How does a sponsor renew or change an end date for a sponsored guest account?

Tell Me

Sponsors can only renew or change dates for active guests with no other roles. If a sponsored guest's account has gone inactive within the last year, sponsors will need to contact the IT Service Desk, help.charlotte.edu or 704-687-5500 to re-activate the account or extend the account.

For sponsored guests accounts that have been inactive for more than 1 year, a new Sponsored Guest request will need to be submitted.

1. Go to ninernet.charlotte.edu, click Manage Accounts and login
2. Click the Manage Sponsored Accounts button (Note: you will only see the Manage Sponsored Accounts button if you are the sponsor of a currently active sponsored guest account)

3. Locate the sponsored guest account you would like to renew or extend
4. Check the checkbox next to the sponsored guest account

5. Update the New End Date field to reflect the new expiration date (Note: you may also click the Set Max Days link to update the End Date to the longest allowable date)

6. Click the Submit button

Additional tips:
- Multiple sponsored guest accounts can be selected at one time to update end date
- Dates showing in red will expire within 30 days
- If you wish to expire a sponsored guest account, change the New End Date to the next day - the sponsored guest account will expire the next morning
- If you need an expedited termination of a sponsored guest account, contact the IT Service Desk at 7-5500
Related FAQs

- What are some important reminders for submitting a sponsored guest account request?
- What types of sponsored guest accounts are available?
- What computing services does a sponsored guest get access to?
- How do sponsored NinerNET guests know they have received a NinerNET account?
- How does a sponsor renew or change an end date for a sponsored guest account?