How do I add Duo when I need to 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**

7. You will be notified that you need to enroll in Duo - click **Enroll Now** to begin that process

8. After setting up Duo, type your new password, confirm password, click **Reset Password**

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

10. If you have problems, please contact the IT Service Desk, 704-687-5500 or submit online ticket at [help.charlotte.edu](http://help.charlotte.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**

- 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?