How do I update or add my personal (non-uncc) email address in Banner?

**Tell Me**

<table>
<thead>
<tr>
<th>To UPDATE your personal email address, follow these instructions:</th>
<th>To ADD your personal email address, follow these instructions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Login to <strong>My UNC Charlotte</strong></td>
<td>1. Login to <strong>My UNC Charlotte</strong></td>
</tr>
<tr>
<td>2. Click on <strong>Banner Self Service</strong></td>
<td>2. Click on <strong>Banner Self Service</strong></td>
</tr>
<tr>
<td>3. Select <strong>Personal Information</strong></td>
<td>3. Select <strong>Personal Information</strong></td>
</tr>
<tr>
<td><img src="Banner_Self_Service.png" alt="Banner Self Service" /></td>
<td><img src="Banner_Self_Service.png" alt="Banner Self Service" /></td>
</tr>
<tr>
<td><img src="Personal_Information.png" alt="Personal Information" /></td>
<td><img src="Personal_Information.png" alt="Personal Information" /></td>
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<tr>
<td><img src="Update_Personal_Email_Address.png" alt="Update Personal Email Address" /></td>
<td><img src="Update_Personal_Email_Address.png" alt="Update Personal Email Address" /></td>
</tr>
</tbody>
</table>

**Note**

In order to update some personal information in Banner you will be required to verify your identity using your alternate email or phone number. If you do not have any alternate verification methods on file, please contact the IT Service Desk at 704-687-5500.

**Show Me**
5. Verify your identity using one of the options presented

Verify Your Identity
For your security, a temporary Identification Code will be sent to your cell phone number or personal email address you have previously provided to UNC Charlotte. This will help us verify your identity before allowing access to change/view sensitive information on your account.

Select Delivery Method
Phone: ☑ send voice (SMS) - Text
Email: send email message and data changes have been made

Send
Cancel

6. Complete the verification process by checking your alternate email or text message

You are receiving this email because a change to sensitive personal information has been initiated in Banner Self Service. If you did not initiate this change, contact UNC Charlotte IT Service Desk at 704-687-5500 immediately.

If you did initiate the change, then enter the code below in the text box on the authentication web page in Banner Self Service. This code will expire in 30 minutes.

Identification Code: 490933
UNC Charlotte is committed to account integrity and security.
Time sent: 09/07/2016 10:04:45 AM

7. Enter the identification code, click Continue

Verify your identity by text at your alternate phone number

Complete the verification process by checking your text message

8. Select Personal as the Type of Email to Insert

Click Submit

9. Enter the updated personal (non-UNCC) email address in the text box

To edit your personal (non-UNCC) email address, please click here.
10. Click Submit

11. Click Submit

Related FAQs

- What is Legacy Banner Self Service?
- How do I log into Legacy Banner Self Service?
- How do I setup my password for Legacy Banner Self Service?
- How do I access Banner Self Service?
- How do I view or edit my personal (non-uncc) address or phone number in Banner?