

Resolving Wi-Fi Issues

Version 19

Published 9/27/2022 by [Nadine Chautilal](#) Last updated 11/25/2023 1:26 AM by [Truc Chau](#)

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

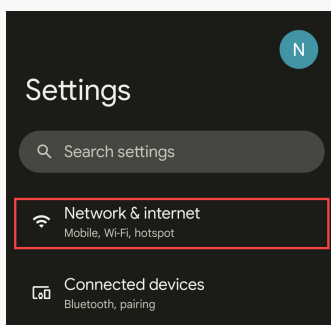
- When on campus, your device automatically attempts to log into Seneca network but with an old password, causing your account to be locked
- You receive errors when attempting to join Seneca Wi-Fi network
- You can't connect to Seneca Wi-Fi network, or the Certificate is Not Trusted

Follow instructions for your device:

- [Android](#)
- [iOS](#)
- [MacOS](#)
- [Windows](#)

How to forget Wi-Fi network - On Android

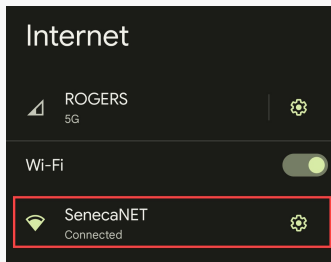
1. Go to Settings
2. Select Network & internet



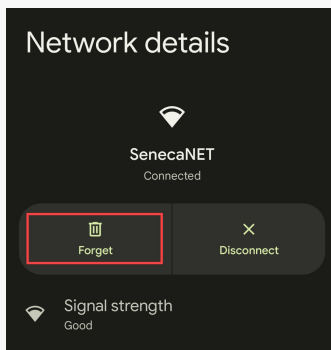
3. Click Internet



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



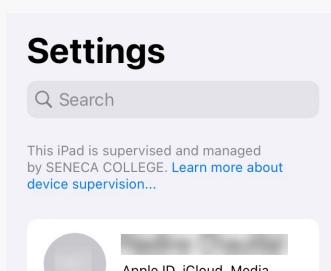
5. Finally, click Forget

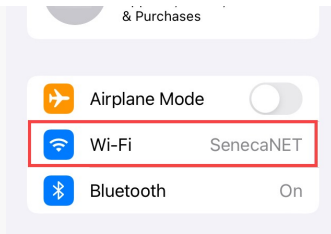


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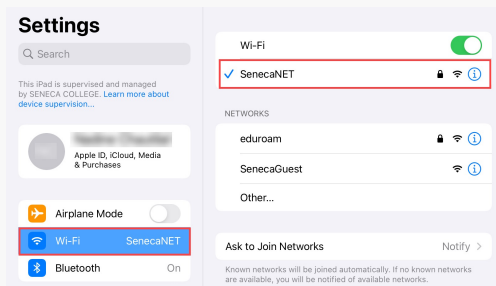
How to forget Wi-Fi network - On iOS

1. Go to Settings
2. Select Wi-Fi

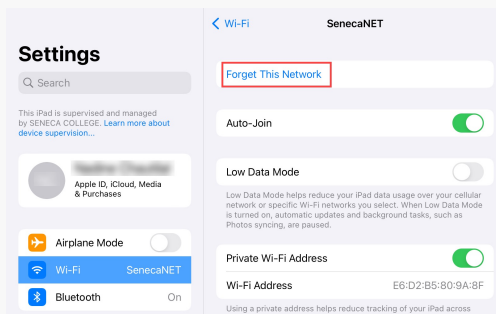




3. Tap icon next to the SenecaNET Wi-Fi network



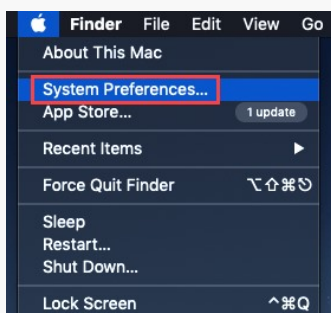
4. Finally, tap Forget This Network, and then tap Forget to confirm



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How to forget Wi-Fi network - On MacOS

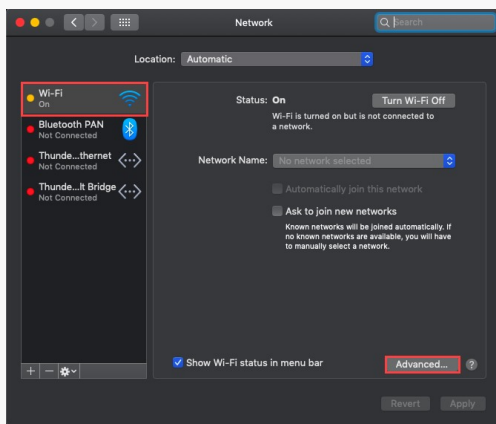
1. Click the Apple Menu then click click System Preferences



2. Click Network

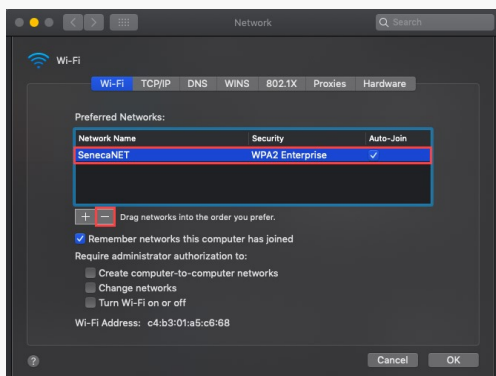


3. Select Wi-Fi in the list on the left then click the Advanced button



4. Under Preferred Network, select the Wi-Fi network from the list that you want your Mac to forget.

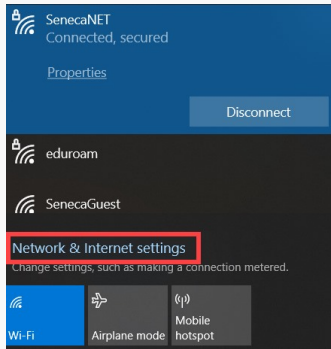
5. Click the remove button (-) and click Remove to confirm



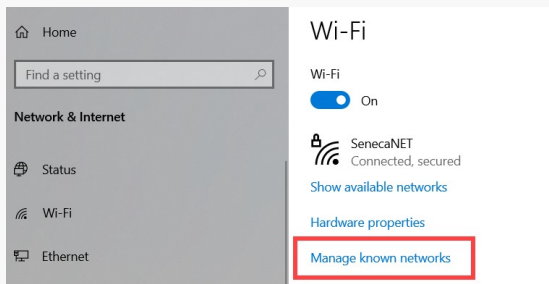
6. Finally, click OK and then Apply

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





5. Select the network SenecaNET








6. Finally, click the Forget button.


Manage known networks

 Add a new network

Search this list 

Sort by: Preference  Filter by: All 

 SenecaNET  

 eduroam

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tags : wireless-connection