

Forgetting Wireless Networks

Forgetting the network is a good way to troubleshoot any Wi-Fi issues you may be experiencing. Select your device and go through the steps to see if you can self-solve your issues.

Mobile Devices

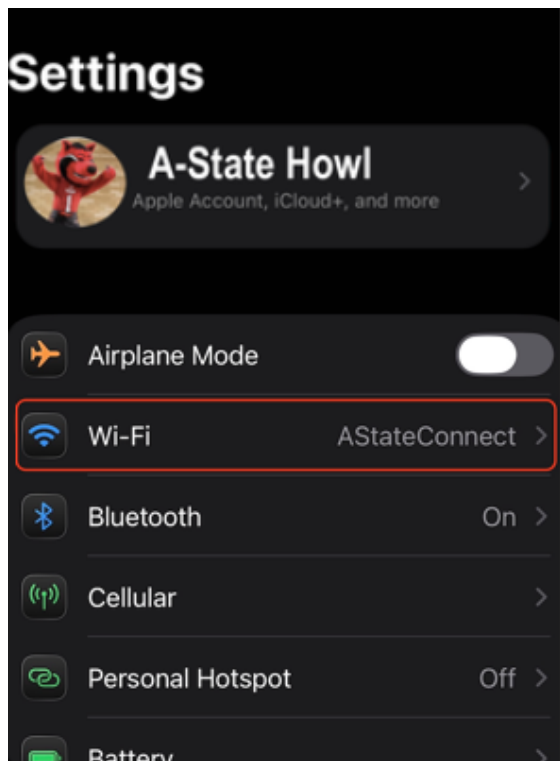
iOS (iPhone/iPad)

Forgetting a Single Network

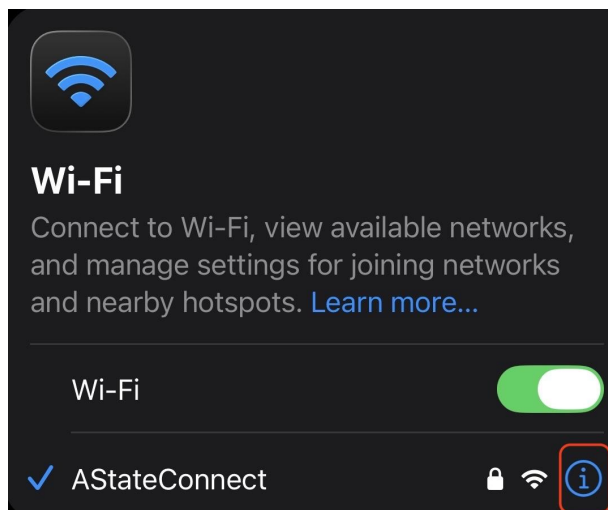
1. Open the **Settings** app on your iOS device.



