

Wireless Profile Management: Forget Network Protocol for iOS

This document provides the technical procedure for purging cached wireless credentials and profiles on iOS devices. This action is a primary troubleshooting step for resolving persistent authentication failures or credential mismatches.

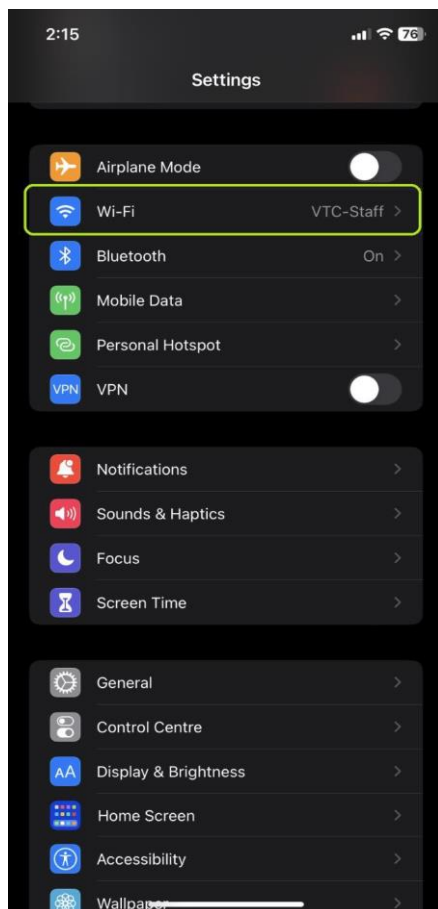
Phase 1: Accessing Network Configuration

1. **Initialize Settings:** From the home screen of your iOS device, locate and select



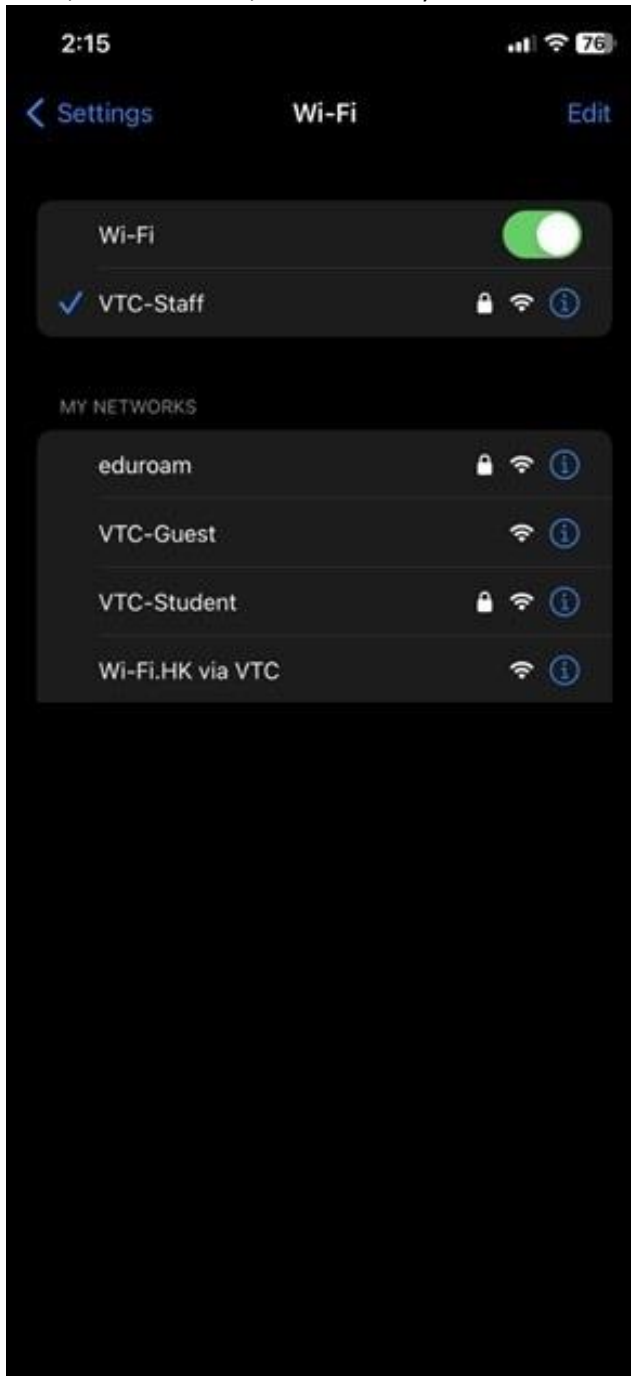
the **Settings** icon.

2. **Navigate to Wireless Interface:** Tap the **Wi-Fi** menu to display the list of detected and known Service Set Identifiers (SSIDs).



