

How To: Forget WiFi Network - "YU Wireless" or "YU Housing" for ALL DEVICES

KB000200777 - [Latest Version](#)

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Overview

If you are experiencing issues when trying to connect to "YU Wireless" or "YU Housing" WiFi, please follow the instructions below for your device

The general process is:

1. Forget ALL YU wireless networks **or your connection will never work.** See Below:
 - YUWireless
 - YUHousing
 - YUWifi
2. Restart Device
3. Re-Connect to "[YU Wireless](#)" or "[YU Housing](#)"

Windows 10 and 11

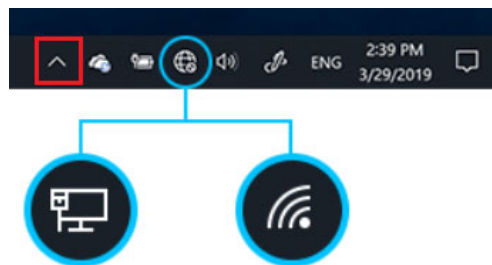
Step 1: Forget ALL YU wireless networks:

CRITICAL: You must forget ALL YU WiFi Networks listed below **or your connection will never work.**

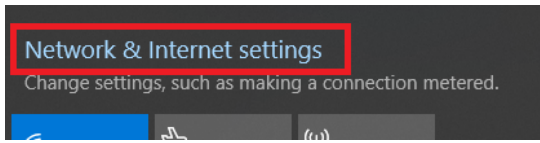
- YUWireless
- YUHousing
- YUWifi

1. Select the **Network** icon on the taskbar.

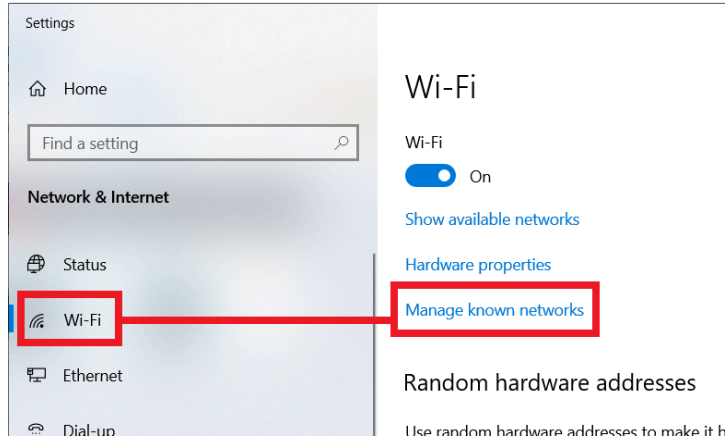
- The icon that appears depends on your current connection state. If you don't see one of the network icons, select the **Up arrow** to see if it appears there.



2. Click **Network & Internet settings.**

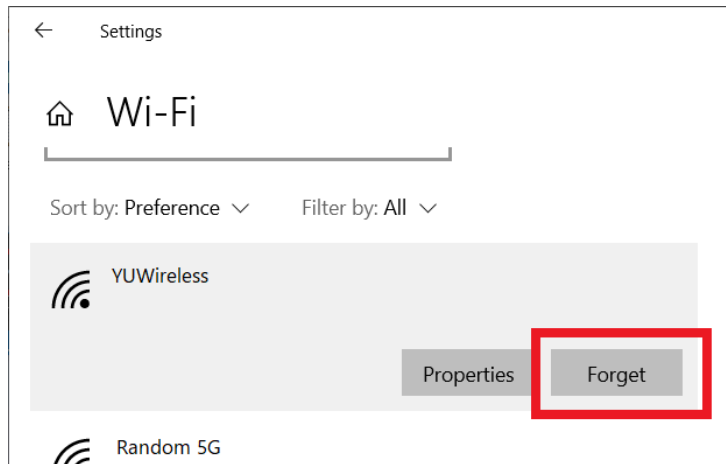


3. Click **Wi-Fi** on the left panel under **Settings**. > Then click on **Manage known networks**



4. Under **Manage known networks**, click "**YU Wireless**" or "**YU Housing**"

5. Click **Forget**. The wireless network profile is deleted.



6. **Repeat process for all remaining YU Networks**

7. **Restart your device** (Highly recommended), or your next connection may NOT work