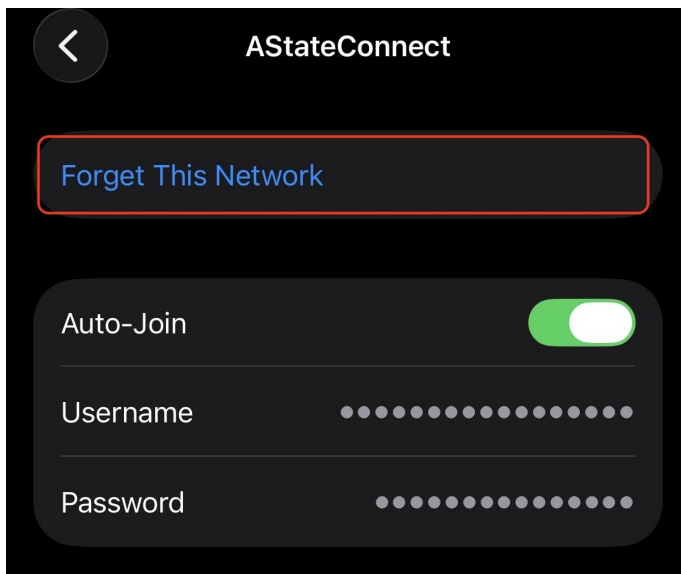
2. Tap **Wifi** on the main screen



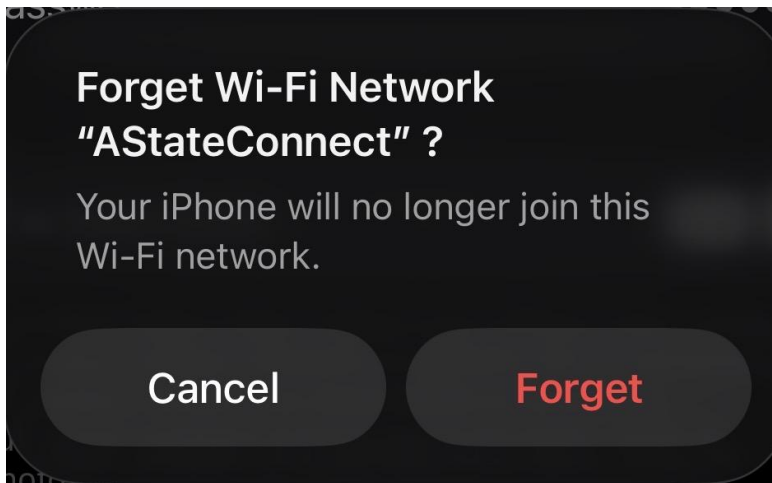
3. Select the "i" next **AStateConnect**



4. Tap **Forget This Network**



5. Tap **Forget**



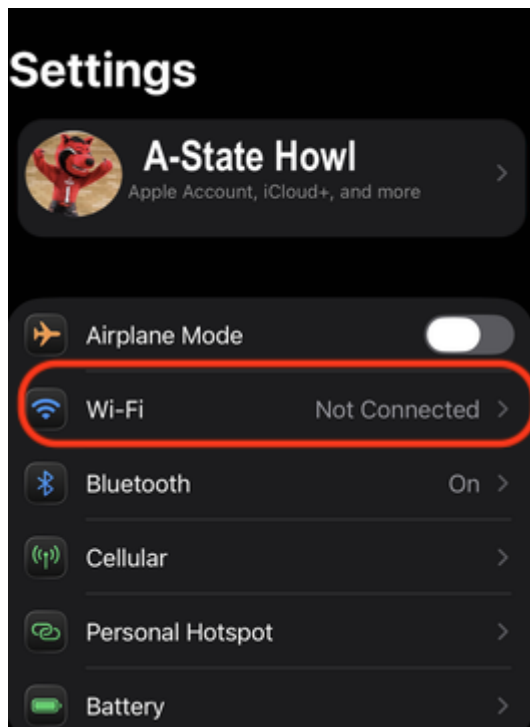
This will successfully disconnect your device from the **AStateConnect** network.

Forgetting Multiple Known Networks

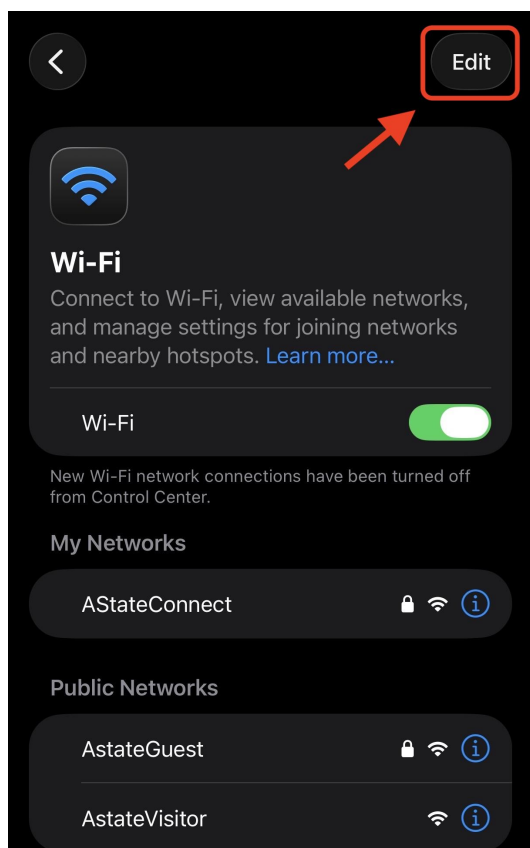
1. Open the **Settings** app on your iOS device.



