How do I activate my NinerNET account?

**Tell Me**

Follow these steps to activate your account:

1. Go to **PWManager**
2. Click on **Activate Account**

![](image1.png)

3. Enter your NinerNET **username** and **birth date**
4. Click **Request Verification Code**

![](image2.png)

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**

![](image3.png)

7. Enter the verification code received, click **Verify Code**

![](image4.png)

8. Enter your new password and 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.

Please make sure your alternate email address and/or cell phone is correct. This information is required for emergency notifications, NinerAlerts, and account verification.

Related FAQs

- How do I update my alternate email address and phone number in PW Manager?
- How do I activate my NinerNET account?
- 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?