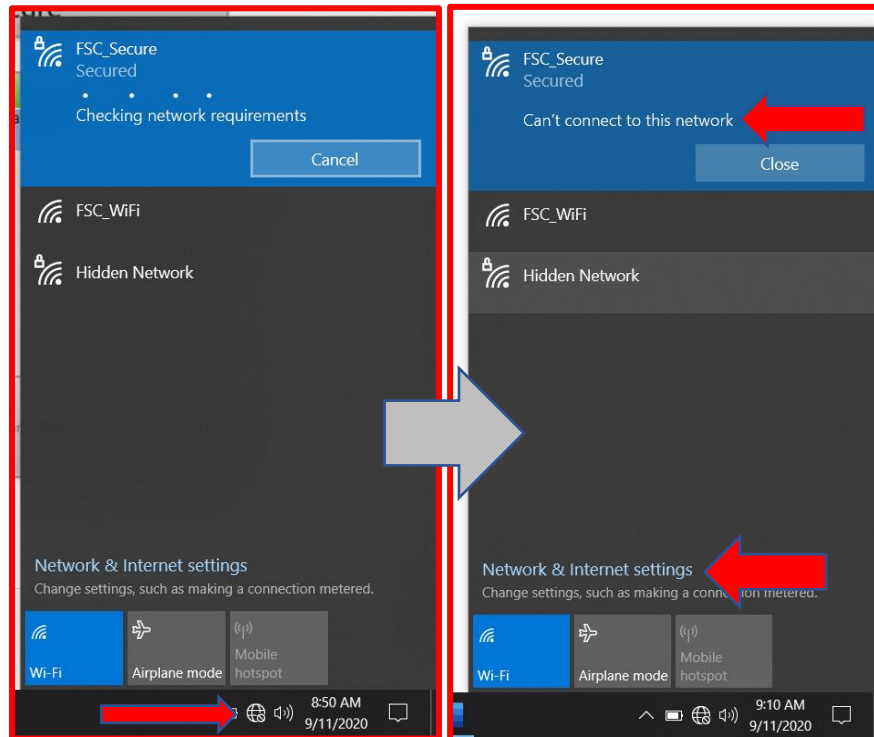


Steps to Forget a Network in Windows 10

Windows 10 remembers the networks you connect to so you won't have to sign in every time. However, sometimes this causes an issue when your login to the network changes or when the network itself makes changes. Forgetting the network can help clear out the previous data in case that may be preventing you from connecting to the same network.

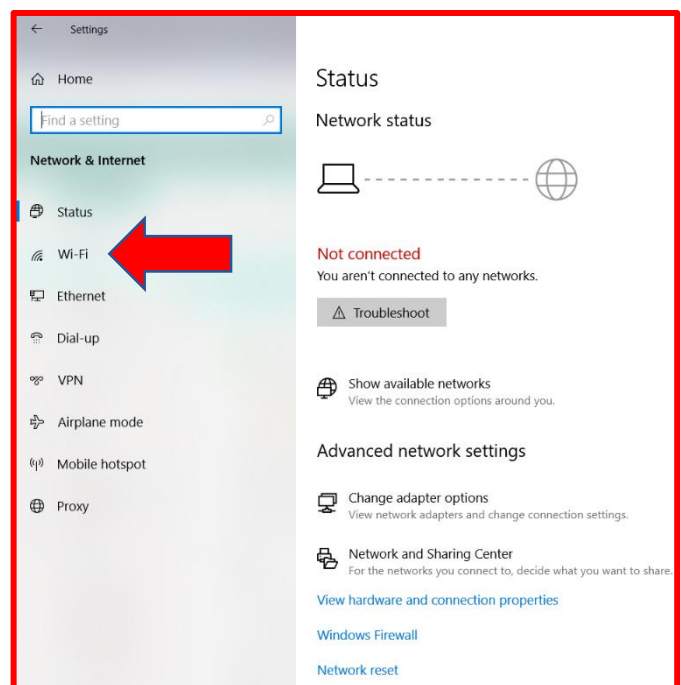
- 1) **Signs you may need to forget the network** – Sometimes Windows 10 gives a vague error of “can't connect to network,” and the first step to resolve the issue is to forget the network that you cannot connect to. Note that you will only be able to forget the network if you connected to it at least once before. If you do not find the network in your settings, the issue must lie somewhere else.



- 2) **Click the network icon to open your list of available networks.**

To find the network icon, first look towards the bottom right of your screen and locate the date and time. The network icon will be one of the icons to the left of it. It will be one of a few symbols: a globe with a grid, three waves, or a computer monitor. In the first picture above, it is the globe with grid.

- 3) When the list of networks open, towards the bottom **click “Network & Internet settings,”** (see second picture above) which will open a settings window (see picture to the right).
- 4) In the Network & Internet settings, you need to **select the Wi-Fi option on the list on the left.** See picture to the right.

