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 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.

To UPDATE your personal email address, follow these instructions:

1. Login to Legacy Banner Self Service
2. Click on Banner Self Service
3. Select Personal Information

To ADD your personal email address:

1. Login to Legacy Banner Self Service
2. Click on Banner Self Service
3. Select Personal Information

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.
4. Click **Update Personal Email Address**

5. Verify your identity using one of the options presented

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

   **bannersystems@unc.edu**  
   **Today at 10:04 AM**

   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

4. Click **Update Personal Email Address**

5. Verify your identity by text at your alternate phone number

6. Complete the verification process

   Fr: UNC Charlotte

   Code: 486480. I received the text box on page. Code will expire now via SMS

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

8. Select **Personal** as the Type of Email
7. Enter the identification code, click **Continue**

8. Click on your personal email address

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

10. Click **Submit**

11. Click **Submit**

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**Related FAQs**

- Why is my employee Banner account locked?
- How do I view or edit my personal (non-uni) address or phone number in Banner?
- 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?