With this manual, staff who have been set up to access the eduroam Visitor Access service portal and who are acting as hosts to visitors requiring guest Wi-Fi can create guest accounts to enable visitors to have temporary access to eduroam.

This manual is intended for staff who host visitors and is not intended to be used by visitors to the organisation.
Table of Contents

Introduction ........................................................................................................................................3

About eduroam Visitor Access ........................................................................................................3
Who can use eduroam Visitor Access? ............................................................................................3
What will you find in this manual? .....................................................................................................3
Questions .........................................................................................................................................3

3 key principles ..................................................................................................................................4

Step 1 – Log in .....................................................................................................................................5

Step 2 – View summary page ............................................................................................................7

Sections with information about accounts .........................................................................................7
Main menu with tasks ............................................................................................................................8
Help and log out ..................................................................................................................................8

Step 3 – Create a temporary eduroam account ..................................................................................9

Step 4 – Create several visitor accounts simultaneously ................................................................12

Step 5 – Edit or delete accounts .......................................................................................................14

Edit or delete account .........................................................................................................................14
Edit or delete a batch upload ...............................................................................................................14

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Introduction

About eduroam Visitor Access

As a host, you can use eduroam Visitor Access to create temporary eduroam accounts for visitors to your educational or research institution. These accounts will give visitors temporary access to the organisation's eduroam Wi-Fi network.

You can create accounts using the Visitor Access eduroam online portal. All you need is an Internet browser; there is nothing to be installed.

eduroam Visitor Access is provided for you by Jisc.

Who can use eduroam Visitor Access?

Your educational or research institution determines who may act as a host for the purpose of using eduroam Visitor Access and what conditions hosts need to meet when creating temporary eduroam accounts on the Wi-Fi network. You can only use eduroam Visitor Access if your own organisation's eduroam Visitor Access administrator has set you up as a user.

What will you find in this manual?

This manual explains in five steps how to create a temporary eduroam account for visitors. It contains pointers and guidelines for using eduroam Visitor Access correctly and securely.

Questions

If you have any further questions about using eduroam Visitor access after reading the manual, please contact your organisation's help desk or service desk.
3 key principles

The eduroam network is used by students and employees in your organisation. Their organisation account gives them access to this secure, reliable network. To keep the network secure and reliable, it is important that access is refused to unauthorised outsiders.

You play an important part in this because you give visitors access to eduroam with a temporary account. Always bear in mind the following key principles when creating accounts. They will ensure we keep eduroam secure and reliable together.

1. Visitors must have a link to the education or research at your organisation.
2. An eduroam Visitor Access account can only be created for the duration of the visit.
3. eduroam Visitor Access is a service you provide to give your guests eduroam access. However, your own organisation is responsible for the hosting, support and guidance of visitors and the smooth operation of the network.
Step 1 – Log in

In your Internet browser, go to https://eva.eduroam.uk and click on Sign in.

Select the organisation you work for.

If your organisation is not shown, contact your organisation's help desk or service desk.

Log in using your institution account.
If you are logging into eduroam Visitor Access for the first time, you will see this screen once:

By clicking on "Yes, share this data", you agree that some personal details will be transferred to eduroam Visitor Access via UK Access Management Federation. eduroam Visitor Access needs these details to address you by name, to create a unique account linked to your identity, to check your role in the organisation and to send notifications to your email address as part of the service.

Unless you agree to this, you will not be able to use the eduroam Visitor Access management portal.
Step 2 – View summary page

You are now on the dashboard, which provides a summary of the key information relating to your eduroam Visitor Access management account.

**Important**
If your organisation has not yet activated your account for eduroam Visitor Access, you will not be able to actively use eduroam Visitor Access. Contact your help desk or service desk.

**Sections with information about accounts**

The **MY VISITORS** section provides information about the accounts that you have created and are enabled to create:

- **The maximum number of visitors** for whom you can create an account.
- **The current number of accounts** you created.
  
  Every account you create is included in the count, even if the account start date is in the future. An account is no longer counted once it has expired (the end date has passed) or if you terminated or deleted it sooner.
- **The maximum period** (number of days) you can assign to a temporary account.

**Important**

The values on your screen may differ from the above image: the values are set by your own organisation.

The **CREATED ACCOUNTS** section shows how many temporary eduroam accounts have been created for your organisation. This is displayed for the current and previous month.
Main menu with tasks

The menu at the top is always visible and allows you to create temporary eduroam accounts in different ways. My eVA gives options for:

- **My visitors**: create a separate visitor account (see page 9). Also shows what active accounts exist.
- **My batch uploads**: create several visitor accounts simultaneously by uploading a CSV file (see page 12).
- **My groups**: create a group of unknown visitors
- **My SMS events**: make eduroam for events available to visitors

**Important**

The **My groups** and **My SMS events** options will only be assigned to a few users in your organisation. If you do not have these options, you will not see them in the menu. These options are described in the manual "eduroam Visitor Access - Group and SMS functions".

The **Home** button takes you back to this home page.

Help and log out

By clicking on your name in the top right corner, you can log out of eduroam Visitor Access or open a page with help and support information.
Step 3 – Create a temporary eduroam account

You can create a temporary eduroam Visitor Access account quickly and easily.

First of all, check:

- that you have not yet reached the maximum number of visitors for whom you can create an account (see page 7).
- you have all the required details of the visitor: name, telephone number, email address, visit start and end date.

