How do I update or add my personal cell phone number in Banner?

**Show Me**

**Tell Me**

Alternate email address and/or cell phone is required for emergency notifications, NinerAlerts, and account verification. **Current** faculty, staff and students can update this information in PW Manager. The information will then be added to Banner. Legacy Self Service Banner accounts do not have access to PW Manager and will need to follow the instructions below.

**Note**

In order to update some personal information in Banner you will be required to verify your identity using your alternate email or phone number. If you do not have any alternate verification methods on file, please contact the IT Service Desk at 704-687-5500.

<table>
<thead>
<tr>
<th>To UPDATE your personal cell phone number follow these instructions:</th>
<th>To ADD your personal cell phone number follow these instructions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Log into <strong>My UNC Charlotte</strong></td>
<td>1. Log into <strong>My UNC Charlotte</strong></td>
</tr>
<tr>
<td>2. Click on <strong>Banner Self Service</strong></td>
<td>2. Click on <strong>Banner Self Service</strong></td>
</tr>
<tr>
<td>3. Select <strong>Personal Information</strong></td>
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</tr>
<tr>
<td><img src="image1" alt="Banner Self Service" /></td>
<td><img src="image2" alt="Banner Self Service" /></td>
</tr>
<tr>
<td><img src="image3" alt="Screenshot" /></td>
<td><img src="image4" alt="Screenshot" /></td>
</tr>
</tbody>
</table>

4. Click **Update Address(es) and Phone(s)**

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[1] Log into **My UNC Charlotte**

[2] Click on **Banner Self Service**

[3] Select **Personal Information**

[4] Click **Update Address(es) and Phone(s)**
5. **Verify your identity using one of the options presented**

6. **Complete the verification process by checking your alternate email or text message**

7. **Enter the identification code; click Continue**

8. **Click on the Cellular Phone: link**

9. **Enter updated cell/mobile phone number in the text box**

10. **Click Submit**

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**Related FAQs**

- How do I update or add my personal (non-unc) email address in Banner?
- How do I update or add my personal cell phone number in Banner?
- What is Legacy Banner Self Service?
- How do I log into Legacy Banner Self Service?
• How do I setup my password for Legacy Banner Self Service?