2. Select **Wi-Fi**

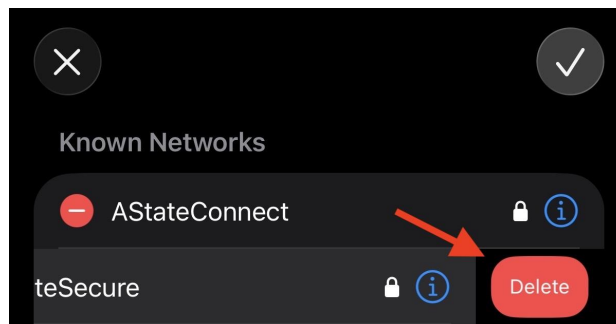
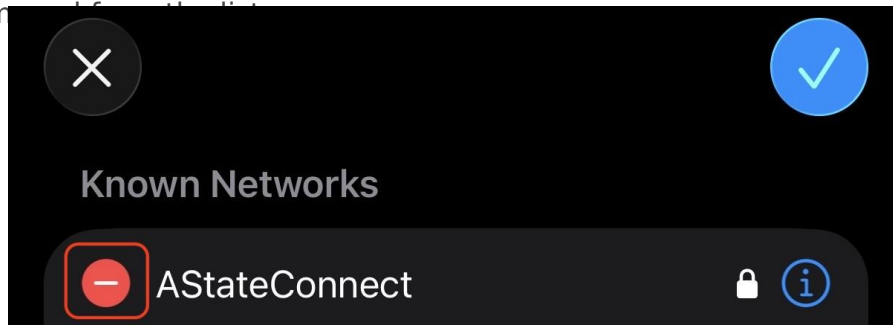


3. Select **Edit** in the top right corner

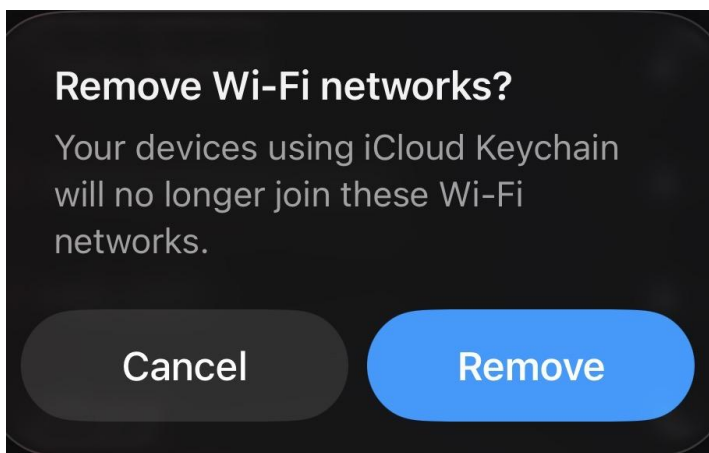


4. Tap the red minus " - " sign to the left of the network(s) you want to forget and select **Delete**

- Tap the **Check mark** in the top right corner after the selected network(s) have been removed from the list.



- **iCloud Keychain** - If prompted, select **Remove** to "Forget" the network on your iCloud Keychain to prevent your device from trying to connect to the network in the future



5. The network(s) should be removed from your device

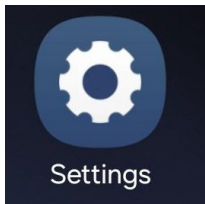
These steps can also be used to Forget the **Home@AState** network if necessary. You would instead click and select the " **i** " (**information**) icon to the right of **Home@AState** and then click **Forget This Network**.

If you would like to reconnect to AStateConnect or Home@AState, you can find those instructions [HERE](#)

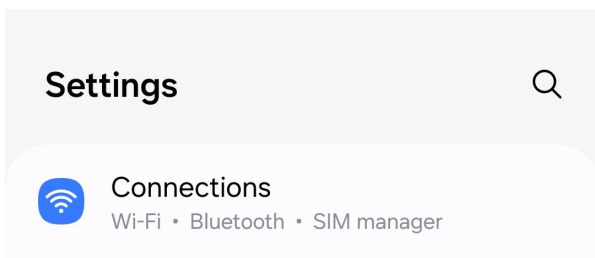
Android

Forgetting a Single Network

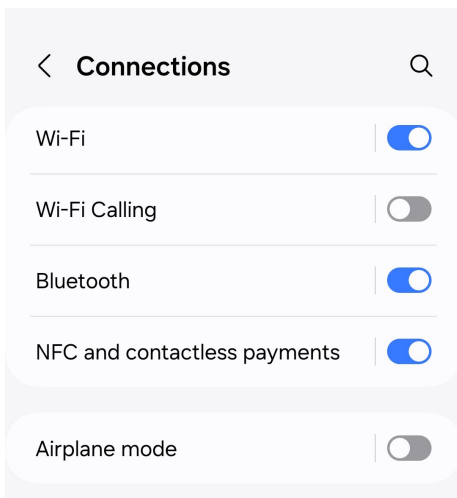
1. Go to the **Settings** on your phone and open it. The icon should look like the image below.



