

How to Forget Network

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Purpose

This training material highlights forgetting wireless networks on multiple platforms.

Audience

University of Memphis faculty, staff, or students accessing wireless network.

IOS


Forgetting Network on IOS

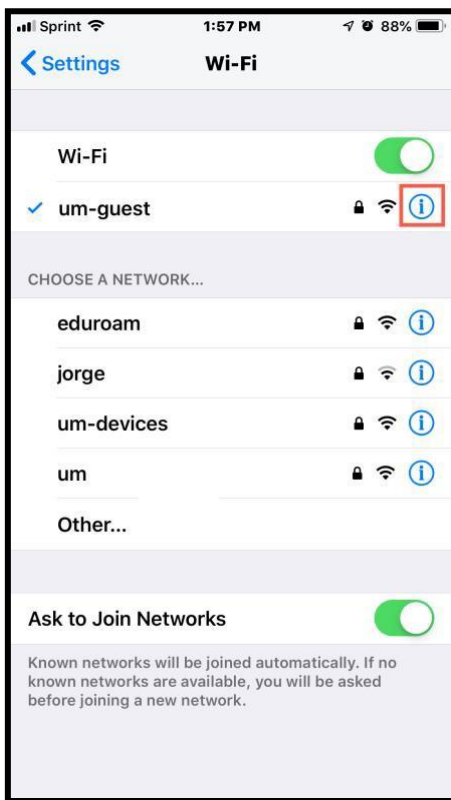
1. Click on settings.



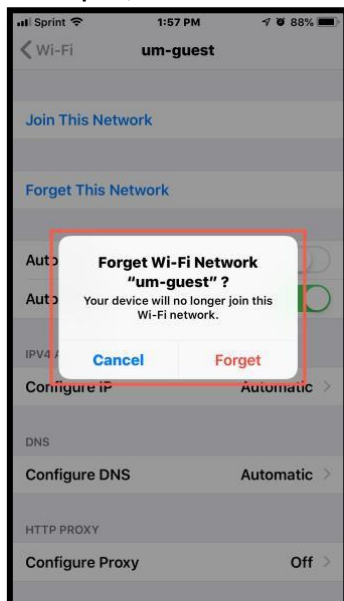
2. Click on Wi-Fi.



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

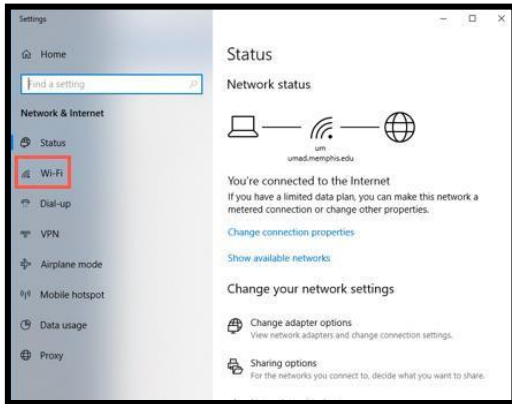
1. Open the Settings by clicking (or tapping, if you have a touchscreen) on its shortcut from the Start Menu.



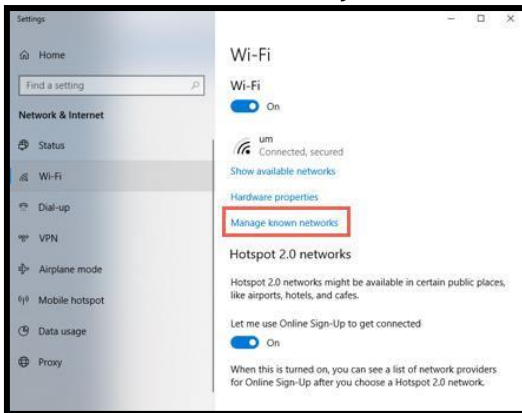
2. Click "Network & Internet settings."



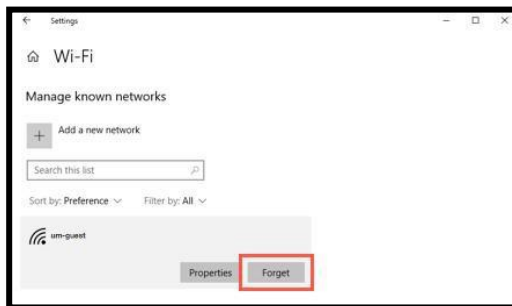
3. On "Network & Internet" Click on **Wi-Fi**.



4. To the right of the Wi-Fi settings window, look for the settings section called **Wi-Fi**. 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 with all the Wi-Fi networks that your Windows 10 laptop or device knows. Find the wireless network that 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

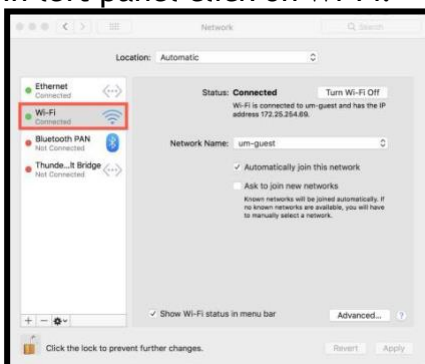
1. Click the Apple icon  in top left corner.
2. Choose **System Settings**.



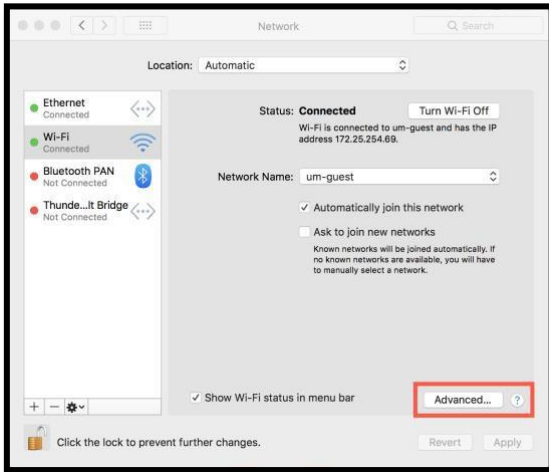
3. Click on **Network**.



