How do I reset an expired or forgotten NinerNET password?

Tell Me

As of March 16 2021, if you are a student and have not yet enrolled in Duo Two-Factor Authentication, you will not be able to reset your password without first enrolling in Duo.

4) New Password
You are required to enroll in Duo before resetting your password.

ENROLL NOW

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

1) Request a Verification Code
NinerNET Username*
Enter your NinerNET username.
Date of Birth*
Enter your date of birth as MM/DD/YYYY.
REQUEST VERIFICATION CODE

2) Select Where to Send PIN
Personal Cellphone SMS (*******051)
Select where the verification code should be delivered.
SEND VERIFICATION CODE

3) Enter the Verification Code
Enter the verification code you received.*
VERIFY 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

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**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.

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**Related FAQs**

- How do I activate my NinerNET account?
- How do I add Duo when I need to reset an expired or forgotten NinerNET password?
- How do I reset an expired or forgotten NinerNET password?
- Why were my NinerNET credentials suspended?
- What computing services does a sponsored guest get access to?