How do I update or add my personal cell phone number in Banner?

Show Me

Tell Me

Alternate email address and/or cell phone is required for emergency notifications, NinerAlerts, and account verification. Current faculty, staff and students can update this information in PW Manager. The information will then be added to Banner.

Legacy Self Service Banner accounts do not have access to PW Manager and will need to follow the instructions below.

**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.

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To UPDATE your personal cell phone number follow these instructions:

1. Log into [My UNC Charlotte](https://my.unc Charlotte.edu)
2. Click on Banner Self Service
3. Select Personal Information
4. Click Update Address(es) and Phone(s)

To ADD your personal cell phone number follow these instructions:

1. Log into [My UNC Charlotte](https://my.unc Charlotte.edu)
2. Click on Banner Self Service
3. Select Personal Information
4. Click Update Address(es) and Phone(s)
5. Verify your identity using one of the options presented

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

7. Enter the identification code; click Continue

8. Click on the Cellular Phone: link

9. Enter updated cell/mobile phone number in the text box
10. Click Submit

5. Verify your identity using one of the options presented

6. Complete the verification process by checking your alternate email

7. Enter the identification code, click Continue

8. Click the Primary: link

9. Choose Cellular Phone in the drop down list, enter the phone number in the text boxes
10. Click Submit

Related FAQs

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