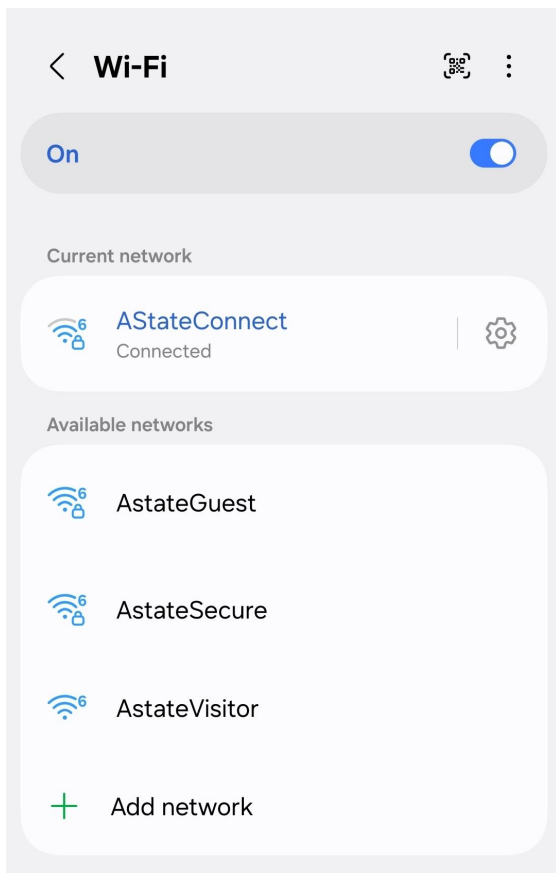
2. Scroll and tap on **Connections**.



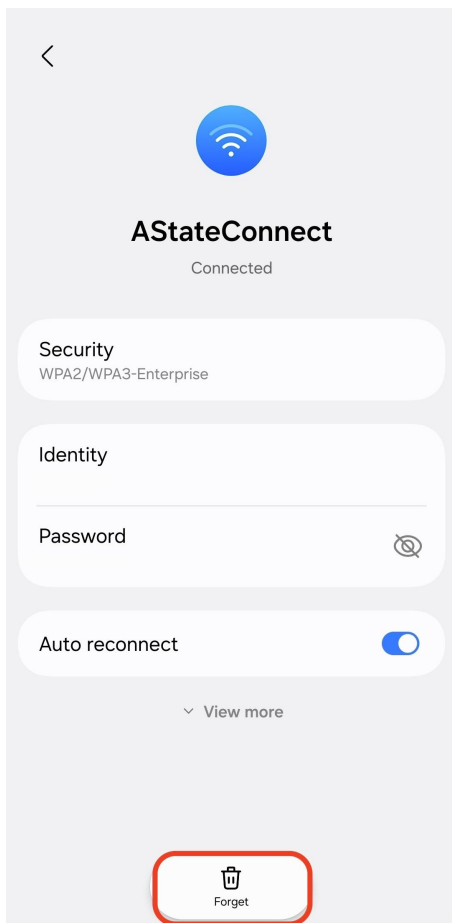
3. Tap on **Wi-Fi**.



4. Tap on the gear icon next to **AStateConnect**.

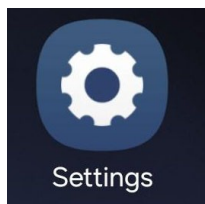


5. Tap **Forget**.

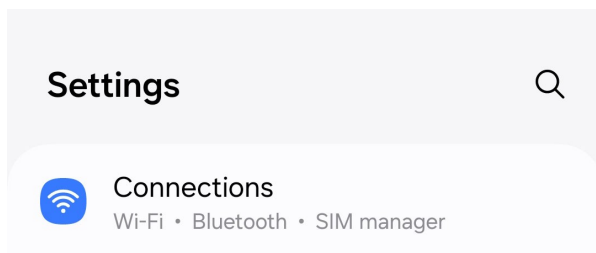


Forgetting Known Networks

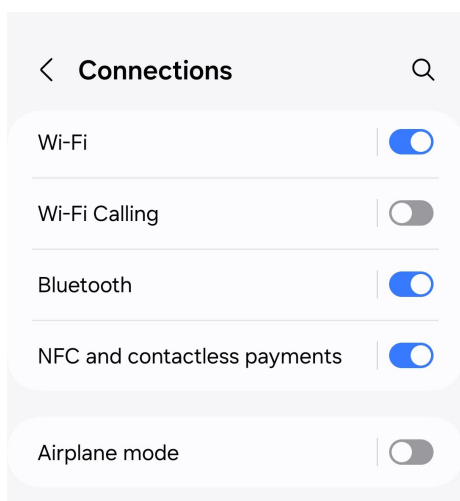
1. Go to the **Settings** on your phone and open it. The icon should look like the image below.



