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

![Image showing WiFi settings with um-guest selected]

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

![Image showing Forget Wi-Fi Network confirmation]

Windows 10

Forgetting Network on Windows 10

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. "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 Preferences.
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. Upon completing the training covered in this course, faculty, staff, and students can receive additional training help and resources. Such help can be located as follows:

**Service Desk Request**

**Submitting a Ticket**

- Login URL:
  - [Here is a link to our service desk ticketing system](#)
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

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

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, [umtech@memphis.edu](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

**Important Links**

- [Explore the umTech Website](#)
- [Search Our Solutions Page](#)