

Wireless Profile Management: Forget Network Protocol (macOS)

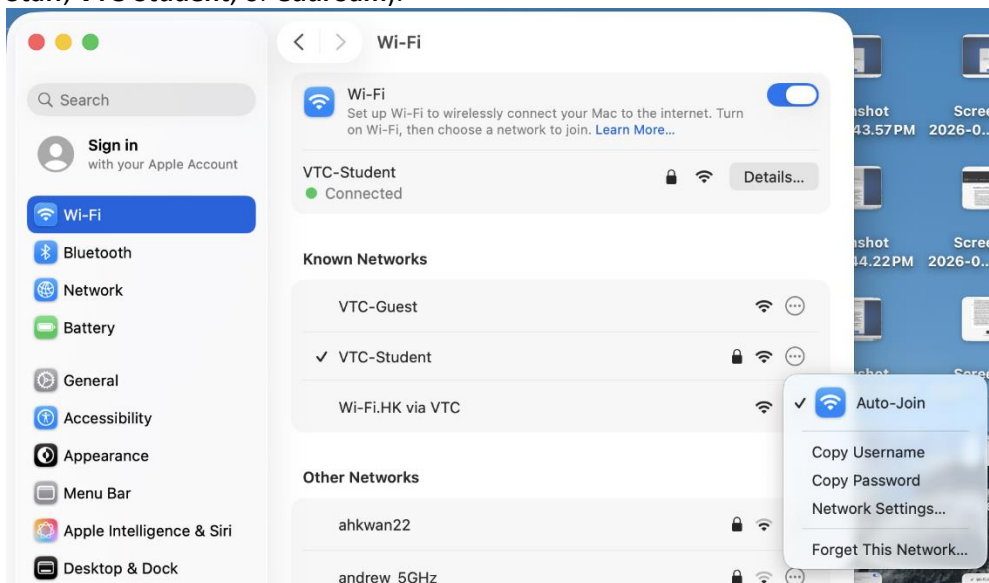
This document provides the technical procedure for purging cached wireless credentials and profiles on macOS devices. This action is the primary troubleshooting step for resolving persistent authentication failures across all institutional SSIDs, including **VTC-Staff**, **VTC-Student**, **VTC-Guest**,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

Phase 1: Accessing Network Configuration

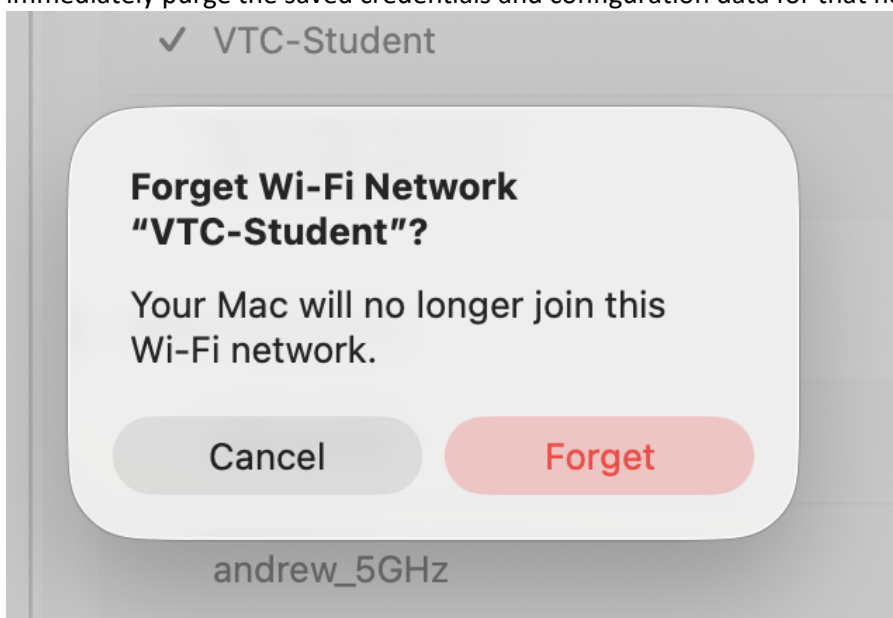
1. **Initialize Settings:** From the Apple menu, navigate to **System Settings** and select the **Wi-Fi** tab from the sidebar.
2. **View SSID List:** You will see a list of all available and known wireless networks based on your current location.

Phase 2: Profile Selection and Removal

1. **Identify Target SSID:** Locate the specific network profile requiring removal (e.g., **VTC-Staff**, **VTC-Student**, or **eduroam**).



2. **Access Information Panel:** Click the **Details...** button or the **Information (i)** icon located to the right of the respective network name.
3. **Initiate Deletion:** Locate and press the **Forget This Network...** button.
4. **Confirm Removal:** A system dialogue will appear for confirmation; click **Forget** to immediately purge the saved credentials and configuration data for that network.



Phase 3: Post-Purge Escalation

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