

Wi-Fi Printing

Wi-Fi Printing is available to users connected to the NUIGWIFI and eduroam networks. See our website for the most up-to-date information on supported versions/devices.

Who can use the service?

Staff or students that are connected to the NUIGWIFI or eduroam network.

What do I need to access the service?

- Print Credit - can be purchased from print kiosks or via the online print credit system.
- NUIGWIFI or eduroam connection - connect your laptop following the instructions available on this guide. Further information available from our website.
- Wireless Print Package* - You MUST install a wireless print package. Please refer to our webpage for further information.
- The wireless print package will install two print queues on your laptop:

Wireless_BW_Release & Wireless_Colour_Release.

Important - Jobs sent to wireless release queues don't print directly. They are held in the wireless release queue for 24 hours until released by you from a print release station. Details on locations of print release stations are available from the ISS website.

* **Note:** Your Campus Account User ID is required to submit print jobs to the Wireless Release Queues and to release them from print release stations.

Removing the Wireless Print Package

The wireless print package can be removed by following the instructions available on our webpages. This typically only takes a few minutes to complete.

nuigalway.ie/iss4staff/wifi

nuigalway.ie/iss4students/wifi

Information Solutions & Services (ISS) have additional Quick Start Guides available on our website or to pick up at various locations on campus.

Advice and Support

Advice and support on how to use IT services are available from the Library & IT Service Desk. The Service Desk is located in the foyer of the James Hardiman Library. We recommend visiting the ISS website (nuigalway.ie/iss4students & nuigalway.ie/iss4staff) for advice and information on services provided in advance of raising a support request.

In addition, please visit the Library & IT Service Desk Facebook page (James Hardiman Library, NUI Galway) for the latest service status information.

How do I raise a support request?

1. Log in to the Service Desk Ticketing System (servicedesk.nuigalway.ie) and raise a ticket.
2. Drop in to the Library & IT Service Desk located in the James Hardiman Library (Ground Floor).
3. Phone the Service Desk on (091) 495777.
4. Email servicedesk@nuigalway.ie with your query.

Feedback

We welcome all feedback on your experience of our service and any comments on how we can improve. You can respond to the survey provided on the closure of your ticket or can also send your comments to servicedesk@nuigalway.ie with the subject line 'Feedback'.

It is important to us that we are aware of blackspots with regard to Wi-Fi coverage. Please let us know if you notice any breaks in Wi-Fi service where you are. Tell us as much information as you can i.e., location, room, device, software and version etc. This will help us to improve our service to you.



Forgot your Campus Account password?

Go online to CASS – cass.nuigalway.ie
and click 'Forgot Password'



Quick Start Guide Wi-Fi

Check the Information Solutions & Services (ISS) website for the most up-to-date information:

nuigalway.ie/iss4staff/wifi

nuigalway.ie/iss4students/wifi

NOTE: Information Solutions and Services (ISS) or any other department within NUI Galway WILL NEVER request details of your Campus Account password via email or ask you to verify your account

Wireless Networks at NUI Galway

You can connect to the Internet on campus using either:

1. NUIGWifi—requires authentication each time you connect.
2. Eduroam—once configured your network connection is persistent, i.e. connection will automatically reconnect every time you enter NUI Galway.

If you have not used eduroam before you may need to connect to the Internet first using NUIGWifi or another network to access the eduroam installer (CAT) for configuring your device.

Users of the wireless network should have up-to-date antivirus software on their devices and all critical Operating System patches applied and active. Some devices may require specific prerequisites to connect to the University's wireless network. Visit our website for further information.

NUIGWifi

This wireless network is designed to provide students, staff and guests with easy access to the Internet.

Note: Unlike the eduroam wireless network, connecting to the NUIGWifi network is not a persistent connection. Your credentials are not stored/cached and will require re-entry on each connection and also if left idle for a period of time.

[Who can use the service?](#)

NUI Galway staff/students can use NUIGWifi on campus.

Conference participants must contact the Conference Office for temporary access to the NUIGWifi wireless network.

Guests visiting the University may obtain a temporary account via their staff sponsor.

