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
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)
   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
7. Enter the verification code received, click Verify Code
8. Enter your new password and 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.

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.

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**Related FAQs**

- What is a sponsored NinerNET guest account?
- What are the NinerNET password rules?
- 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?