Step 2: Reconnect to WiFi (Windows)

1. Select the **Network** icon on the taskbar. The icon that appears depends on your current connection state.

- *If you don't see one of the network icons (or a similar one), select the **Up arrow** to see if it appears there.*

2. Choose **YU Wireless or YU Housing**, then select **Connect**.
 3. Type your YUAD login credentials, and then select **Next**.
 - *"YU Wireless" credentials are entered differently than "YU Housing"*
 - *See section "**Authentication**" at the bottom of this article on how to enter credentials depending on WiFi name*
 4. Choose **Yes** or **No**, depending on the type of network you're connecting to and if you want your PC to be discoverable by other PCs and devices on the network.
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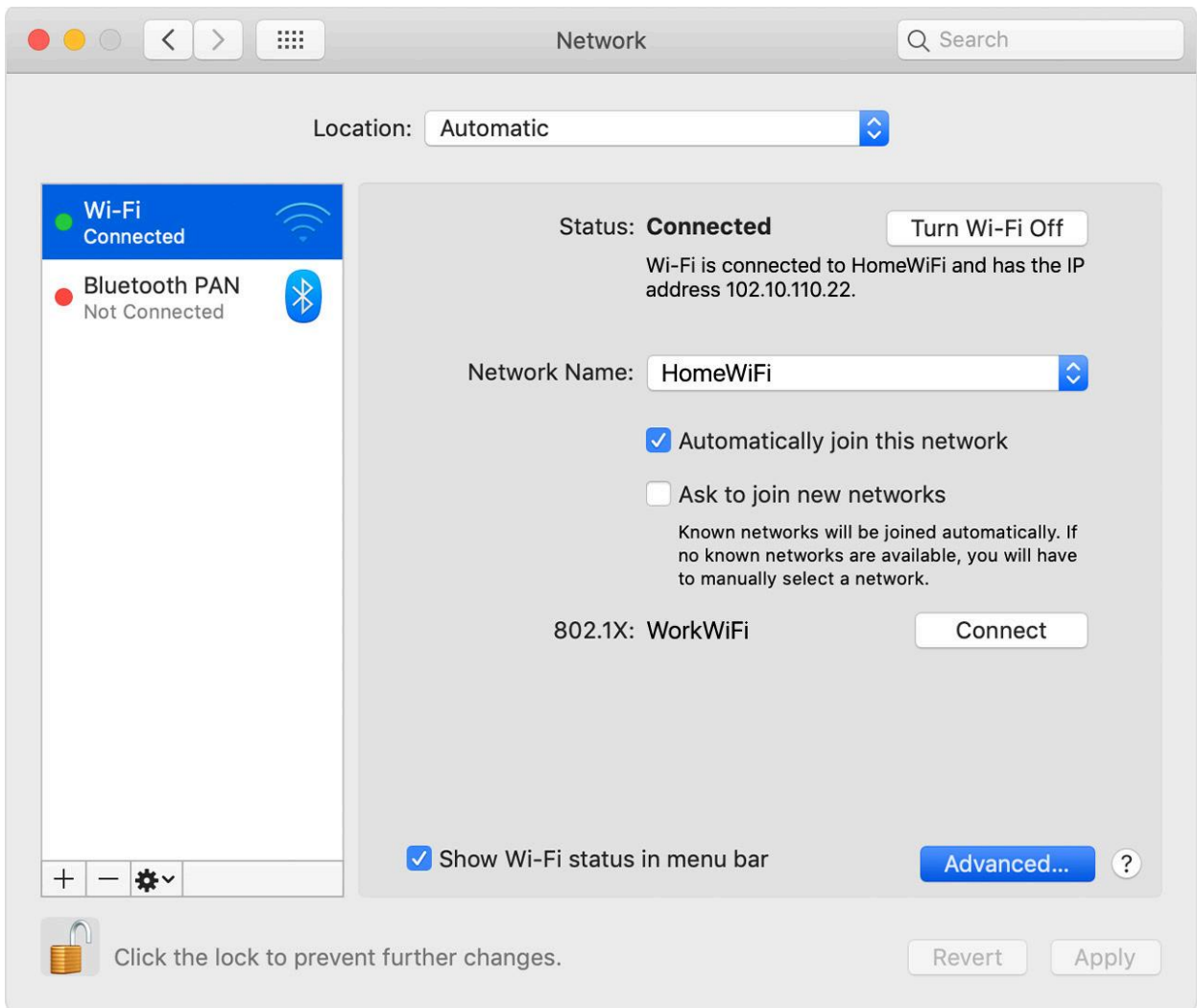
MacBook or iMac (iOS Laptop or Desktop from Apple)