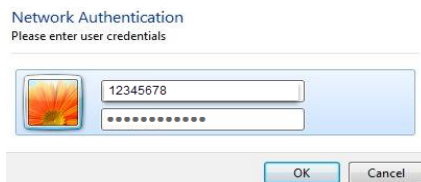
Public visitors to the Library can obtain a temporary account from the Library & IT Service Desk on arrival.

[How do I access NUIGWifi?](#)

Students/Staff - Login with your Campus Account User ID and password.

Visitors/Conference attendees/Public visitors - Login with the temporary account User ID and password you have been provided with.

1. Choose NUIGWifi from available networks.
2. Once the web browser is opened you will need to authenticate by logging in.
3. Enter your Campus Account ID and your Campus Account password:



Eduroam

Eduroam (Educational Roaming) is a globally available service for educational institutions which allows educational and research users wireless Internet access at eduroam enabled institutions by authenticating with the user credentials they normally use at their home location.

You should connect to eduroam from your home institution.

[Who can use the service?](#)

NUI Galway staff/students can use eduroam on campus and also in other eduroam-enabled institutions.

Visitors to NUI Galway from other eduroam-enabled institutions.

[Configure your own device](#)

You can configure your device automatically via the eduroam installer (CAT) tool. Other devices may require manual setup. Please go to our website for further information on manual configuration.

[The eduroam installer \(CAT\)](#)

The eduroam installer (CAT) automatically configures security settings on your device ensuring that you are using recommended ones. Once configured, your device will first confirm that it is connecting with a correct authentication server and will never send your password to an untrusted one.

The eduroam Cat installer is digitally signed by GÉANT which ensures its authenticity—GÉANT Association is visible in the URL address bar.

When you are connecting from a manually configured device your security may be at risk.

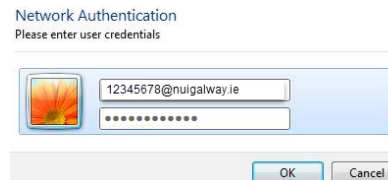
The URL for the eduroam installer: <https://cat.eduroam.org>

[How do I access eduroam?](#)

Note: You will only have to enter this information once per device.

To Connect to the eduroam network use the Eduroam Installer available at <https://cat.eduroam.org>.

1. When asked to enter your credentials use the format campusaccountid@nuigalway.ie and your Campus Account password:



2. Depending on device you may be prompted by a security certificate message. Choose Accept and Connect.

Having Issues Logging In?

If you are experiencing any issues logging into the Wi-Fi network we have some troubleshooting tips below which might help:

1. Ensure Wi-Fi is enabled: Is it turned on? Some laptops have an external button/switch, others use the fn key + one of the F keys (usually the one with a Wi-Fi symbol on it).

You can also Enable the Wi-Fi adapter through the Control Panel.

2. Check you have an IP address on the wireless network.
3. Ensure there are no proxy settings on your browser.
4. If you are connecting to eduroam and experiencing difficulties you may need to delete the eduroam profile and reinstall it, this process may differ depending on device.
5. Ensure your Wireless Network Adapter drivers are up-to-date.
6. Check your network adapter properties. Disabling IPV6 may help. Under IPV4 properties please ensure 'obtain an IP address' and 'DNS server automatically' is set and all fields are blank.
7. Ensure your wireless card is configured as per manufacturer's specifications.
8. Users being constantly prompted to re-authenticate after short periods of inactivity may need to change sleep mode settings on their device.

Control Panel > Power Options > Change when the Computer Sleeps (NUIGWifi).

For a persistent connection to Wi-Fi on campus we recommend you connect using eduroam.

9. When using NUIGWifi, if the login page doesn't load, ensure your browser homepage is a standard http://URL e.g. <http://www.nuigalway.ie> (not https:// or other protocol).

If you haven't resolved your issue you will find further information on our website. Students and staff can log into a PC in any of the non-departmental PC suites available on campus. If you are a visitor to NUI Galway there are free-standing PCs available in the James Hardiman Library where you can access this information.

For further information on troubleshooting tips visit our Wi-Fi troubleshooting webpages:

nuigalway.ie/iss4students/wifi

nuigalway.ie/iss4staff/wifi

nuigalway.ie/iss4staff/wifi

nuigalway.ie/iss4students/wifi