How do I change my NinerNET password on the NinerNET website for password and account management?

Tell Me

You will receive a password change notification 15, 7, 5, 2 and 1 day before your password expires.

Follow these steps to change or reset your NinerNET password:

1. Go to NinerNET
2. Click on Manage Account
3. Login with your current NinerNET account
4. Enter current password
5. Enter your new password (HINT: The system maintains a record of your last 9 passwords, so you can't re-use them.)
6. Confirm your new password
7. Click **Reset Password**

![Change Password Form](image)

Passwords must not have been used before, be at least 8 characters and contain at least the following:
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character from !@#$%

8. A success notification will appear at the top of the page

9. Click **Log Out**

![Manage Account Form](image)

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

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**Expiration**

Please see this [FAQ](#) for password expiration time frames.

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**Related FAQs**

Page: How do I change my NinerNET password on the NinerNET website for password and account management?

Page: How does a sponsor renew or change an end date for a sponsored guest account?

Page: How will a sponsor know when a sponsored guest account is expiring?

Page: How do I change the sponsor for a sponsored guest account?

Page: Can a sponsored guest account have more than one sponsor?