How do I reset an expired or forgotten NinerNET password?

Tell Me

As of March 16, 2021, if you are a student and have not yet enrolled in Duo Two-Factor Authentication, you will not be able to reset your password without first enrolling in Duo.

Follow these steps to change or reset your NinerNET password:

1. Go to NinerNET
2. Click on the Reset password link
3. Enter your NinerNET username and birth date
4. Click Request Verification Code
5. Select where you want to receive the verification code (text message, alternate email, both) and click Send Verification Code
6. Enter the verification code you receive, click **Verify Code**

![Verification Code Form]

7. Type your new password, confirm password, click **Reset Password**

![Reset Password Form]

8. After a successful password reset, the NinerNET website will return to the login page and display the success notification at the top.

9. If you have problems, please contact the IT Service Desk, 704-687-5500 or help@uncc.edu

---

**Info**

If you have both a mobile number and email listed, you can choose where you will receive a message with your verification code.

Please see this [FAQ](#) for password expiration time frames.

---

**Related FAQs**

- How do I activate my NinerNET account?
- How often does my NinerNET password expire?
- How does a supervisor request access to a former employee’s NinerNET account?
- How do I reset an expired or forgotten NinerNET password?
- When does my NinerNET account expire?