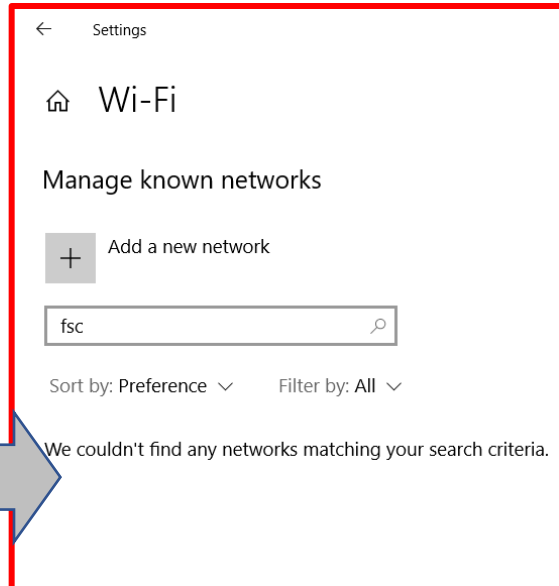
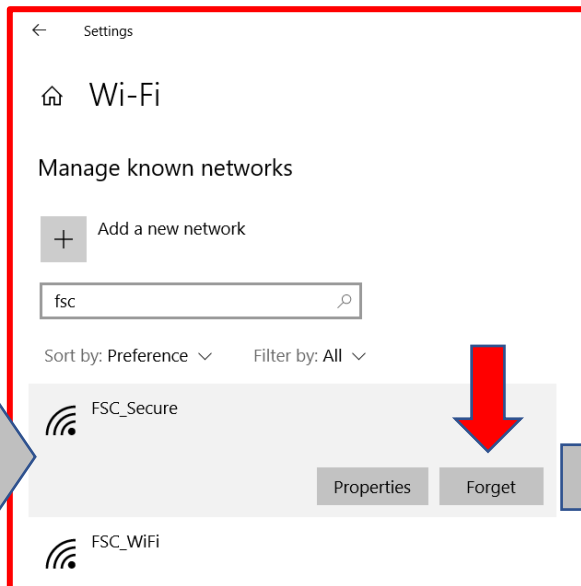
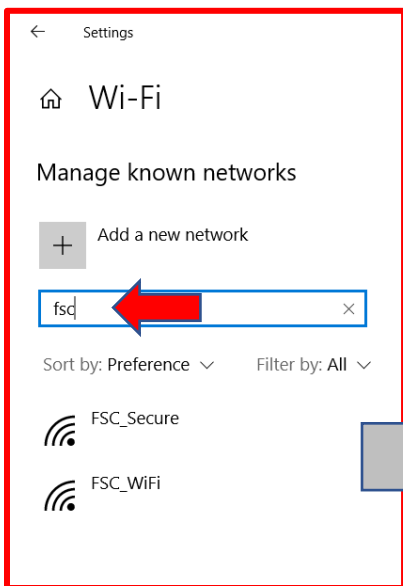
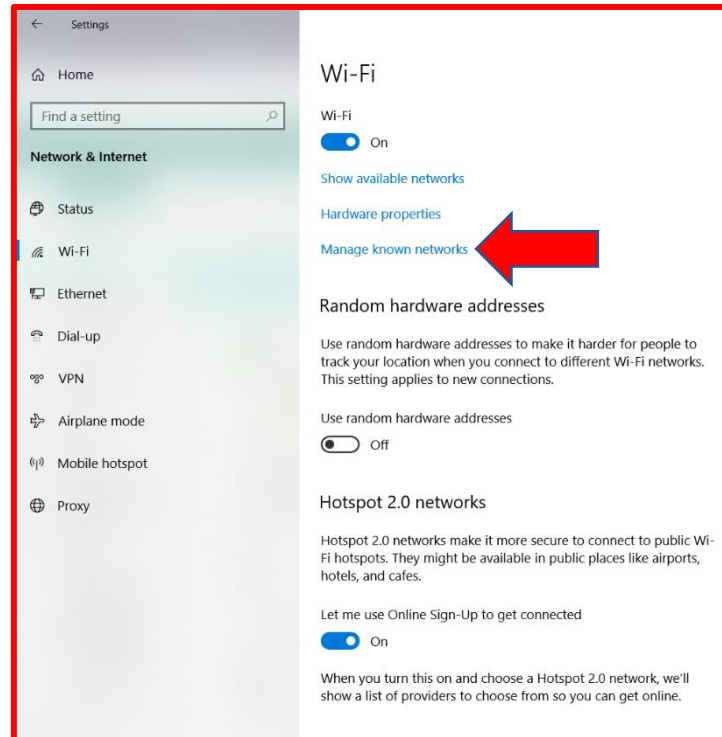


5) In the Wi-Fi settings, look for and **click the “Manage Known Networks” option**. It will most likely be one of the first three options after your Wi-Fi switch. See picture to the right.

6) Clicking “Manage known networks” should take you to a page that lists the networks you have connected to. There should be a search bar towards the top. **Typing “FSC” in the search bar should cut down the list to just the Farmingdale State College networks**. See pictures below.

7) **If you see any FSC networks, click them and choose the Forget option that appears.**

Choosing Forget will remove them from your list and remove and saved settings Windows has stored. See three pictures below.



8) Now that the network is forgotten, you should be prompted for username and password when you try to reconnect to FSC_Secure. Enter FSC email username and password (without @farmingdale.edu) and hopefully you should get prompts to connect. See pictures below.

