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

Show Me

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.

<table>
<thead>
<tr>
<th>To UPDATE your personal cell phone number follow these instructions:</th>
<th>To ADD your personal cell phone number follow these instructions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Log into My UNC Charlotte 2. Click on Banner Self Service</td>
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</tr>
<tr>
<td>3. Select Personal Information</td>
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4. Click **Update Address(es) and Phone(s)**

![Banner Self Service @ UNC Charlotte]

**Personal Information**
- Directory Profile for UNC Charlotte Phone Book
- Change Security Question
- View Address(es) and Phone(s)
- View Email Address(es)
- Update Personal Email Address
- View Emergency Contacts
- Update Emergency Contacts
- Name Change Information
- Social Security Number Change Information
- Change PIN
- View Spouse/Partner Name
- Update Spouse/Partner Name
- View Casual or Nickname
- View Education

Click **Update Address(es) and Phone(s)**

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/view sensitive information on your account.

**Select Delivery Method**
- Phone: ☑ 900-000-3345 - Text
  - NOTE: Standard message and data changes may apply.
- Email: ☑ c..r@yahoo.com

Send | Cancel

6. Complete the verification process by checking your alternate email or text message
7. Enter the identification code; click **Continue**

![Authenticate]

Enter Identification Code you received via Phone/Email in the text box below:
8. Click on the **Cellular Phone** link

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

10. Click Submit

Related FAQs

- What is Legacy Banner Self Service?
- How do I view my transcript?
- 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?