



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

UBC Wireless Change Decision Path Diagram

BEFORE 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.)

Yes

Yes

No

No

Connect to ubcvisor

Go to Step 4 on next
page (manual
configuration)

3. What OS?

Android

iOS

Mac

Windows

Linux

Android

iOS

Mac

Windows

Linux

Do nothing.
Wait until May 9

Do nothing.
Wait until May 9

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

Visit
[autoconnect.it.ubc.ca/
eduroam](http://autoconnect.it.ubc.ca/eduroam)
(see attached step-by-step)

4. Did it work?

Yes

Yes

No

Yes!
You're done!

Yes!
You're done!

NEXT PAGE

Help! It didn't work!

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

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

iOS

Mac

Windows

Linux

iOS

Mac

Windows

Linux

5. Did it work?

Yes

No

Yesss!
Youre done!

Escalate to UBC IT
Helpdesk
604-822-2008