

## How to Forget Network

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Revised 5/29/24



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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.

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C	Do Not	Disturb		>



3. Click on the (1) icon



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







### 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**.

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ŵ Wi-Fi					
Manage known networ	ks				
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(fig um-guest					
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## Mac OS

### Forgetting Network on Mac OS

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

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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**.

Wi-Fi TCP/IP	DNS WINS 802.1X Proxies H	ardware
Preferred Networks:		
Network Name	Security	
um-guest	None	
um	WPA2 Enterprise	
um + - Drag networks in ✓ Remember networks t Require administrator aut	WPA2 Enterprise to the order you prefer. this computer has joined thorization to:	
um + - Drag networks in Remember networks t Require administrator aut Create computer-to Change networks Turn Wi-Fi on or off	WPA2 Enterprise to the order you prefer. this computer has joined thorization to: D-computer networks	





### 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.

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🛜 um-devices		
🤶 um-guest		
+ Add network		

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: <u>Click here for our service desk ticketing system</u>. 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 <u>submit a service</u> <u>request</u>.

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

Important Links Explore the umTech Website Search the Solutions Page