### How do I "forget" a wireless network on my device?

#### Tell Me

If you are having trouble connecting to wireless, try "forgetting" the network:

<table>
<thead>
<tr>
<th>Windows 10</th>
<th>macOS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong> Click on the wireless icon in the system tray</td>
<td><strong>1.</strong> Click on the wireless icon in the menu bar</td>
</tr>
<tr>
<td><img src="image1.png" alt="Windows 10 Network Icon" /></td>
<td><img src="image2.png" alt="macOS Network Icon" /></td>
</tr>
<tr>
<td><strong>2.</strong> Click on Network &amp; Internet settings</td>
<td><strong>2.</strong> Click Open Network Preferences...</td>
</tr>
<tr>
<td><img src="image3.png" alt="Windows 10 Network &amp; Internet Settings" /></td>
<td><img src="image4.png" alt="macOS Network Preferences" /></td>
</tr>
<tr>
<td><strong>3.</strong> Click on Wi-Fi on the left hand side of the window</td>
<td><strong>3.</strong> In the Network Preferences window, make sure Wi-Fi is selected on the left and then click the Advanced... button</td>
</tr>
<tr>
<td><img src="image5.png" alt="Windows 10 Wi-Fi Network" /></td>
<td><img src="image6.png" alt="macOS Wi-Fi Network" /></td>
</tr>
<tr>
<td><strong>4.</strong> On the Wi-Fi tab, select the eduroam network and click the - button</td>
<td></td>
</tr>
</tbody>
</table>
4. Click **Manage known networks** in the middle of the page

Click in the middle of the page

**Manage known networks**

*Some settings are hidden or managed by your organization.*

**Wi-Fi**

*On*

Hardware properties

Use random hardware addresses to make it harder for people to track your location when you connect to different Wi-Fi networks. This setting applies to new connections.

Use random hardware addresses

**Random hardware addresses**

5. Click **eduroam** and then click **Forget**

5. Click **OK** and then on the next window, click **Apply**

**Wi-Fi**

**Eduroam** Connected, secured

Show available networks

**Hardware properties**

**Manage known networks**

**Related FAQs**

- How do I log into eduroam wireless at UNC Charlotte on my computer?
• How do I log into eduroam wireless at UNC Charlotte using a phone/tablet?
• How do I log into eduroam wireless on Windows 10 before logging in?
• What should I do if I'm having trouble connecting to wireless on-campus?
• How do I "forget" a wireless network on my device?