How do I view or edit my personal (non-uncc) address or phone number in Banner?

Tell Me

Note
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.

1. Log into my.charlotte.edu.
2. Under the Banner Self Service menu select View Addresses and Phones.

![Banner Self Service menu](image1)

3. If your Permanent address is not correct, click Update Address(es) and Phone(s) at the bottom of the page.

![Update Address(es) and Phone(s)](image2)

At least one active address is required in Banner whether you elect a paper or electronic Form W-2.

4. Verify your identity using one of the options presented.

![Verify Your Identity](image3)

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

![Verify Your Identity email](image4)
6. Enter the Identification Code, click **Continue**.

7. **To update** an existing address, click the "Current" link to the left of the corresponding address.
8. **To insert** a new address, select the address type from the pull-down list at the bottom of the page.
9. Click **Submit**.
10. For information on updating or adding your personal (non-uncc) email address to Banner, view this [FAQ](#).

**Note**

Distribution of W-2 Wage and Tax Statements occurs annually by January 31. Please take the time to confirm that your permanent address is correct in Banner before December 31 annually.

**Questions?**

Submit an IT Service Desk ticket at [help.charlotte.edu](http://help.charlotte.edu) or by calling 704-687-5500.

**Related Articles**

- How do I view or edit my personal (non-uncc) address or phone number in Banner?
- How do I upload midterm grades from Canvas to Banner?
- How do I consent to receive my Form W-2 electronically?
- How do I change the withholding on my Form W-4 and NC-4?
- What should I do if I haven't received my Form W-2 and need it reissued?