



I got an email about a change to wifi – what do I do?

UBC Wireless Change Decision Path Diagram

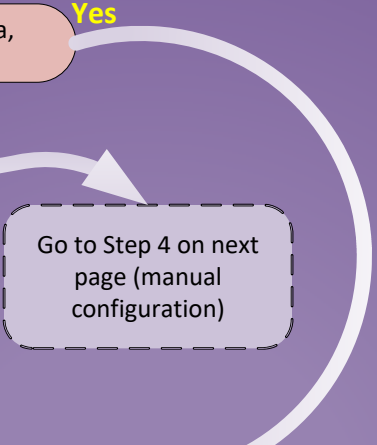
AFTER MAY 9, 2018

1. Where are you connecting?

UBC Campuses

Teaching Hospital sites, or other universities

2. Do you have internet already? (Wifi, data, tethering, etc.)



3. What OS?

- Android
- iOS
- Mac
- Windows
- Linux

- Android
- iOS
- Mac
- Windows
- Linux

Remove ubcsecure profile

Remove ubcsecure & eduroam profiles

Visit autoconnect.it.ubc.ca
(see attached step-by-step)

Visit autoconnect.it.ubc.ca/eduroam
(see attached step-by-step)

4. Did it work?

Yes!
You're done!

No
NEXT PAGE

Yes!
You're done!

Help! It didn't work!

Manually configure
ubcsecure
(see attached step-by-step)

Android

iOS

Mac

Windows

Linux

Re-run
autoconnect.
it.ubc.ca

Manually configure
eduroam
(see attached step-by-step)

iOS

Mac

Windows

Linux

Android

Re-run
autoconnect.
it.ubc.ca/
eduroam

5. Did it work?

Yes

No

Yesss!
You're done!

Escalate to UBC IT
Helpdesk
604-822-2008