Step 1: Forget ALL YU wireless networks:

CRITICAL: You must forget ALL YU WiFi Networks listed below **or your connection will never work.**

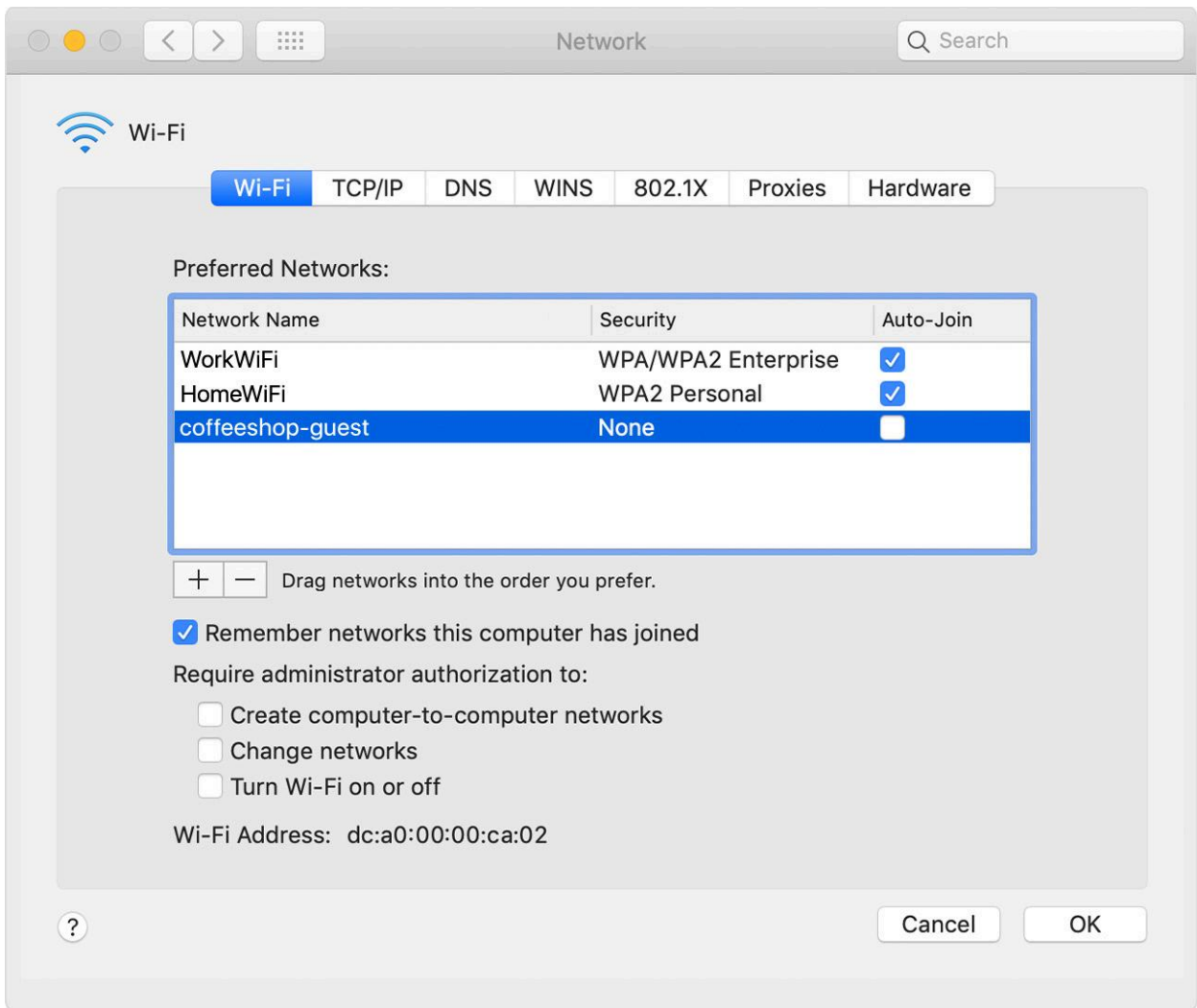
- YUWireless
- YUHousing
- YUWifi

1. Choose Apple menu > **System Preferences**, then click **Network**.
2. Select Wi-Fi in the list on the left.



3. Click the **Advanced** button.

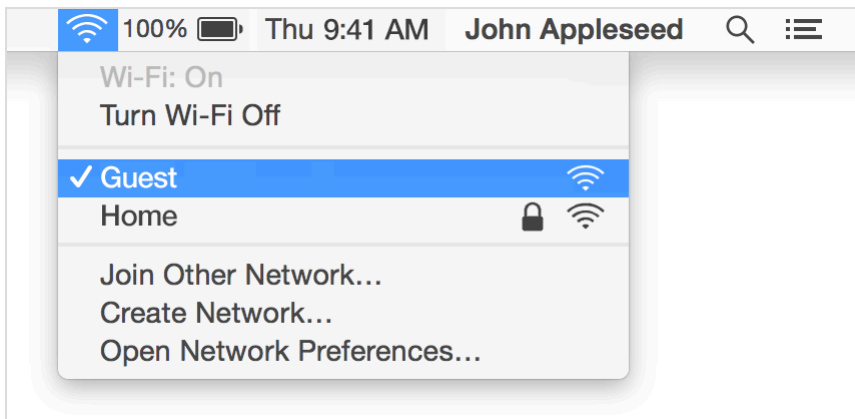
4. The Wi-Fi pane shows a Preferred Networks list. Select **YU Wireless** from the list that you want your Mac to forget.





5. Click the remove button (-) beneath the list. If you're asked to confirm, click **Remove**.
6. Click **OK**.
7. Click **Apply**.
8. **Repeat process for all remaining YU Networks**
9. **Restart your device**, or your next connection may NOT work

Step 2: Reconnect to WiFi (Mac OS)

You can use the Wi-Fi menu to quickly connect to a nearby wireless network.



1. Click the Wi-Fi icon ( or ) in the menu bar.
2. If Wi-Fi is off, choose "Turn Wi-Fi on."
3. Choose **YU Wireless or YU Housing**, then select **Connect**.
4. Type your YUAD login credentials, and then select **Next**.
 - *"YU Wireless" credentials are entered differently than "YU Housing"*
 - *See section "**Authentication**" at the bottom of this article on how to enter credentials depending on WiFi name*
5. If credentials are entered correctly, you will see the WiFi successfully connected.

Troubleshooting for Apple Devices:

WiFi issues are common in apple devices

If you are still unable to connect, **FIRST** make sure you are entering the correct credentials