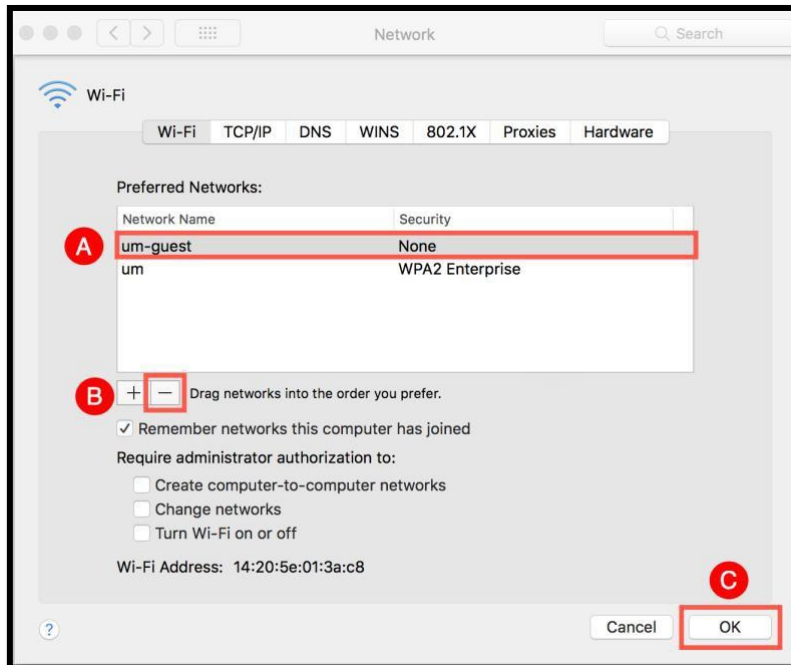
4. In left panel click on **Wi-Fi**.



5. Click Advanced.



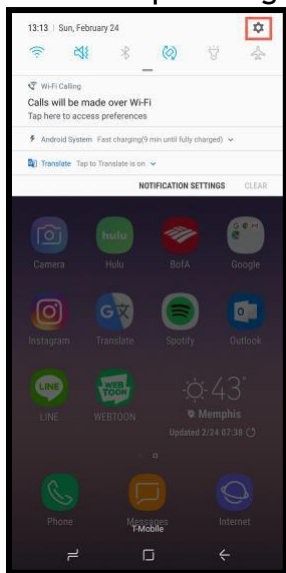
6. A) Select the network you want to delete from list then B) Click on the minus (-) button. C) Click OK. In this example, we selected **um-guest**.



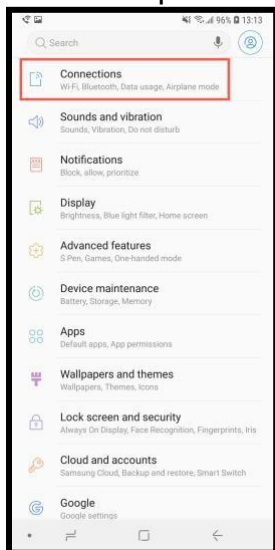
Android

Forgetting Network on Android OS

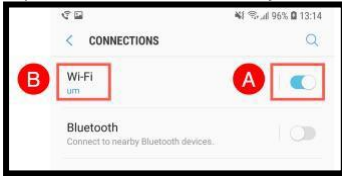
1. Swipe down from top of Android to activate notification bar.
2. Click or tap settings button on notification bar.



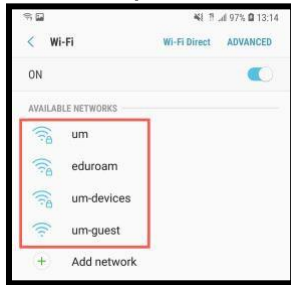
3. Click or Tap connections.



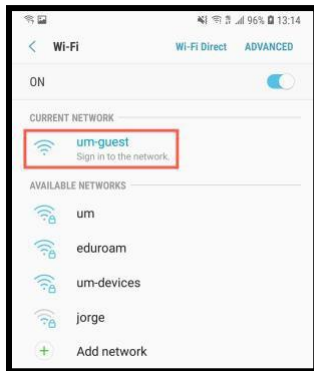
4. **A) Make sure that your Wi-Fi is turned on. B) Click or tap Wi-Fi.**



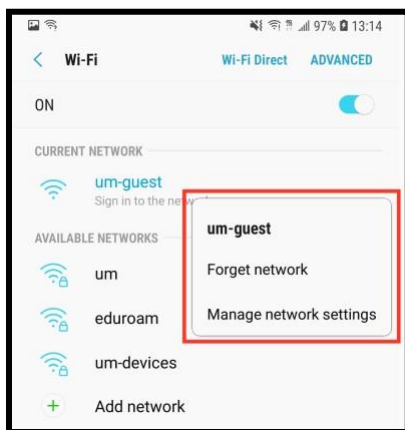
5. This will provide a list of available networks.



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 support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request

Login URL: [Click here for our service desk ticketing system](#). After logging in, choose the appropriate form request for services.

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

[ITS Service Desk Hours](#)

Contact the Service Desk for assistance with technical login problems or issues. ALL incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

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

Important Links

[Explore the umTech Website](#)

[Search the Solutions Page](#)