Office of Information Technology

IT Service Catalog

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1. SERVICE DESCRIPTION

**eduroam** (education roaming) is the secure, world-wide roaming internet access service developed for the international research and education community, and embraced by a consortium of institutions who promote such ideologies.

The **eduroam** service is available to traveling members of the AUB community and to visitors to the university from other **eduroam** community members by logging in with their home institution ID. It allows students, researchers, faculty, staff and guest members to use secure internet connectivity campus-wide and when visiting other participating institutions, research centers and libraries by simply opening their laptop or activating their smartphone or other portable devices.

AUB’s eduroam wireless service provides internet access (with encrypted authentication) for visitors from participating institutions, without the need to gain guest credentials on arrival to an eduroam enabled location. The connectivity is instantaneous by authenticating using the home institution’s credentials. Study abroad students, researchers and other visitors can join thousands of eduroam hotspots without any hassle or any data roaming charges.

*The American University of Beirut (AUB) is a member of this consortium. For more information on institutions that are members of eduroam, visit the eduroam website at [http://www.eduroam.org/](http://www.eduroam.org/), or check their distribution geography at [http://monitor.eduroam.org/eduroam_map.php?type=all](http://monitor.eduroam.org/eduroam_map.php?type=all)*

2. HOW IT WORKS?

**eduroam** is based on a federated authentication model where the user credentials (username and password) are validated at the home institution (Identity Provider) and access to authorized network services are controlled by the hosting institution (Service Provider).
When a user logs in to an eduroam wireless service, an authentication request is sent by the hosting institution to the visitor’s home institution, which in turn confirms user credentials.

Passwords are kept private, and are not shared between institutions.

3. SERVICE COVERAGE

Wireless coverage areas for eduroam users at AUB apply the same security rules as for any other AUB wireless user.

4. GETTING STARTED

4.1 How to Access the Service?

For visitors: All visitors from participating institutions can use AUB’s eduroam secure wireless network by selecting the eduroam wireless network (SSID) anywhere on the AUB Campus or Medical Center. Users should use their home institution’s username (email format: username@domain) and password to login to eduroam.

For AUB travelers: Members of the AUB community who visit another participating institution can connect to the internet while on the go, as follows:

- from the wireless settings for your computer or device, choose the eduroam secure network (or the institution’s equivalent wireless network)
- at Username enter your AUB NetID Email address (e.g. xxxnn@aub.edu.lb)
- at Password enter your AUB NetID password

4.2 Cost

At AUB, eduroam secure wireless service is provided at no cost to users.

5. SERVICE LEVELS

AUB’s eduroam wireless service is available 24/7 on the AUB Campus and Medical Center (24 hours a day, 7 days a week).

Note to AUB travelers: Hours of availability of the eduroam service at participating institutions may vary.

Planned outages will be communicated to users in advance.
6. SUPPORT/ASSISTANCE

Please contact the IT Helpdesk by sending an email to (it.helpdesk@aub.edu.lb), by calling extension 2260, or by visiting the AUB IT Helpdesk website (https://ithelpdesk.aub.edu.lb).

Our current IT Helpdesk support hours are from 8:00 am to 7:00 pm Beirut time during week days. Extended support hours to cover the AUB Medical Center during the week-end are from 7:30 am to 4:00 pm.

Visitors from participating institutions may resort to their home institutions’ IT helpdesks for assistance.

7. RELATED POLICIES

AUB’s eduroam wireless service is subject to the same rules and standards that are followed at AUB. This includes -but is not limited to- the following IT Policies and Procedures (currently under review by the IT team):

- IT Resources Acceptable Use Policy
- Information Security Policy
- Computer and Network Security Policy
- IT System Authentication Policy

8. DISCLAIMER (for AUB visitors)

- AUB is not liable for any interruption, errors, viruses, or other harmful component you may encounter while using the AUB’s eduroam wireless service as a visitor.
- AUB is not liable for any security, privacy, or confidentiality risks resulting from the use of this service, including data theft. No information you consider confidential should be transmitted via this service. We highly recommend that you use a secured wireless connection for accessing websites that require you to share personal or privileged information.
- By agreeing to use this service, you also agree to use it in a responsible and lawful manner consistent with AUB’s standards. AUB reserves the right to deny or restrict access to any user who abuses the use of this service or uses it in an unlawful, harassing, abusive, criminal, or fraudulent manner.
- AUB reserves the right to monitor, intercept and disclose any transmissions over this service and to provide users’ information, or use records, and other related information under certain circumstances where there is credible information that a violation of law or a significant breach of AUB’s policies and procedures may have taken place and whereby access, inspection and/or monitoring may produce evidence related to the misconduct; or when required to respond to the terms of a valid subpoena, warrant, other legal order or request, or when required by contract, sponsorship agreement or an applicable law, rule, or regulation.