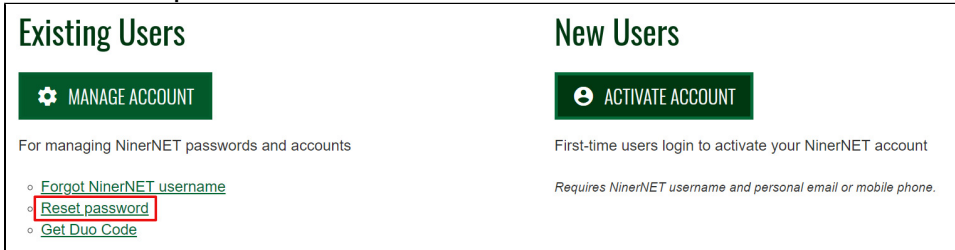


How do I reset an expired or forgotten NinerNET password?

Tell Me

Follow these steps to change or reset your NinerNET password:

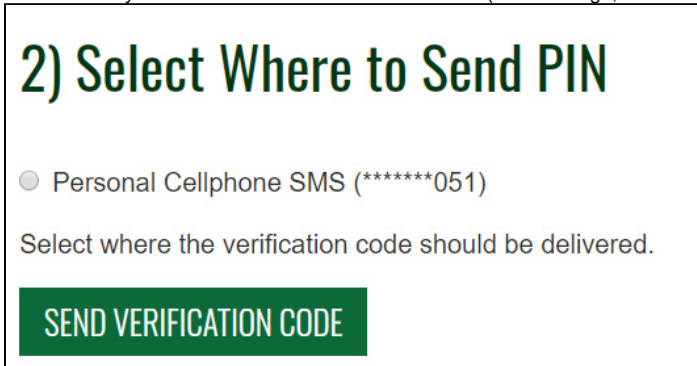
1. Go to [NinerNET](#)
2. Click on the **Reset password** link



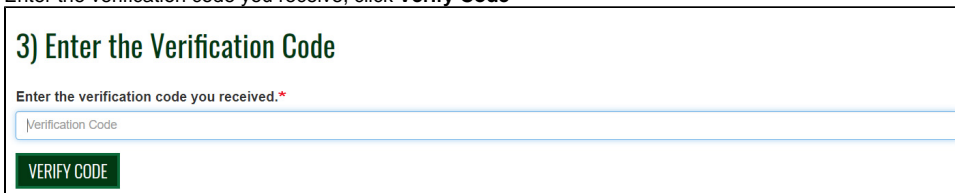
3. Enter your NinerNET **username** and **birth date**
4. Click **Request Verification Code**



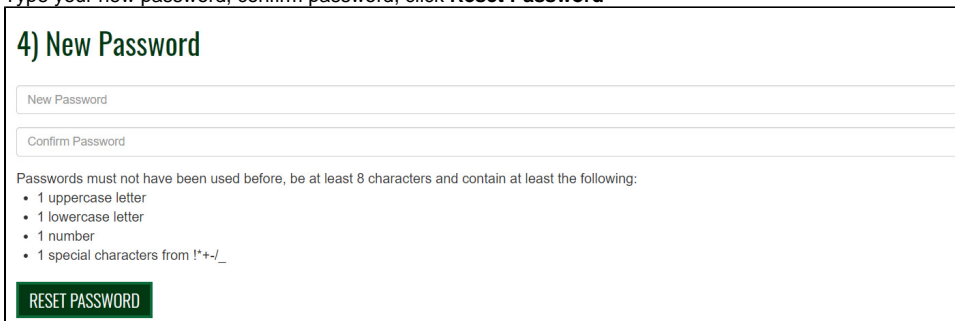
5. Select where you want to receive the verification code (text message, alternate email, both) and click **Send Verification Code**



6. Enter the verification code you receive, click **Verify Code**



7. Type your new password, confirm password, click **Reset Password**



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

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



Info

If you have both a mobile number and email listed, you can choose where you will receive a message with your verification code.

Please see this [FAQ](#) for password expiration time frames.

Related FAQs

- [Who can submit a sponsored guest account request?](#)
- [What is a sponsored NinerNET guest account?](#)
- [What information is needed to request a sponsored guest account for a Non-US Citizen or Permanent Resident?](#)
- [What computing services does a sponsored guest get access to?](#)
- [How do I submit a Sponsored Guest Account form?](#)