

Windows laptops & PCs | Medium | 2 min read

Wi-Fi says 'Can't connect to this network': forgetting a network and resetting

When your laptop refuses to join Wi-Fi, a few steps in order solve most cases. Some of them, such as a network reset, have side effects, so go in order.

Easy checks

1. Check **Airplane mode** is off. Click the network icon near the clock, or press the function key with the aeroplane symbol on the laptop. If it is stuck on, restart the PC and check **Settings, Network & internet, Airplane mode**.
2. Check whether your phone connects to the same Wi-Fi. If not, restart the router (see our router guide).
3. Move closer to the router.
4. Restart the laptop.

Forget the network and reconnect

This clears bad saved details. Have the Wi-Fi password to hand.

1. Windows 11: **Settings, Network & internet, Wi-Fi, Manage known networks**. Windows 10: **Settings, Network & Internet, Wi-Fi, Manage known networks**.
2. Click your network and then **Forget**.
3. Click the Wi-Fi icon, choose the network, and enter the password again. Check the password's capital letters carefully.

Run the troubleshooter

Windows 11: **Settings, System, Troubleshoot, Other troubleshooters**, then **Network and Internet**.

Windows 10: **Settings, Update & Security, Troubleshoot, Additional troubleshooters**.

Network reset: the last resort

Warning: this removes all saved Wi-Fi networks and passwords, and any VPN settings and virtual adaptors. Make sure you have your Wi-Fi password and any work VPN details first.

1. Windows 11: **Settings, Network & internet, Advanced network settings, Network reset**.
2. Windows 10: **Settings, Network & Internet, Status, Network reset**.
3. Click **Reset now**. The PC restarts.
4. Reconnect to your Wi-Fi.

Work laptops

If the laptop belongs to work, do not reset the network without asking your IT team.

When to get more help

Get in touch if the Wi-Fi option is missing, if only one laptop cannot connect while others can, or if you see the message again after a reset. Tell us what the error says.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.