How to Forget Network

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Table of Contents

Forgetting Network on IOS 3
Forgetting Network on Windows 5
Forgetting Network on Mac OS 7
Forgetting Network on Android OS 9

Purpose

This training material highlights forgetting wireless networks on multiple platforms.

Audience

University of Memphis faculty, staff, or students access wireless networks.

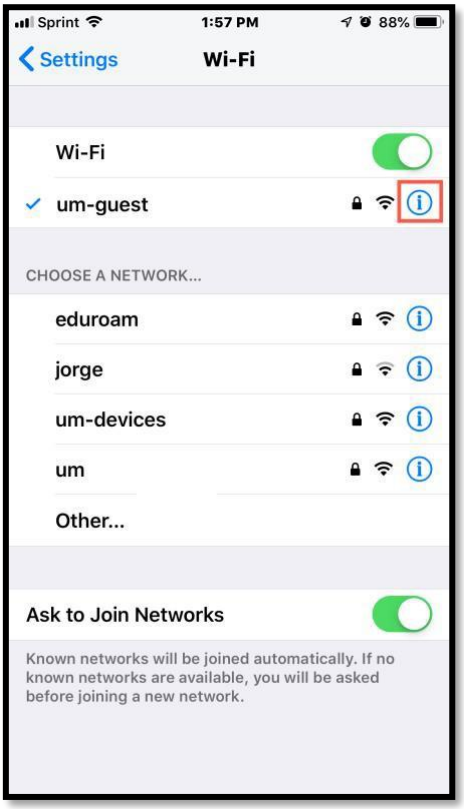
IOS

Forgetting Network on IOS

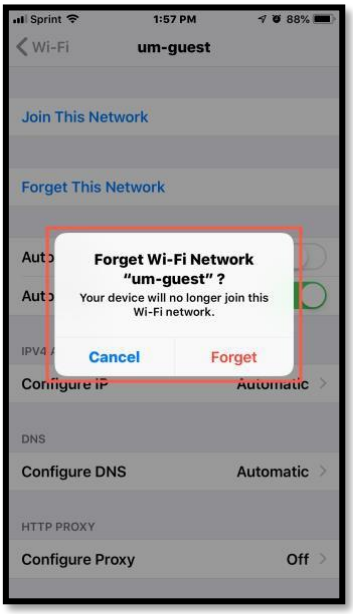
1. Click on settings.

2. Click on Wi-Fi.

3. Click on the ⓘ icon



4. Click Forget This Network to forget this network. Next, press **Forget**. In this example, we selected **um-guest**.



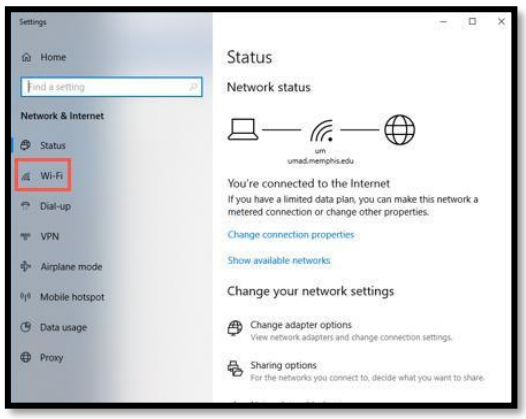
Windows

Forgetting Network on Windows

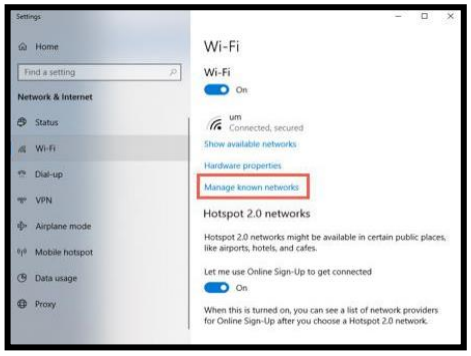
1. Open the Settings by clicking (or tapping, if you have a touchscreen) on its shortcut from the Start Menu.

