How do I reset an expired or forgotten NinerNet password?

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) and click Send Verification Code
6. Enter the verification code you receive, click Verify Code
7. Type your new password, confirm password, click Reset Password
8. After a successful password reset, the NinerNET website will return to the login page and display the success notification at the top
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.

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

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**Related FAQs**

- Why was my NinerNet password reset?
- How do I reset an expired or forgotten NinerNet password?
- What information is needed to request a sponsored guest account?
- How do I submit a Sponsored Guest Account form?
- How do I request a NinerNET sponsored guest account?