How do I activate my NinerNET account?

Tell Me

All employees and students are required to use Duo multi-factor authentication.

Follow these steps to activate your account:

1. Go to ninernet.uncc.edu
2. Click on Activate Account
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)
   a. If a cell phone number or alternate email address is not available, contact the IT Service Desk, 704-687-5500
6. Click Send Verification Code
7. Enter the verification code received, click Verify Code
8. You will be prompted to enroll in Duo - click **Enroll Now**

4) **New Password**

You are required to enroll in Duo before resetting your password.

[Enroll Now]

9. Click **Start setup**

![Protect Your UNC Charlotte Account](image)

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

[Start setup]

10. You will be prompted to set up your Duo device - step through the configuration; see this [FAQ](#) if additional assistance is needed

![What type of device are you adding?](image)

- Mobile phone **RECOMMENDED**
- Tablet (iPad, Nexus 7, etc.)
- Landline
- Security Key (YubiKey, Fellow, etc.)

[Continue]

11. After successfully setting up your Duo device, click **Verify Enrollment**

![Enrollment Successful](image)
12. Enter your new password and confirm password, click **Reset Password**

![Password Reset Form]

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

![Success Notification]

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

![Note]

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**

- Why were my NinerNET credentials suspended?
- What are the types of Generic Accounts available at UNC Charlotte?
- What's the process for a new staff member or guest to get a NinerNET account?
- How do I update my alternate email address and cell phone number on the NinerNET website for password and account management?
- How do I change my NinerNET username?