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

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

   Personal Cellphone SMS (******051)
   Select where the verification code should be delivered.

   SEND 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

3) Enter the Verification Code

   Enter the verification code you received.*

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

![Password Reset Form]

9. After a successful password reset, the NinerNET website will return to the login page and display the success notification at the top

![Notification]

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

![Warning]

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 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?