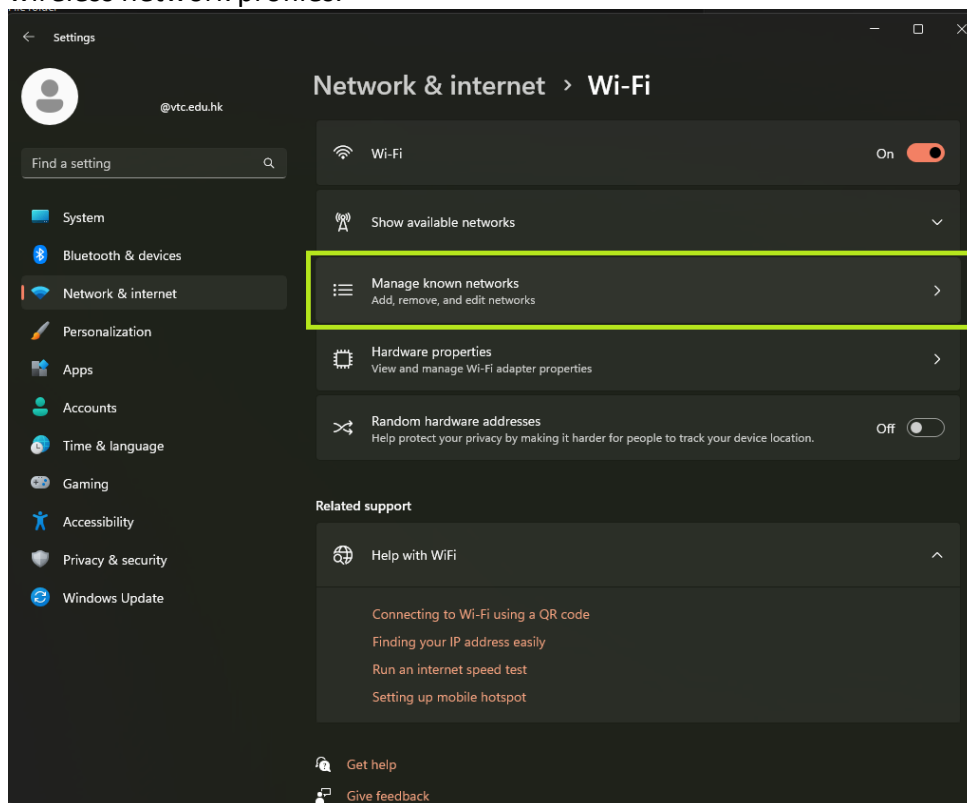


## Wireless Profile Management: Forget Network Protocol (Windows 11)

This document provides the technical procedure for purging cached wireless credentials and profiles on Windows 11 devices. This action is a primary troubleshooting step and renewal Certification step for resolving persistent authentication failures across all institutional SSIDs.

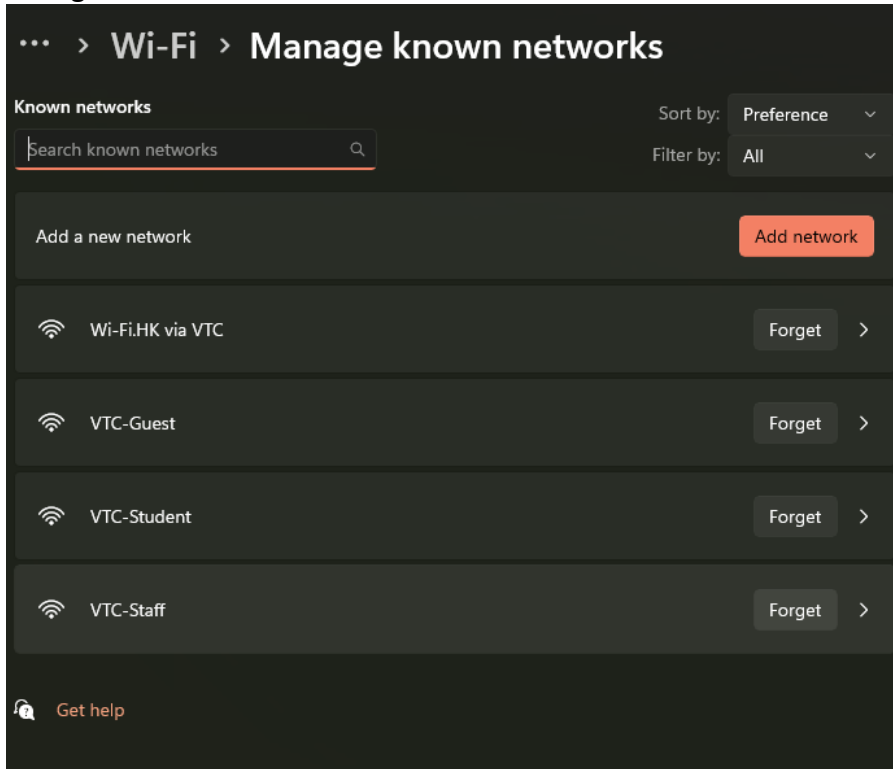
### Phase 1: Accessing Network Configuration

1. **Initialize Settings:** Open the **Settings** menu and navigate to **Network & internet**.
2. **Navigate to Wireless Interface:** Select the **Wi-Fi** section to access wireless management options.
3. **Manage Saved Profiles:** Click on **Manage known networks** to view the list of all stored wireless network profiles.



**Phase 2: Profile Selection and Removal**

1. **Identify Target SSID:** Locate the specific network profile requiring removal (e.g., **VTC-Staff**, **VTC-Student**, **eduroam**, or **Wi-Fi.HK via VTC**).
2. **Initiate Deletion:** Click the **Forget** button next to the corresponding network name.
3. **Confirm Purge:** The system will immediately remove 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 and selecting the SSID again.
  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 technical assistance.
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