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 the 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, log in to the VPN using your new password - see this FAQ about VPN login.
   Note: you may see the below notification

2. Wait 1 minute after authenticating to the VPN
3. Lock your computer by...
   a. Hitting the Windows key + L OR...
   b. Hitting CTRL + ALT + Delete then Lock OR...
   c. 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

- When I am off campus, what should I do on my University Windows computer after I reset my NinerNET password?
- When I am off campus, what should I do on my University Windows computer if my NinerNET password expires or was reset?
- Why were my NinerNET credentials suspended?
- How do I change my NinerNET username?
- Can students have an email alias?