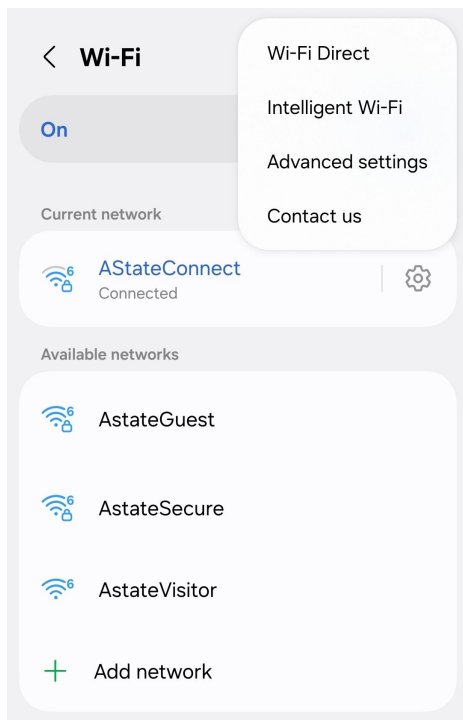
2. Scroll and tap on **Connections**.



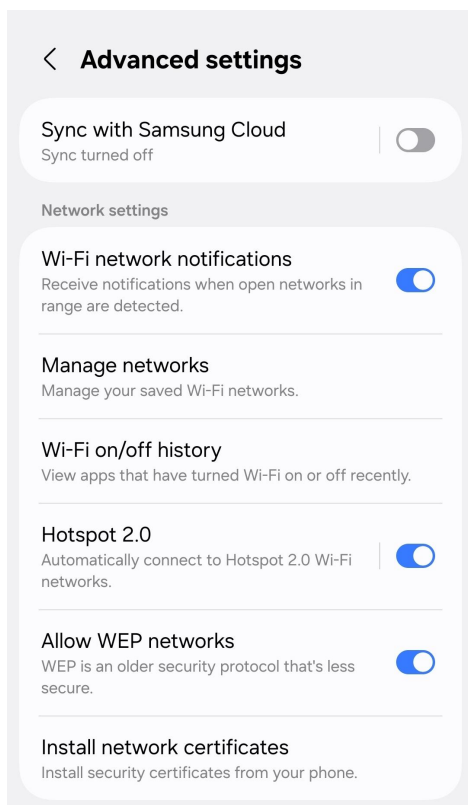
3. Tap on **Wi-Fi**.



4. Tap the **3 dots** in the top right and select **Advanced settings**



5. Select **Manage networks**



6. Tap on the network you want to remove or "forget (*in this example, **AStateConnect** is the network we want to forget*) and select **Forget**

Manage networks



AStateConnect
Connected

AStateConnect

Connected

Security

WPA2/WPA3-Enterprise

Identity

Password



Auto reconnect



View more



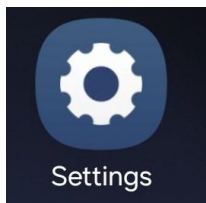
Forget

These steps can also be used to Forget the **Home@AState** network if necessary. You would tap **Home@AState** and then tap **Forget**.

If you would like to reconnect to AStateConnect or Home@AState, you can find those instructions [HERE](#)

