

## Remove Configuration Profile on Mac

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If you are having trouble connecting to eduroam, you may try removing the eduroam configuration profile in order to connect as if it were the first time. The configuration profile holds information about the network that is used when you reconnect to it, but occasionally, the information in this can become outdated and interfere when you try to connect. Removing it will typically solve this issue. Please follow the instructions below:

- Click the Apple logo in the top left.
- Click System Preferences.
- See if there is an option labeled Profiles. If there is not, then there has been no profile configured, and you may need to try other troubleshooting steps.
- Click Profiles, then find any entries that say eduroam or Clemson University. Click to highlight it, then click the minus sign below to remove it. This will require your computer password before you can remove it.

After it is removed, try connecting to eduroam again, using your username@clemson.edu and Clemson password. If this works correctly, it should ask you to trust a certificate. You should allow it to do so, and then it will try to connect to eduroam again.

If you have more questions, email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) or call 864-656-3494.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=681>