How do I update my alternate email address and cell phone number on the NinerNET website for password and account management?

Tell Me

Follow these steps to change your alternate email address and phone number on the NinerNET website for password and account management:

1. Go to NinerNET
2. Click on Manage Account
3. Login with your current NinerNET account
4. Click Update Recovery Information
5. Select where you want to receive the verification code and then click Send Verification Code
6. Enter the verification code you receive, click **Verify Code**

![Image of verification code input field]

7. Update your Personal Email and Personal Cell and click **Update Recovery Information**.

![Image of update recovery information form]

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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?