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

1) Request a Verification Code

NinerNET Username:

Enter your NinerNET username.

Date of Birth:

Enter your date of birth as MM/DD/YYYY

REQUEST VERIFICATION CODE

2) Select Where to Send PIN

Select where the verification code should be delivered.

SEND VERIFICATION CODE

3) Enter the Verification Code

Enter the verification code you received.

VERIFY 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**

![New Password Form](image)

Passwords must not have been used before, be at least 8 characters and contain at least the following:
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character from !@#$%

**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

![Success Notification](image)

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**

- What information is needed to request a sponsored guest account?
- What computing services does a sponsored guest get access to?
- How will a sponsor know when a sponsored guest account is expiring?
- How long does it take to get a sponsored NinerNET account approved?
- How long does a sponsored guest account last?