HOW TO SET UP
WIFI
FOR UM AND ZUYD STUDENTS

1 GO TO YOUR WIFI SETTINGS

Click the 'Eduroam' or 'UMnet' network

2 A POP-UP APPEARS ASKING FOR YOUR USERNAME AND PASSWORD

Use your UM or Zuyd account to connect

3 USERNAME AND PASSWORD

- FOR UM STUDENTS

Fill in your student ID followed by @unimaas.nl (e.g. i1234567@unimaas.nl).

Fill in your UM password.

NOTE: the password is capital sensitive!

- FOR ZUYD STUDENTS

Enter your Zuyd email address (username + @zuyd.nl)

Fill in your Zuyd password

4 CONNECT

click 'connect'

5 IF ITS NOT WORKING

- FOR UM STUDENTS

Option 1: You could try to either capitalise the 'i' for your username or write the 'i' in lower case.

Option 2: It might be that your account is locked. You can easily unlock your account by resetting your password

NOTE: you need internet for this option! Try asking a friend to use their device with a WiFi connection.

- FOR ZUYD STUDENTS

Use the following settings

- EAP method: PEAP
- CA certificate: Do not validate
- Anonymous identity: If this option is visible then just leave it blank.

UNLOCK YOUR ACCOUNT

1 GO TO WWW.MAASTRICHTUNIVERSITY.NL

Type in the search bar at the right upper corner of the screen your 'password' and press enter.

2 CLICK ON 'FORGOTTEN YOUR PASSWORD'.

3 CLICK ON 'MY ACCOUNT SELF-SERVICE'.

4 CLICK ON 'FORGOT PASSWORD'.

Follow the steps to request the password change. NOTE: you should be able to access the alternative email address that is shown.

5 ALTERNATIVE E-MAIL ADDRESS

Log in to the e-mail account of the alternative e-mail address and open the e-mail you have received which is titled "My Account – Forgotten Password Request".

UNLOCK YOUR ACCOUNT

FOR UM STUDENTS

6 PASSWORD CHANGE REQUEST LINK

Click on the password change request link and follow all steps to change your password.

NOTE: keep in mind the password policies when changing your password.

7 TEST!

Try logging in on the device you are currently using to check if your account is unlocked. You could do this by, for example, trying to log in to your Maastricht University e-mail. Go to 'www.mail.maastrichtuniversity.nl'and log in with your student ID ('i........) and your new password.

8 CHECK!

If you get access to your e-mail, your account is unlocked and you should be able to connect to the Wifi on your own device by following the above steps.

9 IF IT STILL DOES NOT WORK:

Go to the ICTS helpdesk in the university library in the city.

Address: *Grote Looiersstraat 17*
Mo-Fri 9.00 - 17.00
Phone number: *+31 43 388 5555*