

# I can't connect to Eduroam

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<b>Category:</b>	Netwerktoegang::Eduroam	<b>Votes:</b>	0
<b>State:</b>	public (all)	<b>Result:</b>	0.00 %
<b>Language:</b>	en	<b>Last update:</b>	15:49:49 - 03/05/2026 (Europe/Brussels)

## Keywords

Eduroam network wifi internet connect

## Solution (public)

First consult our [1]Eduroam page for some possible solutions. Is your connection still not working? Please provide us with the information below so that we can check the network logs:  
 MAC address of your device's Wi-Fi's this the only location where you cannot connect to eduroam?What is the specific location?Can other users at that location connect to eduroam?What login credentials (but NOT the password !) are you using?What device are you using?What operating system are you using, including the version?

If you are a student with an account from an educational institution other than Ghent University:  
 Verify that you aren't using any special characters, because Eduroam may reject them in some countries, else please contact the helpdesk of your own university or college. Please include the response you received from your own educational institution in the ticket.

[1] <https://helpdesk.ugent.be/eduroam/en/>

## Symptom (public)

You are having issues connecting to the wireless Eduroam network.

## Problem (public)