Google Pixel

1. Go to the **Settings** on your phone and open it. The icon should look like the image below.



2. Scroll and tap on **Connections**.

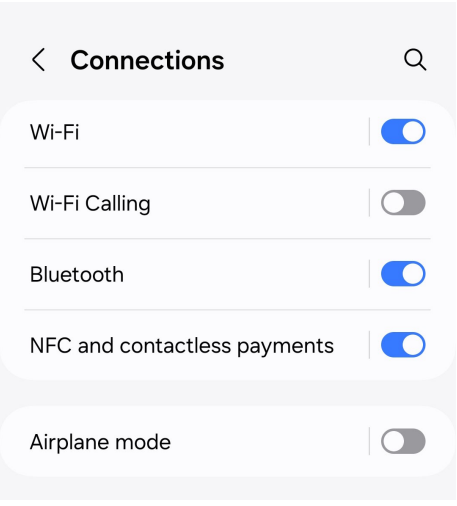
Settings



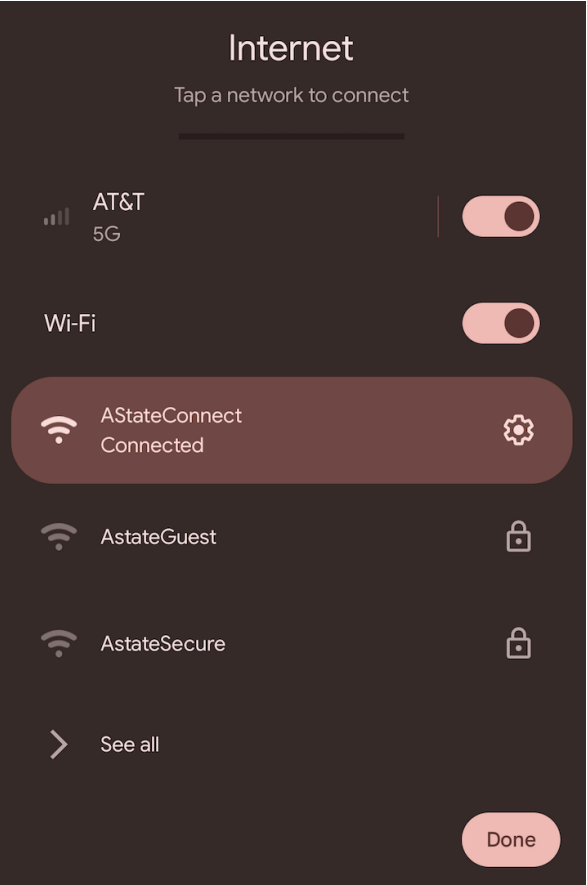
Connections

Wi-Fi • Bluetooth • SIM manager

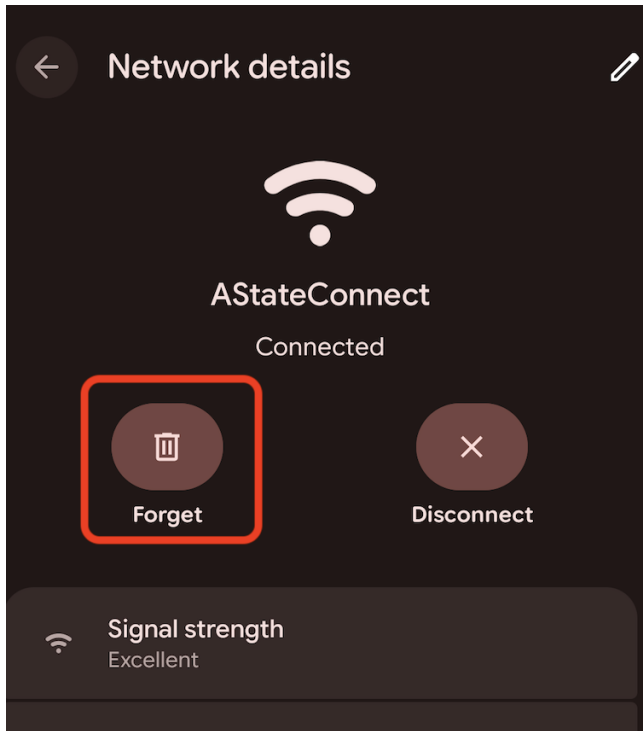
3. Tap on **Wi-Fi**.



4. Tap on the gear icon next to **AStateConnect**.



5. Tap **Forget**.



This will successfully disconnect your device from the **AStateConnect** network.

These steps can also be used to Forget the **Home@AState** network if necessary. You would tap **Home@AState** and then tap **Forget**.

