

Foothill De Anza CC District Wireless Network Password Changed (MyPortal) or Still Cannot Connect Try: “Forget the Network” to Start Over

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iOS Devices

To “Forget” a network on an Apple IOS device:

1. Go to Settings.
2. Next select WiFi.
3. Select “College WiFi”.
4. If you are already connected to “College WiFi”, another screen appears and there will be a choice to "Forget This Network". Click on "Forget This Network".
5. Now try to connect to “College WiFi” again. This means you will need to enter your CWID and MyPortal password to connect to the wireless network.
6. Click on "Join".
7. If another screen appears about a certificate (this is what provides the security) - look for "Trust" in the upper right and click on it. This should complete the connection.

If you use an Android device, there should be a similar option under settings to remove or forget the “College WiFi” network. This will allow you to start over.

Android: Samsung running Android 12

*Each android may be different depending on what Version you are running but should be similar.

To “Forget” the network on Android devices:

1. Go to **“Settings”**
2. Select **“Connections”**
3. Select **“Wi-Fi”**
4. Next to **“College Wi-Fi”** click on the **“Gear”** icon
5. Click on **“Forget”**
6. Now try to connect to **“College WiFi”**
7. Login with your **CWID** and **MyPortal Password**
8. For the CA Certificate part, select **“Don’t Validate”**
9. *See below for instructions with screen shots.*

Windows: Windows 10

To “Forget” the network on Windows laptops:

1. Navigate to **Start** to **Settings** to **Network & Internet**.
2. Tap or click **Wi-fi** , then tap or click **Manage Known Networks**.
3. Tap or click **College wifi**.
4. Tap or click **Forget**.
5. Now close all windows and connect to College wifi per normal.
 - Login with your **CWID** and **MyPortal Password**

OSX: macOS Monterey

To “Forget” the network on Windows laptops:

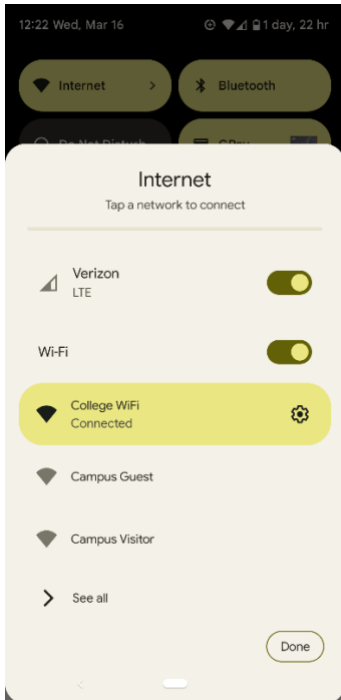
1. Go to your **“System Preferences”** under the **“Apple Logo”**
2. Click on the **“Network”** settings
3. On the Left Pane, Select **“Wi-Fi”**
4. On the Right Pane, Click on **“Advanced...”**
5. Under the Wi-Fi Tab Select the **“College WiFi”**
6. With **“College WiFi”** selected click on the **“-“** button (*minus sign*)
7. Click **“OK”**
8. Back on the **“Wi-Fi”** section click on the Drop-Down menu **“Network Name:”**

9. Select **“College WiFi”**
10. Click on **“Connect”**
11. Login with your **CWID** and **MyPortal Password**
12. Check on **“Remember this information”**
13. Click **“OK”**
14. Click on **“Continue”** on the ‘Verification to network “College Wifi”’

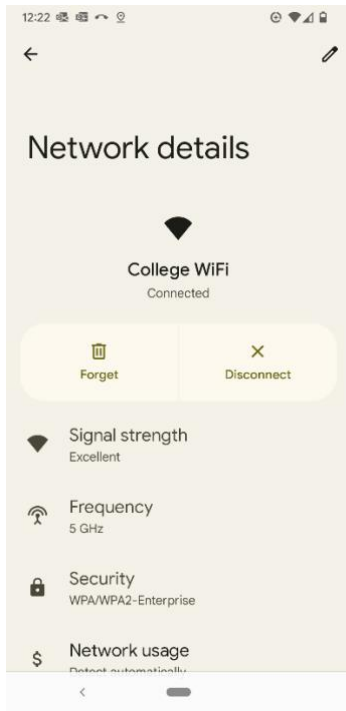
Android Instructions with Screen shots

Instructions for Android Phone WiFi reconnect – Based on Google Android Version 12 – Snow Cone.

