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 on the NinerNET website for password and account management. The information will then be added to Banner.

Legacy Self Service Banner accounts do not have access on the NinerNET website for password and account management and will need to follow the instructions below.

<table>
<thead>
<tr>
<th>To UPDATE your personal cell phone number</th>
<th>To ADD your personal cell phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Log into My UNC Charlotte</td>
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</tr>
<tr>
<td>2. Click on Banner Self Service</td>
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</tr>
<tr>
<td>3. Select Personal Information</td>
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</tr>
<tr>
<td>4. Click Update Address(es) and Phone(s)</td>
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</tbody>
</table>

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.
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-uncc) 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?