

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

- [What are the types of Generic Accounts available at UNC Charlotte?](#)
- [When I am off campus, what should I do on my University Windows computer after I reset my NinerNET password?](#)
- [What is a NinerNET account and why do I need it?](#)
- [How often does my NinerNET password expire?](#)
- [How do I update my alternate email address and cell phone number on the NinerNET website for password and account management?](#)