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
3. Enter your NinerNET username and birth date
4. Click Request Verification Code
5. Select where you want to receive the verification code (text message, alternate email, both)
6. Click Send Verification Code
7. Enter the verification code you receive, click Verify Code
8. Type your new password, confirm password, click Reset Password
9. After a successful password reset, the NinerNET website will return to the login page and display the success notification at the top.

![NinerNET website screenshot]

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

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**Info**

If you have both a mobile number and email listed, you can choose where you will receive a message with your verification code.

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

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**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?