

# How to forget SSID due to wireless maintenance

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Use the instructions below to forget an SSID (Wireless Network) on your device as part of troubleshooting or as needed.

### **iPhone**

- Go to settings > Wi-Fi
- Touch the blue “i” next to the Wi-Fi symbol of the SSID that you want to forget.
- When the next page comes up, touch “Forget This Network”.
- When the prompt comes up, touch “Forget”.

### **Apple OS X**

- Open "System Preferences" and open "Network".
- Select the Wi-Fi adapter - Not any other networking adapters, just the Wi-Fi.
- Click the "Advanced..." button.
- Make sure you disconnect from the SSID using the Wi-Fi icon at the top of your computer.
- In the "Preferred Networks" pane, look for the SSID.
- Select the SSID and click the "minus" button to delete it.
- Click “OK”, and at the next window, click “Apply”.

### **Android device**

- Touch “Settings” followed by “Connections”.
- Touch Wi-Fi.
- Touch the SSID under “CURRENT NETWORK”.
- Touch “FORGET”.

### **Windows Machine**

- Click on the Start menu, type “Settings”, and Press enter.
- Click on “Network & Internet”.
- On the left-hand side, click on “Wi-Fi”.
- Click on “Show available networks”.
- In the window that pops up in the lower right-hand corner, right-click on the SSID that you want to forget.
- Click on “Forget”.

**Remember that when your password expires, is changed, or you forget the SSID, you will have to enter your credentials again to login.**

When asked to trust certificate please make sure the domain is:

1. iiumwifilogin2.iium.edu.my
2. iiumwifilogin3.iium.edu.my

For any inquiries, please contact the ITD Service Desk at extension 6666.

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