Why was my NinerNET password reset?

Did you receive an email or text message notifying you that your NinerNET password was reset? If so, here’s why:

1. The UNC Charlotte Security team reset your NinerNET password because there appeared to be many unsuccessful password reset attempts in a short period of time.
2. This type of activity looks suspicious, so your password was scrambled as a safeguard measure.
3. Since you no longer know your password, create a new password following the instructions in this FAQ.

Related FAQs

- How do I get the 90-day password policy removed if I am no longer involved with PCI activities?
- What computing services does a sponsored guest get access to?
- What is a sponsored NinerNET guest account?
- How do sponsored NinerNET guests know they have received a NinerNET account?
- How often does my NinerNET password expire?