How do I activate my NinerNET account?

Tell Me

All employees (including student staff) are required to use Duo multi-factor authentication. See this FAQ for instructions on activating your account with Duo.

Follow these steps to activate your account:

1. Go to NinerNET
2. Click on Activate Account

![Activate NinerNET](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)
   a. If a cell phone number or alternate email address is not available, contact the IT Service Desk, 704-687-5500
6. Click Send Verification Code

![Select Where to Send PIN](image)

7. Enter the verification code received, click Verify Code

![Enter the Verification Code](image)

8. Enter your new password and confirm password, click Reset Password

![New 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

⚠️ Please make sure your alternate email address and/or cell phone is correct. This information is required for emergency notifications, NinerAlerts, and account verification.

Related FAQs

- How do I activate my NinerNET account?
- How often does my NinerNET password expire?
- How do I activate my NinerNET account with Duo?
- How do I change my NinerNET password on the NinerNET website for password and account management?
- How does a sponsor renew or change an end date for a sponsored guest account?