2. Click "Network & Internet settings."

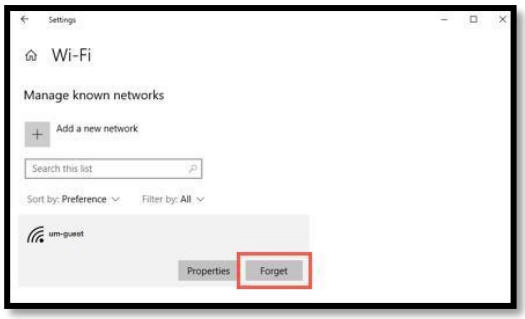
3. On "Network & Internet" Click on **Wi-Fi**.



4. To the right of the Wi-Fi settings window, look for the Wi-Fi settings section. It should be the first one you see. Click "Manage known networks."



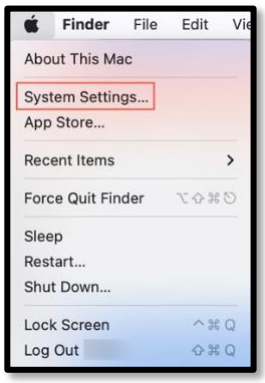
5. The "Manage known networks" settings section opens, and you can see the complete list of all the Wi-Fi networks your Windows 10 laptop or device knows. Find the wireless network you want to delete or forget, then click on its name. Next, click the Forget button. Windows 10 removes the wireless network from the list of known networks. If there are other networks that you want Windows 10 to forget, repeat the procedure. In this example, we selected **um-guest**.



