

# Why was my NinerNet password reset?

## Tell Me



Did you receive an email or text message notifying you that your NinerNET password was reset? If so, here's why:

1. The UNC Charlotte Security team occasionally needs to reset NinerNET password because...
    - a. There have been too many unsuccessful password reset attempts in a short period of time.
    - b. A password contained a first, last, or preferred name.
  2. Under these circumstances, passwords are scrambled as a safeguard measure.
  3. Since you no longer know your password, create a new password following the instructions in [this FAQ](#).
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## 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?](#)