When I am off campus, what should I do on my University Windows computer if my NinerNET password expires or was reset?

Tell Me

**Warning:** When you reset your password at ninernet.charlotte.edu, you will need to take additional steps to sync your new NinerNET password with the local Windows password when your university computer is off campus.

Instructions for Mac computers can be found in this FAQ.

1. If you are not currently logged into your computer, use your OLD password - the one you used before it expired or was reset
   a. To reset your password, go to ninernet.charlotte.edu and click Reset Password - see this FAQ for more information on resetting your password
   b. If you already reset your password using a different device, skip to STEP 2.
2. After resetting your password, login to the VPN using your new password - see this FAQ about VPN
   **Note** - you may see the below notification

   ![Warning Message]

   Windows needs your current credentials
   Please lock this computer, then unlock it using your most recent password or smart card.

3. **Wait 1 minute** after authenticating to the VPN
4. **Lock your computer** by...
   a. Hitting the Windows key + L OR...
   b. Hitting CTRL + ALT + Delete then Lock OR...
   c. Clicking Start > the University crown icon > Lock

![Locking Computer]

5. Hit **CTRL + ALT + Delete** to get to the login
6. Enter your **NEW password** - your new password will now work to log you into your University computer
7. If you have any issues or questions, contact the **IT Service Desk**.

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**Related FAQs**

- How do I request access to submit a sponsored guest request?
- How do I become a Designated Business Officer to submit sponsored account requests
• What types of sponsored guest accounts are available?
• Why was my NinerNet password reset?
• How does a sponsor renew or change an end date for a sponsored guest account?