NYP had upgraded the wireless system (NYP Wi-Fi) on 17 Oct.

The upgrade would affect notebooks, tablets and (Android and iOS mobile phones) that had been configured to connect to NYP Wi-Fi before the upgrade.

Student who encounters issue connecting to the Wi-Fi would need to remove the wireless network profile and reconfigure again.

To remove the wireless network profile, please do the following:

**For Windows 7, 8 and above OS:**
At the command prompt, type:

```
netsh wlan delete profile name="SSID name" E.g. SSID name will be SEG, SIT & SBM...etc.
```

**For Android OS device:**
Just need to reconfigure the wireless network profile again without removing it.

**For Apple IOS device:**
1. Go to Settings > Wi-Fi.
2. Tap on the (i) info button.
3. Click on “Forget this Network”.
4. If asked to confirm, click on Forget.

**For Mac OS:**
1. Pull down the Wi-Fi menu icon and choose “Open Network Preferences”, or go to the “Network” preference pane from Apple menu and System Preferences.

2. Select “Wi-Fi” from the network panel sidebar, and then click the “Advanced” button in the corner.
3. Go to the “Wi-Fi” tab and find the router/network to forget the “Preferred Networks” list. Choose only the network name that you want to remove (forget).

<table>
<thead>
<tr>
<th>Network Name</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEG</td>
<td>WPA2 Enterprise</td>
</tr>
<tr>
<td>SIT</td>
<td>WPA2 Enterprise</td>
</tr>
<tr>
<td>SIDM</td>
<td>WPA2 Enterprise</td>
</tr>
<tr>
<td>SDN</td>
<td>WPA2 Enterprise</td>
</tr>
<tr>
<td>SHS</td>
<td>WPA2 Enterprise</td>
</tr>
<tr>
<td>SBM</td>
<td>WPA2 Enterprise</td>
</tr>
<tr>
<td>SCL</td>
<td>WPA2 Enterprise</td>
</tr>
<tr>
<td>STUDENT</td>
<td>WPA2 Enterprise</td>
</tr>
</tbody>
</table>

4. Select the network and then choose the [-] minus button to remove (forget) the wireless network.

5. Confirm to forget the Wi-Fi network by choosing “Remove.”
6. Repeat as necessary for other Wi-Fi networks to forget.

7. Click “OK”, then exit out of System Preferences and choose “Apply” if asked.

You can refer to the configuration guides on our NYP home page (link below) for the procedures to reconfigure the wireless profile:


If you encounter problems, you may approach NYP Student IT Helpdesk (http://myportal.nyp.edu.sg/portal/page/portal/Publicinfo/Public_DocumentLibrary/i%40CService.htm) at the following sites for assistance:

- NYP IT Helpdesk@SIT located at Block L, Level 4, L.433
- NYP IT Helpdesk@SEG located at Block S, Level 3, S.371