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

**Show Me**

1. Log into My UNC Charlotte
2. Click on Banner Self Service
3. Select Personal Information
4. Click Update Address(es) and Phone(s)

**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.

**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

Verify Your Identity
For your security, a temporary Identification Code will be sent to your cell phone number or personal email address you have previously provided to UNC Charlotte. This will help us verify your identity before allowing access to change or view sensitive information on your account.

Select Identity Method:

Primary: Cellular Phone
Alternate: email or text message

Enter the identification code; click Continue

8. Click on the Cellular Phone: link

Click the Primary: link

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

Choose Cellular Phone in the drop down list, enter the phone number in the text boxes

10. Click Submit

Related FAQs

How do I gain advisor access to Banner student?
How do I view or edit my personal (non-uncc) address or phone number in Banner?
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?