

Remove an iOS Profile

When [re-registering your iOS device on the campus wi-fi network](#) (guests should use [these instructions](#)), you may be prompted to remove an existing configuration profile before you can install a new one.

Step-by-step guide

1. Open the Settings app.
2. Navigate to General Profile.
3. Select the "Secure WiFi" option.
4. Press "Remove Profile" and follow the prompts to confirm deleting the profile.
5. Go back to the wi-fi section and reconnect to VU-WiFi.

Once you've removed the profile, you should be able to continue registering your device.



It's not required that you remove the profile, but it's always a good idea to keep a cleaner device by removing what you no longer need or use.



Wi-Fi Troubleshooting Info

If you have trouble with this step, contact the Help Desk. Staff will ask you for helpful troubleshooting details, such as:

- Device make, model, OS & version,
- Wireless carrier,
- Network SSID (name), and
- Specific error messages received, and at what point in the process.



Still need help?

For additional assistance, contact the [IT Help Desk](#).

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