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 on the NinerNET website for password and account management. The information will then be added to Banner. Legacy Self Service Banner accounts do not have access on the NinerNET website for password and account management 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 cell phone number follow these instructions:</th>
<th>To ADD your personal cell phone number follow these instructions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Log into My UNC Charlotte</td>
<td>1. Log into My UNC Charlotte</td>
</tr>
<tr>
<td>2. Click on Banner Self Service</td>
<td>2. Click on Banner Self Service</td>
</tr>
<tr>
<td>3. Select Personal Information</td>
<td>3. Select Personal Information</td>
</tr>
</tbody>
</table>

![Banner Self Service login page](image)
4. Click **Update Address(es) and Phone(s)**

4. Click **Update Address(es) and Phone(s)**

5. Verify your identity using one of the options presented

5. Verify your identity using one of the options presented

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

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

7. Enter the identification code; click **Continue**

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**

---

**Related FAQs**

- What is Banner Self Service and how do I login?
- How do I view my transcript?
- How do I view my Banner Human Resources (HR) training transcript?
- How do I register for classes?
- How do I gain advisor access to Banner Student?