If you would like to reconnect to **AStateConnect** or **Home@AState**, you can find those instructions [HERE](#)

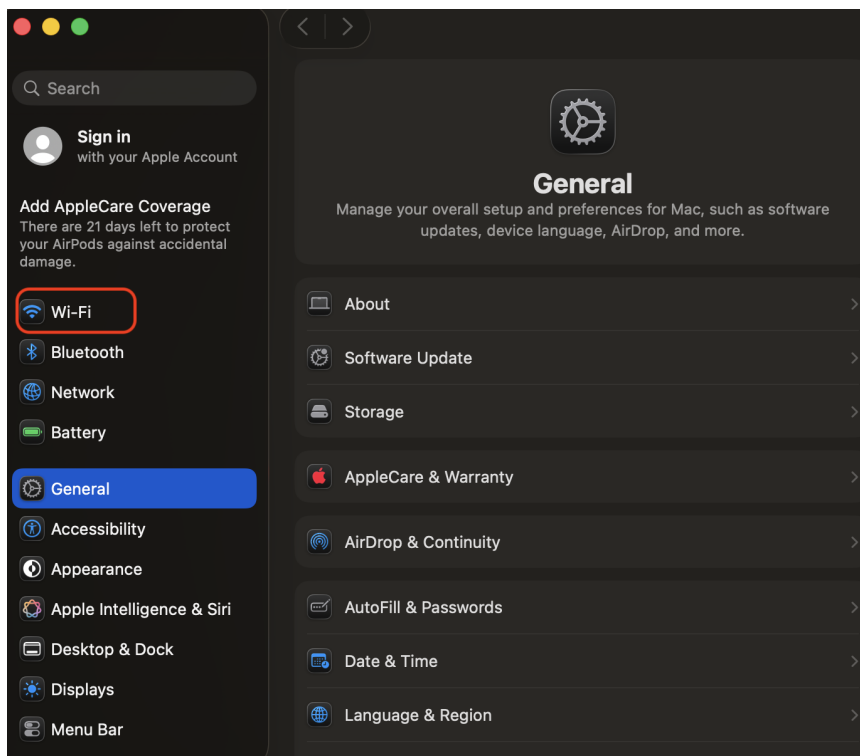
Desktop / Laptop

MacOS (Mac/Macbook)

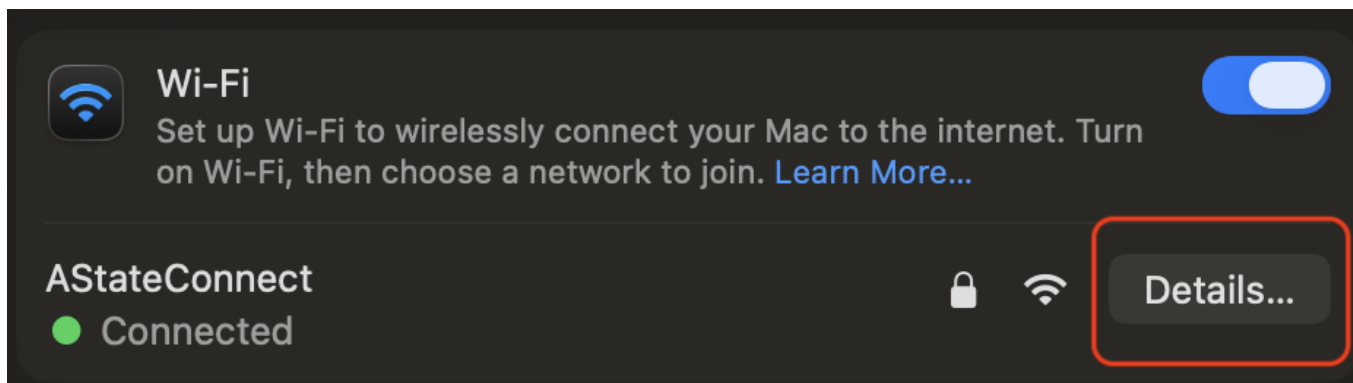
1. Go to the **Settings** app on your MacOS device. The icon looks like the image below.



