# **Resolving Wi-Fi Issues**

Version 19

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If you are experiencing Wi-Fi connection issues, forgetting your Wi-Fi network may resolve the following:

- When on campus, your device automatically attempts to log into Seneca network but with an old password, causing your account to be locked
- You receive errors when attempting to join Seneca Wi-Fi network
- You can't connect to Seneca Wi-Fi network, or the Certificate is Not Trusted

Follow instructions for your device:

- Android
- i0S
- MacOS
- Windows

#### How to forget Wi-Fi network - On Android

- 1. Go to Settings
- 2. Select Network & internet



3. Click Internet



4. Click the Wi-Fi network, in this example select SenecaNET



5. Finally, click Forget



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## How to forget Wi-Fi network - On iOS

- 1. Go to Settings
- 2. Select Wi-Fi





3. Tap icon next to the SenecaNET Wi-Fi network

ettings		
Search	Wi-Fi	
is iPad is supervised and managed	✓ SenecaNET	∎ <del>?</del> (i)
vice supervision	NETWORKS	
Taste Davids	eduroam	ê 🗢 🚺
Apple ID, iCloud, Media & Purchases	SenecaGuest	<del>?</del> (j)
	Other	
Airplane Mode		
ᅙ Wi-Fi SenecaNET	Ask to Join Networks	Notify >
Bluetooth On	Known networks will be joined automatica	lly. If no known networks

4. Finally, tap Forget This Network, and then tap Forget to confirm



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## How to forget Wi-Fi network - On MacOS

1. Click the Apple Menu then click click System Preferences

é	Finder	File	Edit	View	Go
A	bout This	Mac			
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2. Click Network



3. Select Wi-Fi in the list on the left then click the Advanced button



- 4. Under Preferred Network, select the Wi-Fi network from the list that you want your Mac to forget.
- 5. Click the remove button (-) and click Remove to confirm



6. Finally, click OK and then Apply

## How to forget Wi-Fi network - On Windows

- 1. Click the Wi-Fi icon found in the bottom-right corner of your screen
- 2. Click Network & Internet settings



- 3. Select Wi-Fi in the left side menu
- 4. Click Manage known networks

命 Home	Wi-Fi
Find a setting	Wi-Fi
Network & Internet	On On
🖨 Status	SenecaNET Connected, secured
<i>ſſ</i> ≈ Wi-Fi	Hardware properties
뛰고 Ethernet	Manage known networks

5. Select the network SenecaNET



6. Finally, cick the Forget button.

命 Wi-Fi

	Manage known networks
	+ Add a new network
	Search this list
	Sort by: Preference $$ Filter by: All $$
	GenecaNET
	eduroam
Back <sup>-</sup>	to top

tags : wireless-connection