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 **Reset 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**
9. After a successful password reset, PW Manager will return to the login page and display the success notification at the top
10. 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**.

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**Related FAQs**

- How do I reset my NinerNET password if I forgot it?
- How do I change my NinerNET password in PWManager?
- What information is needed to request a sponsored guest account?
- What information is needed to request a sponsored guest account for a Non-US Citizen or Permanent Resident?
- Why was my NinerNET password reset?