How do I activate my NinerNET account?

Tell Me

All employees (including student staff) are required to use Duo multi-factor authentication. See this FAQ for instructions on activating your account with Duo.

Follow these steps to activate your account:

1. Go to NinerNET
2. Click on Activate Account

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

1) Request a Verification Code
   - NinerNET Username:
   - Date of Birth
   - Request Verification Code

2) Select Where to Send PIN
   - Personal Cellphone SMS (******051)
   - Send Verification Code

3) Enter the Verification Code
   - Enter the verification code you received.
   - Verify Code
8. Enter your new password and confirm password, click **Reset Password**

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

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

    Please make sure your alternate email address and/or cell phone is correct. This information is required for emergency notifications, NinerAlerts, and account verification.

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**Related FAQs**

- What computing services does a sponsored guest get access to?
- Why were my NinerNET credentials suspended?
- 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?
- When I am off campus, what should I do on my University Windows computer if my NinerNET password expires or was reset?