- Log into InsideTrack or Canvas **by entering credentials MANUALLY**

If you can log into InsideTrack or Canvas manually, these will be the same credentials to connect to WiFi at YU

If you are still unable to connect even after entering correct credentials, check the following article: **How To: Mac OS (iOS) devices not connecting to WiFi ("YU Wireless" and "YU Housing")** (https://yeshiva.service-now.com/kb_view.do?sysparm_article=KB000201105)


iPhone/iPad (Apple iOS):

Step 1: Forget ALL YU wireless networks:



CRITICAL: You must forget ALL YU WiFi Networks listed below **or your connection will never work.**

- YUWireless
- YUHousing

- YUWifi

1. Go to **Settings > Wi-Fi**.
2. Tap  next to "YU Wireless".
3. Tap "**Forget This Network**", then tap "**Forget**" to confirm.
4. Repeat process for all remaining YU Networks
5. **Restart your device**, or your next connection may NOT work

Step 2: Reconnect to WiFi

1. From your **Home screen**, go to **Settings > Wi-Fi**.
2. Turn on Wi-Fi. Your device will automatically search for available Wi-Fi networks.
3. Choose **YU Wireless or YU Housing**, then select **Connect**.
4. Type your YUAD login credentials, and then select **Next**.
 - "YU Wireless" credentials are entered differently than "YU Housing"
 - See section "**Authentication**" at the bottom of this article on how to enter credentials depending on WiFi name
5. If credentials are entered correctly, you'll see a blue checkmark  next to the network and the connected Wi-Fi icon  in the upper corner of your display.

