How do I reset my NinerNET password if I forgot it?

Tell Me

Follow these steps to change or reset your NinerNET password:

1. Go to NinerNET
2. Click on the Reset password link

3. Enter your NinerNET username and birth date
4. Click Request Verification Code

5. Select where you want to receive the verification code (text message, alternate email, both)
6. Click Send Verification Code

7. Enter the verification code you receive, click Verify Code

8. Type your new password, confirm password, click Reset Password
9. After a successful password reset, the NinerNET website will return to the login page and display the success notification at the top.

10. If you have problems, please contact the IT Service Desk, 704-687-5500 or help@uncc.edu

**Info**

If you have both a mobile number and email listed, you can choose where you will receive a message with your verification code.

Faculty/Staff passwords will automatically expire every **90 days**.

Student passwords will automatically expire every **180 days**.

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**Related FAQs**

- How often does my NinerNET password expire?
- How do I get the 90-day password policy removed if I am no longer involved with PCI activities?
- What types of sponsored guest accounts are available?
- How do I get a NinerNET account?
- What information is needed to request a sponsored guest account?