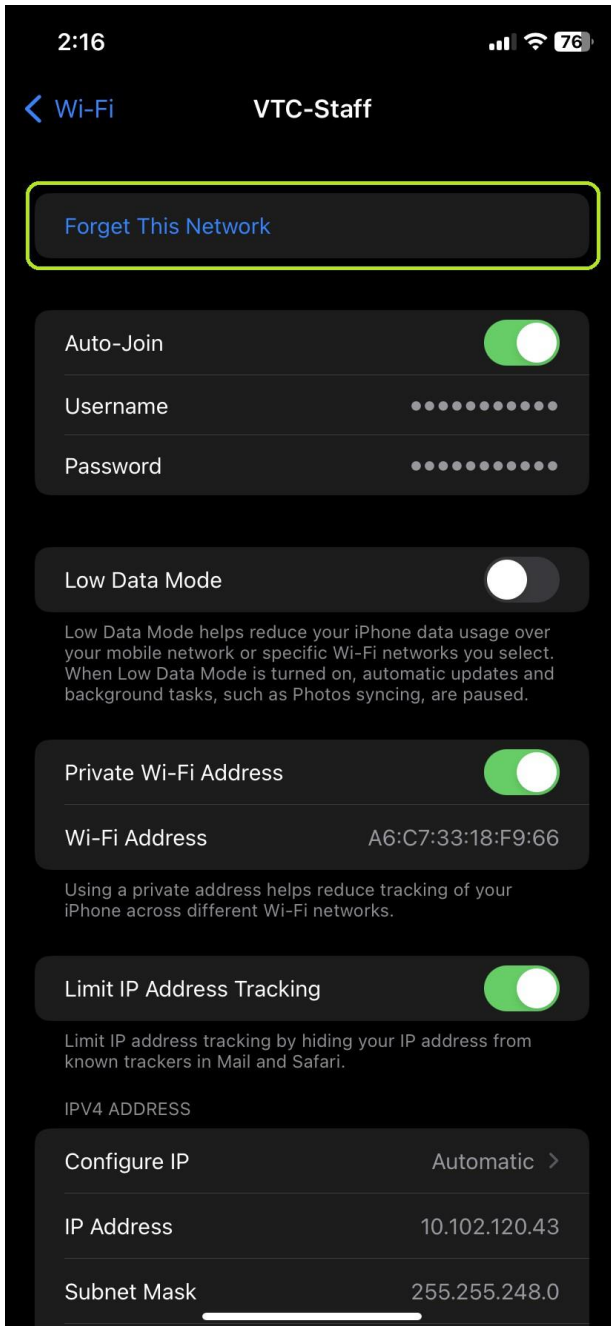
Phase 2: Profile Selection and Removal

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

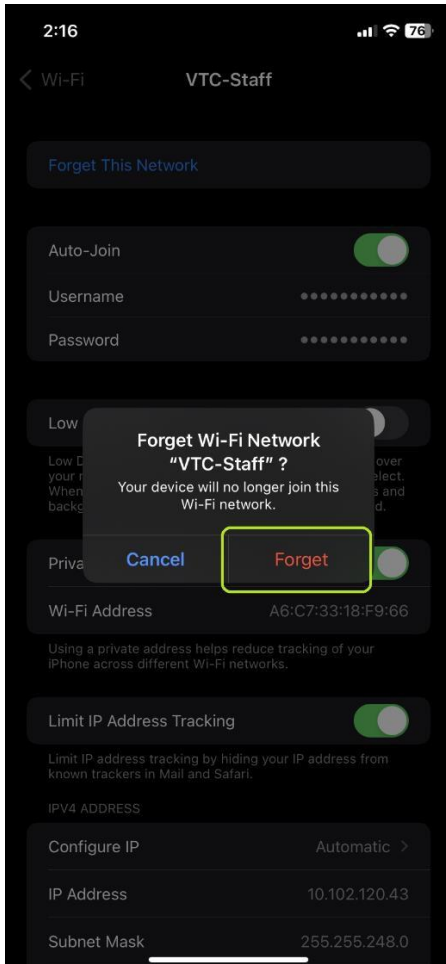


2. **Access Information Panel:** Tap the **Information (i)** icon located to the right of the respective network name.

3. **Initiate Deletion:** Select the "Forget This Network" option at the top of the network details page.



4. **Confirm Removal:** A system dialogue will appear stating that the device will no longer automatically join the network; select **Forget** to confirm the deletion of the saved password and profile.



Phase 3: Post-Purge Escalation

- **Re-Authentication:** Following the profile removal, you may attempt a clean reconnection by selecting the SSID and re-entering your current credentials.
- **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.