Mac OS

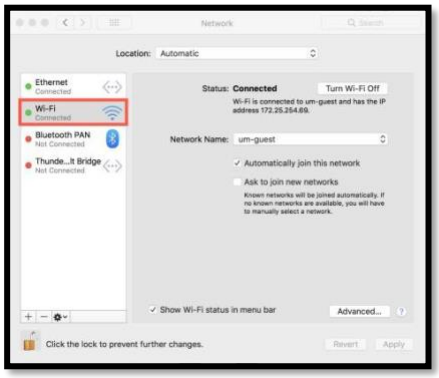
Forgetting Network on Mac OS

1. Click the Apple icon in top left corner.
2. Choose **System Settings**.

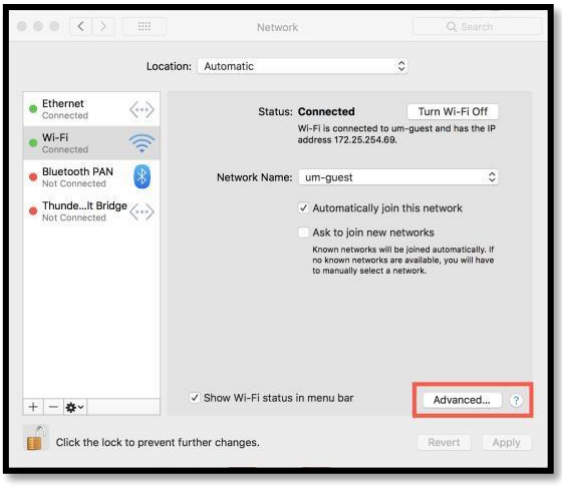


3. Click on Network.

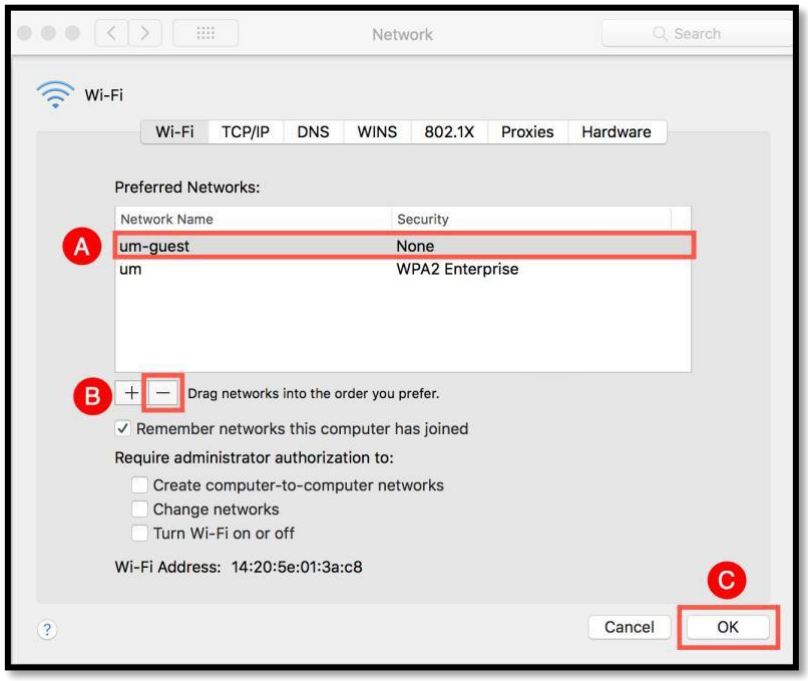
4. In left panel click on Wi-Fi.



5. Click **Advanced**.



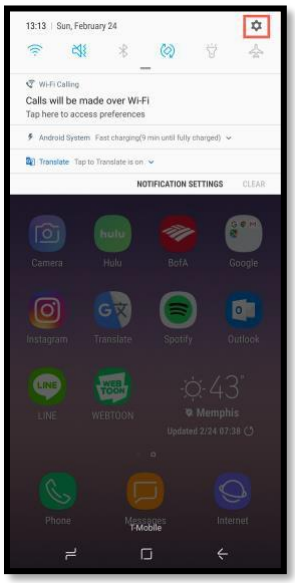
6. **A)** Select the network you want to delete from list then **B)** Click on the minus (-) button. **C)** Click OK. In this example, we selected **um-guest**.



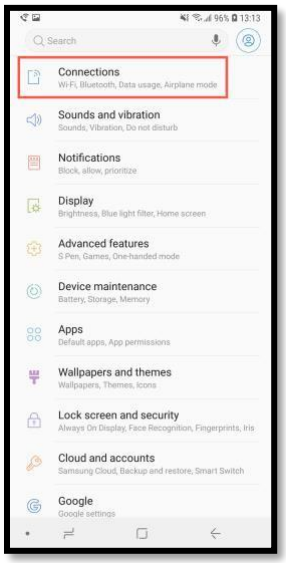
Android

Forgetting Network on Android OS

1. Swipe down from top of Android to activate notification bar.
2. Click or tap settings button on notification bar.



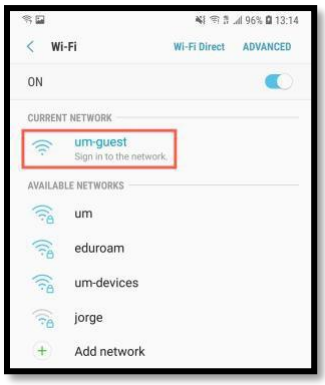
3. Click or Tap connections.



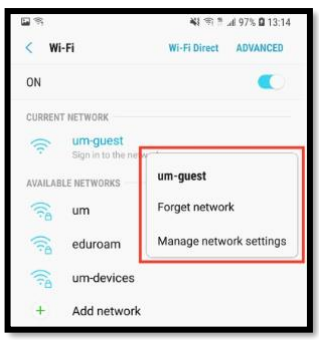
4. **A)** Make sure that your **Wi-Fi** is turned on. **B)** Click or tap **Wi-Fi**.

5. This will provide a list of available networks.

6. Click and hold the network to forget. In this example, we selected **um-guest**.



7. When you hold and hover over network this menu will appear. Click or tap **Forget Network**.



Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request

Login URL: Click here to access our service desk ticketing system. After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:
Monday – Friday 8:00 am – 8:00 pm
Saturday 10:00 am – 2:00 pm
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. *(**Note:** Using this email will automatically generate a service request.)*

Important Links

Explore the umTech Website
Search the Solutions Page