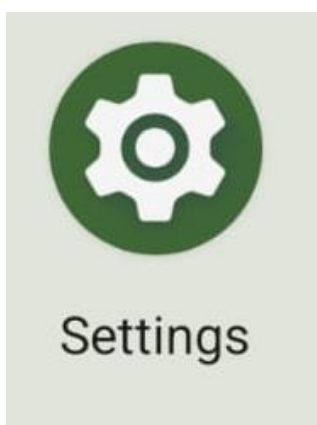


Wireless Profile Management: Forget Network Protocol (Android)

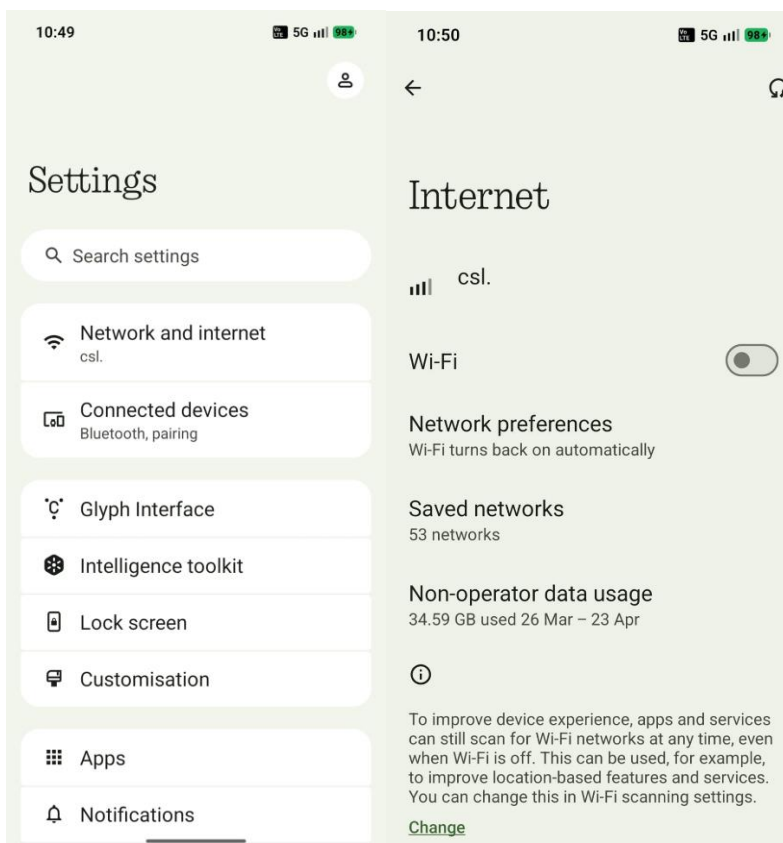
This document provides the technical procedure for purging cached wireless credentials and profiles on Android devices. This action is the primary troubleshooting step for resolving persistent authentication failures or credential mismatches across all institutional SSIDs, including **VTC-Staff**, **VTC-Student**, **VTC-Guest**, and **eduroam**.

Phase 1: Accessing Network Configuration

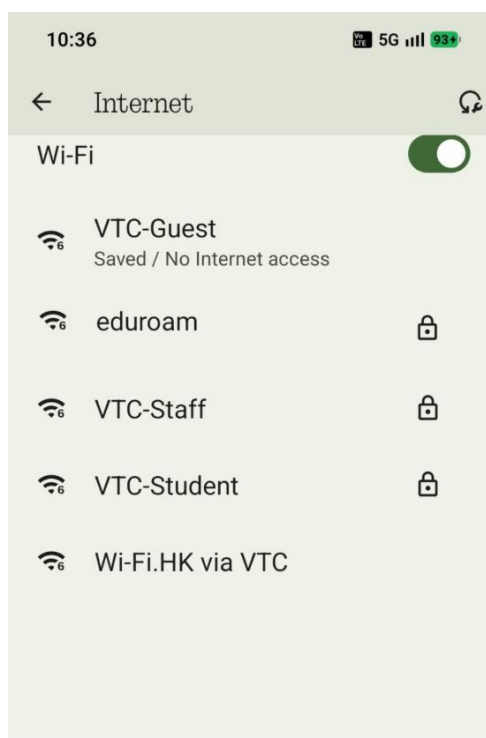
1. **Initialize Settings:** Open the **Settings** menu on your Android device.



2. **Navigate to Wireless Interface:** Select **Connections** (or **Network & internet**) and tap on the **Wi-Fi** menu.

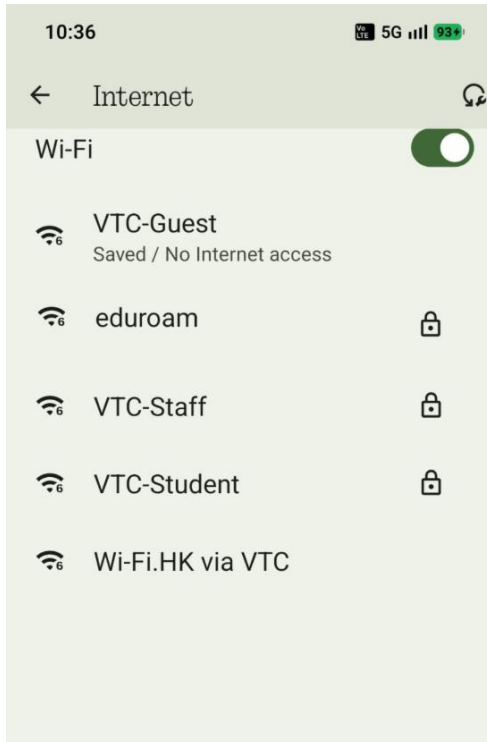


3. **View SSID List:** You will see a list of all available wireless networks based on your current location.

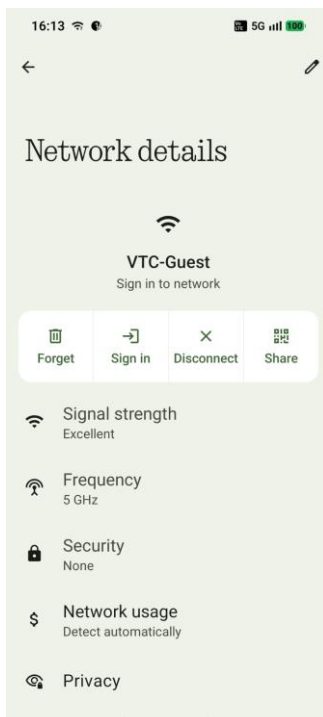


Phase 2: Profile Selection and Removal

1. **Select Target SSID:** Identify the network profile requiring removal from the "Current network" or "Available networks" list.



2. **Access Information Panel:** Tap the **Settings (gear)** icon located to the right of the respective network name.
3. **Initiate Deletion:** Locate and press the **Forget (trash can)** button at the bottom of the network details screen.



4. **Confirm Removal:** The device will immediately purge the saved password and configuration for that network.

Phase 3: Post-Purge Escalation

1. **Clean Reconnection:** Following the profile removal, you may attempt a fresh connection by selecting the SSID from the Wi-Fi list and re-entering your current credentials.
2. **Technical Support:** If connection issues persist after purging the network profile, please contact the **ITO Helpdesk** or your **Local Campus IT Support Team** for secondary-level troubleshooting.