Follow these steps to avoid creating a duplicate account.

- **Make sure you enter in your correct name, date of birth and the same email address you have on file at Novant Health.**
- If you do have an existing account, the system will identify that an existing MyChart account exists and automatically pull in your MyChart username. See below.
- If you have any questions about this process, feel free to call the MyChart service team at 844-266-8268.