When I am off campus, what should I do on my university Windows computer after I reset my NinerNET password?

Tell Me

When you reset your password at ninernet.uncc.edu, you will need to take additional steps to sync your new NinerNET password with your local Windows password when your university computer is off campus.

Instructions for Mac computers can be found in this FAQ.

1. After resetting your password, login to the VPN using your new password - see this FAQ about VPN
2. Approximately 1 minute after authenticating to the VPN, you will see the following notification:

   ![Windows needs your current credentials]

   Please lock this computer, then unlock it using your most recent password or smart card.

3. Lock your computer by...

   a. Hitting the Windows key + L OR...
   b. Clicking Start > the University crown icon > Lock

4. Hit CTRL + ALT + Delete to get to the login
5. Enter your new password - your new password will now work to log you into your university computer
6. If you have any issues or questions, contact the IT Service Desk.

Related FAQs

- How do I submit a Sponsored Guest Account form?
- How do I request access to submit a sponsored guest request?
- When does my NinerNET account expire?
- What information is needed to request a sponsored guest account?
- When I am off campus, what should I do on my university Windows computer after I reset my NinerNET password?