Android - Phone / Tablet

[Click here for Full Android Instructions from Google](https://support.google.com/android/answer/9075847?hl=en#zippy=)
(<https://support.google.com/android/answer/9075847?hl=en#zippy=>).

- **NOTE:** Instructions vary on device models and Android versions.
- For more accurate instructions, is best you perform a google search for YOUR specific device

Step 1: Forget ALL YU wireless networks:

CRITICAL: You must forget ALL YU WiFi Networks listed below **or your connection will never work.**

- YUWireless
- YUHousing
- YUWifi

1. Open your device's Settings app.
2. Tap **Network & internet > Internet**.
3. Touch and hold a saved network.
4. Tap **Forget**.
5. Repeat process for all remaining YU Networks
6. **Restart your device**, or your next connection may NOT work

Step 2: Reconnect to WiFi

1. Open your device's Settings app.
2. Tap **Network & internet** > **Internet**.
3. Tap a listed network (YU Wireless or YU Housing).
4. Type your YUAD login credentials, and then select **Next**.
 - "YU Wireless" credentials are entered differently than "YU Housing"
 - See section "**Authentication**" at the bottom of this article on how to enter credentials depending on WiFi name

Tip: After you connect, the network is "Saved." When your device is nearby and Wi-Fi is on, your device automatically connects to this network.

Google Pixel Phone

Click here for Full Pixel Phone Instructions from Google
(<https://support.google.com/pixelphone/answer/6183600?hl=en#zippy=>)

Step 1: Forget ALL YU wireless networks:

CRITICAL: You must forget ALL YU WiFi Networks listed below **or your connection will never work.**

- YUWireless
- YUHousing
- YUWifi

1. Open your phone's Settings app.
2. Tap **Network & internet** > **Internet**.
3. If needed, turn on **Wi-Fi**.
4. At the bottom, tap **Saved networks**.
5. In the list, tap the saved network that you want to delete.
6. Tap **Forget**.

7. Repeat process for all remaining YU Networks

8. **Restart your device**, or your next connection may NOT work

Step 2: Reconnect to WiFi

- **NOTE:** As of 2/1/2024, the latest Android version (14 and above) will have enhanced security features.
 - As such, WiFi certificate settings need to be EXACT or the phone will not connect to WiFi
 - Complete certificate settings instructions for Pixel Phones in the article link below:
 - **How To Connect Google Phones (Pixel/Android) and Chromebooks to YUWireless** (https://yeshiva.service-now.com/kb_view.do?sysparm_article=KB000200860).
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Chromebook

*[Click here for full Chromebook instructions from Google](https://support.google.com/chromebook/answer/1056578?hl=en)
(<https://support.google.com/chromebook/answer/1056578?hl=en>)*

Step 1: Forget ALL YU wireless networks:

CRITICAL: You must forget ALL YU WiFi Networks listed below **or your connection will never work.**

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- YUHousing
- YUWifi


1. Sign in to your Chromebook.
2. At the bottom right, select the time.
3. Select Settings .
4. In the "Network" section, select **Wi-Fi**.
5. Select **Known networks**.
6. Find the network you want to forget, then select More  > **Forget**.

7. Repeat process for all remaining YU Networks

8. **Restart your device**, or your next connection may NOT work

Step 2: Reconnect to WiFi

*[Click here for full Chromebook instructions from google](https://support.google.com/chromebook/answer/1047420?hl=en&ref_topic=3406281&sjid=10972238597501773257-NA)
(https://support.google.com/chromebook/answer/1047420?hl=en&ref_topic=3406281&sjid=10972238597501773257-NA)*

1. At the bottom right, select the time.
2. Select Not Connected .
- Note:** If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
3. Turn on **Wi-Fi**.
4. Your Chromebook will automatically look for available networks and show them to you in a list.
5. Choose a listed network (YU Wireless or YU Housing).
6. Type your YUAD login credentials, and then select **Next**.
 - "YU Wireless" credentials are entered differently than "YU Housing"
 - See section "**Authentication**" at the bottom of this article on how to enter credentials depending on WiFi name

WIFI CERTIFICATE SETTINGS FOR CHROMEBOOKS:

As of 2/1/2024, the latest Android version (14 and above) will have enhanced security features.