**Important**

It is important to enter all visitor details correctly to avoid possible unauthorised use of the eduroam network via a temporary eduroam account. This unauthorised use can happen without the visitor realising. It is therefore in the interests of the visitor, of you as the host and of the network administrators to have all the necessary information quickly available in order to detect, analyse and stop any unauthorised use.

From the Dashboard, MY VISITORS panel, choose Create visitor. This takes you to the following window:
Enter the following information:

<table>
<thead>
<tr>
<th>Visitor</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. First name</td>
</tr>
<tr>
<td>2. Surname prefix (e.g. Van)</td>
</tr>
<tr>
<td>3. Surname</td>
</tr>
<tr>
<td>4. Email address</td>
</tr>
<tr>
<td>5. Mobile number</td>
</tr>
<tr>
<td>6. Preferred language</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Visitor notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Notification by email</td>
</tr>
<tr>
<td>8. Notification by text message</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. From</td>
</tr>
<tr>
<td>10. To</td>
</tr>
<tr>
<td>11. Comments</td>
</tr>
</tbody>
</table>

Click on Send.

The following notifications are automatically sent to the visitor:
<table>
<thead>
<tr>
<th>When</th>
<th>Email</th>
<th>Text message</th>
<th>Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account has been created</td>
<td>Yes</td>
<td>Optional</td>
<td>Credentials &amp; period</td>
</tr>
<tr>
<td>Account has been edited</td>
<td>Yes*</td>
<td>No</td>
<td>New period</td>
</tr>
<tr>
<td>Last active day</td>
<td>Yes**</td>
<td>Optional**</td>
<td>Reminder</td>
</tr>
<tr>
<td>Account has expired</td>
<td>Yes</td>
<td>Optional</td>
<td>Is sent on the first morning after the account expires</td>
</tr>
<tr>
<td>Account has been terminated early</td>
<td>Yes</td>
<td>Optional</td>
<td>Is sent immediately after termination of the account.</td>
</tr>
</tbody>
</table>

* Only if the period of the account is adjusted.
** Only for accounts that were set up for 3 days or more.

The visitor is requested to remove the Wi-Fi details of his or her temporary eduroam account from the mobile device in the notifications after the account has expired and in case of early termination. This prevents the visitor from receiving error messages when the account is no longer valid, but the device is still trying to connect to eduroam automatically.
Step 4 – Create several visitor accounts simultaneously

If you can see **My batch uploads** in the menu, you can enter several users at the same time in eduroam Visitor Access. You do this by uploading a CSV file. This is useful for events when you already have a list of the visitors and their details.

**Important**

The same restrictions on the maximum number of accounts and the account periods apply as when creating individual visitor accounts. Make sure you bear this in mind when creating the CSV file.

Put each visitor on a separate row in the CSV file. Do this as shown below, separated by either commas or semicolons (do not use both in the same CSV file):

```
first_name,surname_prefix,surname,visitor_email,visitor_mobile_no,language
```

All fields are mandatory, except **surname prefixes** and possibly **visitor_mobile_no** (depending on your organisation’s configuration). You can choose NL (Dutch) or EN (English) as the language of your messages. If you do not provide this the messages will be sent in Dutch.

Example: Dan,J,Smith,Dan.Smith@website.com,0712345678,EN

Phone numbers can be entered in two ways: 0712345678 or +44712345678.

If you do not have the information for an optional field, leave it blank, but always enter all commas.

Example: Dan,,Smith,Dan.Smith@website.com,,EN

Now choose the **My batch uploads** menu option in eduroam Visitor Access.

Click on **Create batch**.
Click on **Select file** to upload the CSV file of visitor details.

Enter the following information:

<table>
<thead>
<tr>
<th>Information about the batch</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name</td>
<td>Batch name for reference</td>
</tr>
<tr>
<td>2. Comments</td>
<td>Notes, the event name for example.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Information about the visitors</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3. From</td>
<td>Date when the account needs to be activated. The start time is always midnight (00:00).</td>
</tr>
<tr>
<td>4. To</td>
<td>Date after which the account will be deactivated. The end time is always one minute before midnight (23:59).</td>
</tr>
<tr>
<td></td>
<td>Important: you cannot set hours or minutes, only full days.</td>
</tr>
<tr>
<td>5. Notification by email</td>
<td>Email with login details. The visitor always receives a notification by email. It is therefore not possible to deselect this option.</td>
</tr>
<tr>
<td>6. Notification by text message</td>
<td>Text message with login details. This is optional and particularly useful if the visitor does not have Internet access to receive an email. Make sure you provide a mobile number in this case.</td>
</tr>
</tbody>
</table>

Click on **Send**.

The message below will appear once the accounts have been successfully created and the notifications have been sent:

The 3 visitors have been created.
Step 5 – Edit or delete accounts

You can edit or prematurely terminate accounts or batch uploads. Termination can be useful if one or more visitors are leaving sooner than planned.

**Important**
You do not need to do anything as an account expires after the account's end date. It will automatically no longer be usable.

**Edit or delete account**

From the Dashboard click on **My visitors**. The visitor accounts you have created will be displayed

**Important**
This also includes the accounts from batch uploads.

Select the visitor account and edit or delete as required.

- **Click on** to edit the visitor details.
- **Click on** to delete an account.

**Edit or delete a batch upload**

From the Dashboard, **My eVA**, click on **My batch uploads**.

- **Click on** to edit the details of a batch upload.
- **Click on** to delete a batch upload, including the accounts created from the batch upload.