



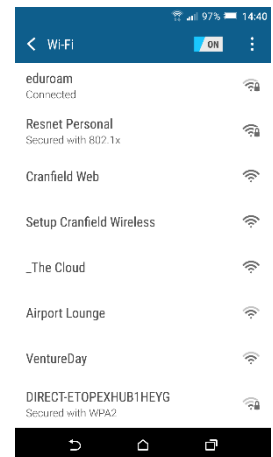
Android mobile devices and password synchronisation

Helpsheet IT50

The majority of mobile devices that connect to the University's IT Network will do this through automatic synchronisation (i.e. using a saved password to validate the connection) and therefore must be either turned off, disconnected or have the synchronisation feature disabled before any password change to prevent the account being locked out. Instructions for Android devices are described in this documents but users should contact the IT Service desk for other mobile device operating systems.

Step 1

Once you've re-enabled your mobile device you will need to identify the Wi-Fi network that you usually connect with. This can be found in the 'Settings' menu.

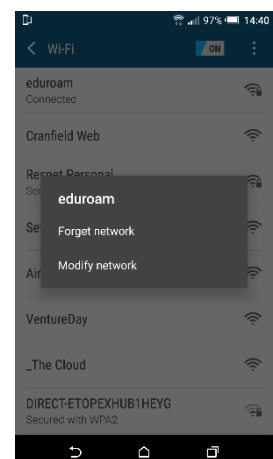


Step 2

Select the network (in most cases this will be Eduroam).

Step 3

Tap and hold on Eduroam and then select the 'Forget' button (this will remove the cached password).



Step 4

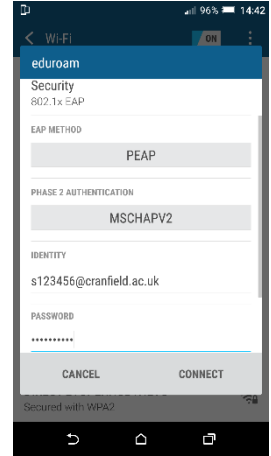
Select the Wi-Fi network (Eduroam) again to reconnect.

Please ensure that the EAP Method is set to PEAP and the Phase 2 Authentication is set to MSCHAPV2

In the **Identity** box enter your username followed by @cranfield.ac.uk (example: s123456@cranfield.ac.uk).

If your device has an Anonymous Identity field, please leave it blank.

Finally enter your new password and click the 'Save' or 'Connect' button once it appears.



Complete!

You are now re-connected to Eduroam with your new password.

Repeat this process on the Resnet Personal network if you have it added to your device.

Contacting us

For further information or assistance on syncing Android devices please contact us.

IT Service Desk, Building 63

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✉ servicedesk@cranfield.ac.uk

👉 <http://servicedesk.cranfield.ac.uk>

Our skilled support staff are available to help Monday - Friday: 8 AM – 8 PM