroam.org)

ACOnet participants receive more service information in our [Webportal](#) at Working Groups/eduroam.

### Participating Organizations

ACOnet provides the basic infrastructure for the eduroam service. The participating organizations in Austria are listed below. Further information regarding **configuration** or **local support** can be found at their local websites:

Location	Organization	SSID	Local Support
Dornbirn	<a href="#">FH Vorarlberg</a>	eduroam	<a href="mailto:helpdesk(at)fhv.at">helpdesk(at)fhv.at</a>
Innsbruck	<a href="#">University of Innsbruck</a>	eduroam	<a href="mailto:zid-service(at)uibk.ac.at">zid-service(at)uibk.ac.at</a>
Innsbruck	MCI Management Center Innsbruck	eduroam	<a href="mailto:helpdesk(at)mci.edu">helpdesk(at)mci.edu</a>
Salzburg	<a href="#">FH Salzburg</a>	eduroam	<a href="mailto:helpdesk(at)fh-salzburg.ac.at">helpdesk(at)fh-salzburg.ac.at</a>
Salzburg	<a href="#">University of Salzburg</a>	eduroam	<a href="mailto:eduroam.ticket(at)sbg.ac.at">eduroam.ticket(at)sbg.ac.at</a>
Linz	<a href="#">JKU Linz</a>	eduroam	<a href="mailto:netadmin(at)jku.at">netadmin(at)jku.at</a>
Graz	<a href="#">University of Graz</a>	eduroam	<a href="mailto:helpdesk(at)uni-graz.at">helpdesk(at)uni-graz.at</a>
Graz	<a href="#">Graz University of Technology</a>	eduroam	<a href="mailto:wlan(at)tugraz.at">wlan(at)tugraz.at</a>
Leoben	<a href="#">Montanuniversität Leoben</a>	eduroam	<a href="mailto:betreuer(at)unileoben.ac.at">betreuer(at)unileoben.ac.at</a>
Vienna/Graz	<a href="#">Austrian Academy of Sciences (ÖAW)</a>	eduroam	
Vienna	<a href="#">University of Vienna</a>	eduroam	<a href="mailto:helpdesk.zid(at)univie.ac.at">helpdesk.zid(at)univie.ac.at</a>
Vienna	<a href="#">Vienna University of Economics and Business</a>	eduroam-wu	<a href="mailto:hotline(at)wu-wien.ac.at">hotline(at)wu-wien.ac.at</a>
Vienna	<a href="#">Vienna University of Technology</a>	eduroam	<a href="mailto:help(at)zid.tuwien.ac.at">help(at)zid.tuwien.ac.at</a>
Vienna	<a href="#">Medical University of Vienna</a>	eduroam	<a href="mailto:helpdesk(at)meduniwien.ac.at">helpdesk(at)meduniwien.ac.at</a>
Vienna	<a href="#">University of Applied Arts Vienna</a>	eduroam	<a href="mailto:PC(at)helpline.uni-ak.ac.at">PC(at)helpline.uni-ak.ac.at</a>
Vienna	<a href="#">University of Music and Performing Arts Vienna</a>	eduroam	<a href="mailto:helpdesk(at)mdw.ac.at">helpdesk(at)mdw.ac.at</a>
Vienna	<a href="#">University of Veterinary Medicine Vienna</a>	eduroam	<a href="mailto:zid.helpdesk(at)vu-wien.ac.at">zid.helpdesk(at)vu-wien.ac.at</a>
Vienna	<a href="#">Centre for Social Innovation</a>	eduroam	<a href="mailto:eduroam(at)zsi.at">eduroam(at)zsi.at</a>
Vienna	<a href="#">Institute for Advanced Studies</a>	eduroam	<a href="mailto:hotline(at)ihf.ac.at">hotline(at)ihf.ac.at</a>

### Hint

Basically it is recommended to **try your eduroam configuration first of all at your home organization** (the university or educational institution where you are registered). Hence in case of any problems you have the possibility of local internet connection and you can ask for help in your institution. In most instances eduroam will work at other locations, if you had no problems in your home organization.

### Tips in case of problems

If you have problems to connect to eduroam in one of the listed organizations, please follow these steps:

- Check your WLAN and encryption settings. Make use of the configuration guides on the website of the respective organization.  
e.g. [WLAN Anleitung der Universität Wien](#)
- Contact the support of your home organization. They can test local settings and check your authentication.
- If there are no problems on the part of your home organization, it is probably a local problem. Please contact the local support of the organization where you try to connect with eduroam.

