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>
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</tr>
<tr>
<td>2. Click on Banner Self Service</td>
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</tr>
<tr>
<td>3. Select Personal Information</td>
<td>3. Select Personal Information</td>
</tr>
</tbody>
</table>

Legend:
- Email
- Moodle
- Canvas
- Dashboard
- Search
- Banner Self Service
- Alien ID Card
- Library
- Campus Map

Personal Information:
- Personal Information
- Update Password Information
- Update Emergency Contact Information
- Update Contact Information
- Update Employment Information
- Change Your Alternate Email or Phone Number
- Change Your Alternate Email Address
- Change Your Alternate Phone Number
- View Your Alternate Email Address
- View Your Alternate Phone Number

Financial Information:
- View Budget & Resources
- View Financial Documents
- View Spending
- Course Summary Search
- Return to Homepage
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

![Cellular Phone link](image)

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

![Submit button](image)

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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?