

eduroam IT Support staff trouble shooting flowchart

This document is intended to serve as an aid for IT support staff at organisations providing eduroam in troubleshooting problems being experienced by users. It is assumed that the organisation provides both a Home (ID Provider) and Visited (Service Provider) services. It is split into two parts. The first part, 'Remote user issues', looks at problems your users may be experiencing at a remote site. The second part, 'Visitor issues', looks at visitor authentication. Please note, for successful troubleshooting you must be able to tick off the conditions in the 'Prerequisites' box.

