How do I update or add my personal (non-uncc) email address 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.

<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><strong>1.</strong> Login to [My UNC Charlotte](<a href="https://my.unc">https://my.unc</a> Charlotte.edu)</td>
<td><strong>1.</strong> Login to [My UNC Charlotte](<a href="https://my.unc">https://my.unc</a> Charlotte.edu)</td>
</tr>
<tr>
<td><strong>2.</strong> Click on [Banner Self Service](<a href="https://my.unc">https://my.unc</a> Charlotte.edu/banner)</td>
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</tr>
<tr>
<td><strong>3.</strong> Select [Personal Information](<a href="https://my.unc">https://my.unc</a> Charlotte.edu/banner)</td>
<td><strong>3.</strong> Select [Personal Information](<a href="https://my.unc">https://my.unc</a> Charlotte.edu/banner)</td>
</tr>
<tr>
<td><strong>4.</strong> Click [Update Personal Email Address](<a href="https://my.unc">https://my.unc</a> Charlotte.edu/banner)</td>
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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.
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 sensitive information on your account.

Select Delivery Method
Phone: [ ] text [ ] email
Email: [ ] text [ ] email

Send [ ] Cancel

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

bannersonly@unc_charlotte.edu Today at 10:04 AM
To
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: 409033
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

Enter Identification Code you received via Phone/Email in the text box below:

Continue [ ] Cancel

8. Click on your personal email address

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

10. Enter your personal (non-UNCC) email address in the text box
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?