- As such, WiFi certificate settings need to be EXACT or the Chromebook will not connect to WiFi
- Complete certificate settings instructions for Chromebooks in the article link below:
 - **[How To Connect Google Phones \(Pixel/Android\) and Chromebooks to YUWireless](https://yeshiva.service-now.com/kb_view.do?sysparm_article=KB000200860)** (https://yeshiva.service-now.com/kb_view.do?sysparm_article=KB000200860).

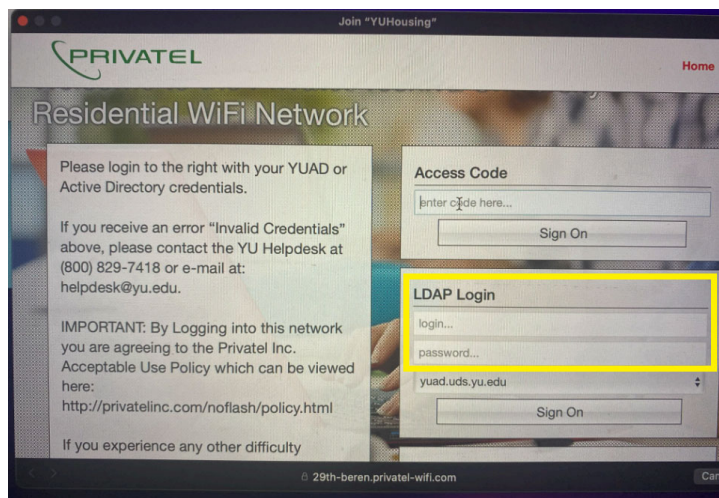
WiFi Authentication:

- YU Wireless - (*Within YU Campus Buildings*)

- **Username:** Your YU email
- **Password:** YUAD Password (*same as InsideTrack and Canvas*)

- YU Housing - (*Available only in Residence Halls/Dormitories*)

- **How to Connect:**
 - While at the residence, you will see "**YUHousing**" SSID available as "Public Network"
 - When clicking on "**YUHousing**", a web Pop-Up will appear as below





- Where it says **LDAP Login**, enter your YU credentials:
 - **login:** YUAD Username (*Do NOT use YU email address*)
 - **password:** YUAD Password (*same as InsideTrack and Canvas*)



For detailed instructions for "YUHousing" WiFi, please visit this KB article > **[Student Housing/Residence Hall WiFi](https://yeshiva.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3D5613cd68db5a2010a10660fdd3961970)** (https://yeshiva.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3D5613cd68db5a2010a10660fdd3961970)

keywords: troubleshoot, troubleshooting, forget, wifi, yu wireless, yuwireless, yu housing, yuhousing, all, devices, windows, mac, imac, macbook, apple, iphone, ipad, android, chromebook, pixel, mobile, phone,


Most recent tasks [INC002291293 - Wi-Fi \(task.do?](#)



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[sys_id=e51513031b54421061b38557624bcb39&sysparm_referring_url=kb_view.do\)](#)  [INC002289295 - My YU laptop won't connect to on-campus YUWifi \(task.do?](#)



[sys_id=4dfeb13a1b9cc65061b38557624bcb09&sysparm_referring_url=kb_view.do\)](#)  [INC002280204 - wifi not connecting \(task.do?sys_id=c9c3eddd4735f190a099c1f8536d437b&sysparm_referring_url=kb_view.do\)](#) 

[INC002275702 - Connect to WiFi > YU Laptop \(task.do?](#)

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[INC002250549 - Unable to Connect to Wlreless \(task.do?](#)

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[INC002224386 - Issues Connecting to Wifi \(task.do?](#)

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Revised by Luis Ramirez
Last modified 2 weeks ago

Helpful?