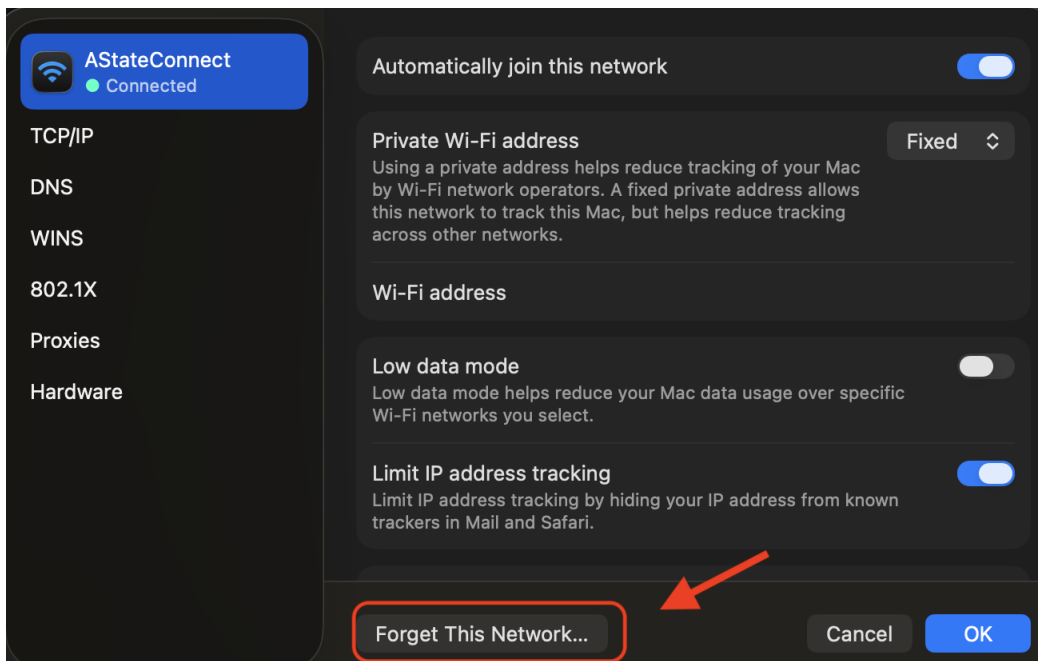
2. Tap on **Wi-Fi** on the left hand side of the **Settings** screen.



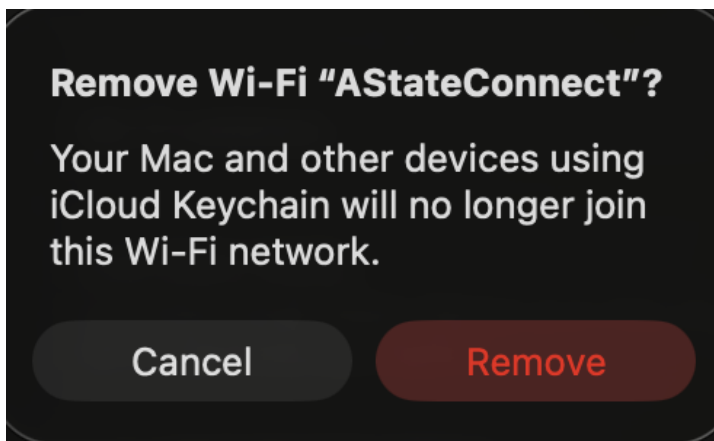
3. Next to where you see **AStateConnect**, click on **Details**



4. Click on **Forget This Network**



6. Click on **Remove**



This will successfully disconnect your device from the **AStateConnect** network.

These steps can also be used to Forget the **Home@AState** network if necessary. You would instead tap on **Home@AState** and then tap **Forget**.

If you would like to reconnect to **AStateConnect** or **Home@AState**, you can find those instructions [HERE](#)

Windows

1. Type **Settings** in the search box.

2. Click **Network & Internet**.
3. Click **Wi-Fi** on the left pane of the Network & Internet window.
4. Click **Manage Wi-Fi Settings**.
5. Click **AStateConnect**.
6. Click **Forget**.

This will successfully disconnect your device from the **AStateConnect** network.

These steps can also be used to Forget the **Home@AState** network if necessary. You would instead click **Home@AState** and then click **Forget**.

If you would like to reconnect to **AStateConnect** or **Home@AState**, you can find those instructions [HERE](#)

Linux

1. Go to **Settings** on your device.
2. Scroll and click on **Network and Internet**.
3. Click on **Wi-Fi**.
4. Click on **AStateConnect**.
5. Click **Forget**.

This will successfully disconnect your device from the **AStateConnect** network.

These steps can also be used to Forget the **Home@AState** network if necessary. You would click **Home@AState** and then click **Forget**.

If you would like to reconnect to **AStateConnect** or **Home@AState**, you can find those instructions [HERE](#)

Chromebook (ChromeOS)

1. Go to **Settings** on your device.
2. Scroll and click on **Network and Internet**.
3. Click on **Wi-Fi**.
4. Click on **AStateConnect**.
5. Click **Forget**.

This will successfully disconnect your device from the **AStateConnect** network.

These steps can also be used to Forget the **Home@AState** network if necessary. You would click **Home@AState** and then click **Forget**.

If you would like to reconnect to **AStateConnect** or **Home@AState**, you can find those instructions [HERE](#)

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

Revision #14

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