How do I reset my NinerNET password if I forgot it?

Tell Me

Follow these steps to change or reset your NinerNET password:

1. Go to PW Manager
2. Click on the Forgot NinerNET password link

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)
6. Click Send Verification Code

7. Enter the verification code you receive, click Verify Code

8. Type your new password, confirm password, click Reset Password
After a successful password reset, PW Manager will return to the login page and display the success notification at the top.

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

**Info**
If you have both a mobile number and email listed, you can choose where you will receive a message with your verification code.

- **Faculty/Staff** passwords will automatically expire every **90 days**.
- **Student** passwords will automatically expire every **180 days**.

**Related FAQs**

- What IT systems use Single Sign On (SSO)?
- What is a sponsored NinerNET guest account?
- What are the NinerNET password rules?
- How do I reset my NinerNET password if I forgot it?
- How do I look up my NinerNET username?