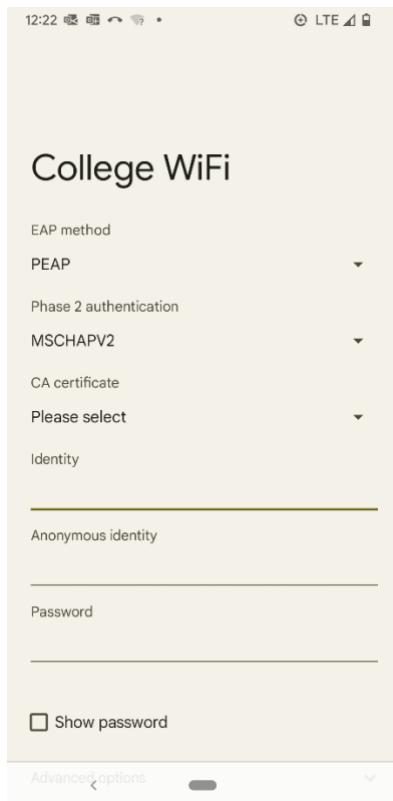
1. Drag down from the top of the screen and click on Internet:



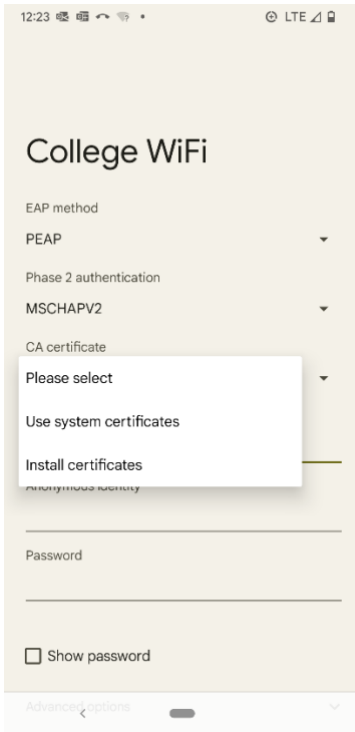
2. Click on College Wifi and choose “Forget”



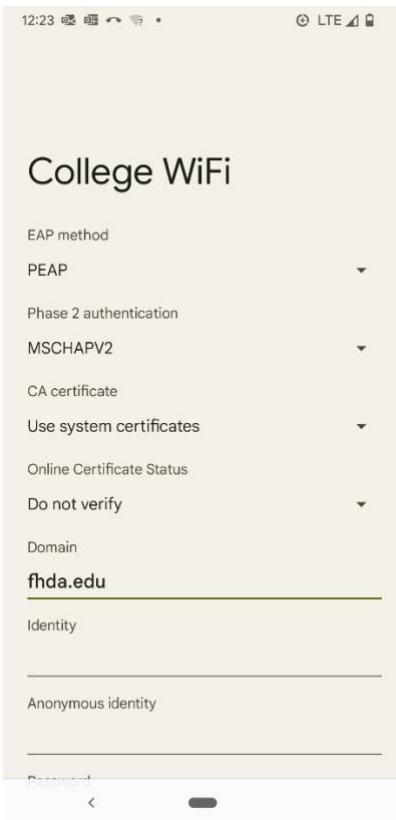
3. Go back to the main screen and click on College Wifi and you should see this:



4. Click on CA certificate and click on "Use system certificates".



5. Enter fhda.edu in Domain



6. Enter your **CWID** in the first two lines and your **Myportal Password** on the Password line. Then hit "Connect" (down at the bottom) and you should be good to go.

