**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.

![NinerNET screen](image)

3. Enter your NinerNET [username](#) and [birth date](#).
4. Click [Request Verification Code](#).

![Request Verification Code](image)

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

![Send Verification Code](image)

7. Enter the verification code you receive, click [Verify Code](#).

![Verify Code](image)

8. Type your new password, confirm password, click [Reset Password](#).

![Reset Password](image)
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 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?