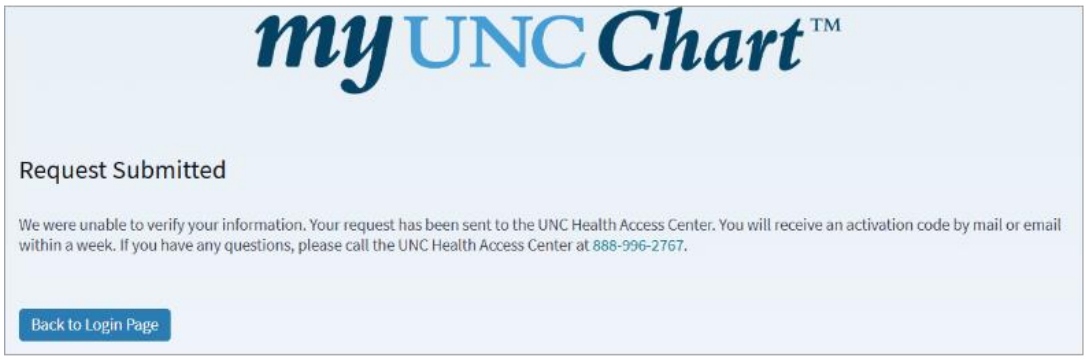
Campus Care Sign Up for MyChart When Unable to Verify Identity

If the student cannot use Self-signup for MyChart for any reason, or the student receives the message and/or email below, follow these instructions.





Workflow for Students Unable to Verify Their Identity and Cannot Create a MyChart Account)

Schedule the appointment by using the link on the **Campus Care website**:

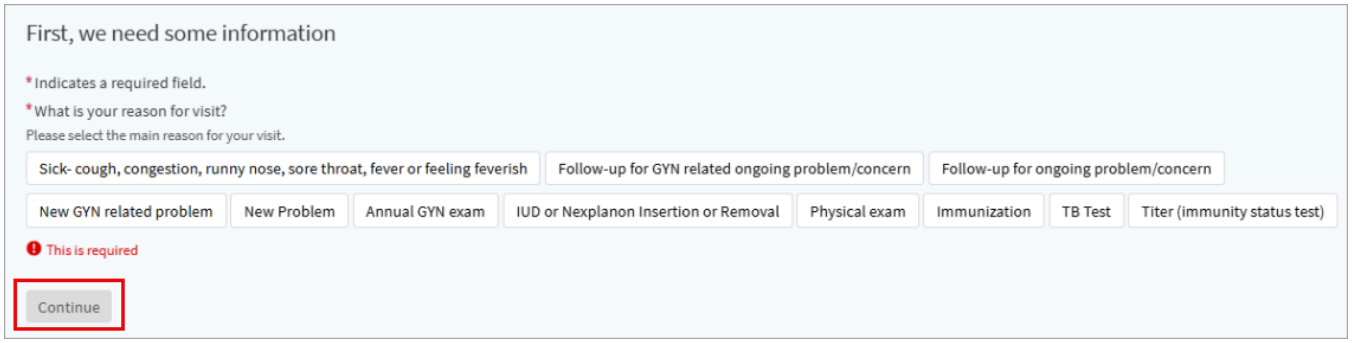
1. Click the **Book Appointment** icon. **NOTE:** Alternatively, go to **About > Appointments**.



2. This will route the student to campushealthappointments.unc.edu. The student is prompted to enter their **ONYEN** password on the single sign in page. **NOTE:** If a blank page appears, clear your cache, then try again.

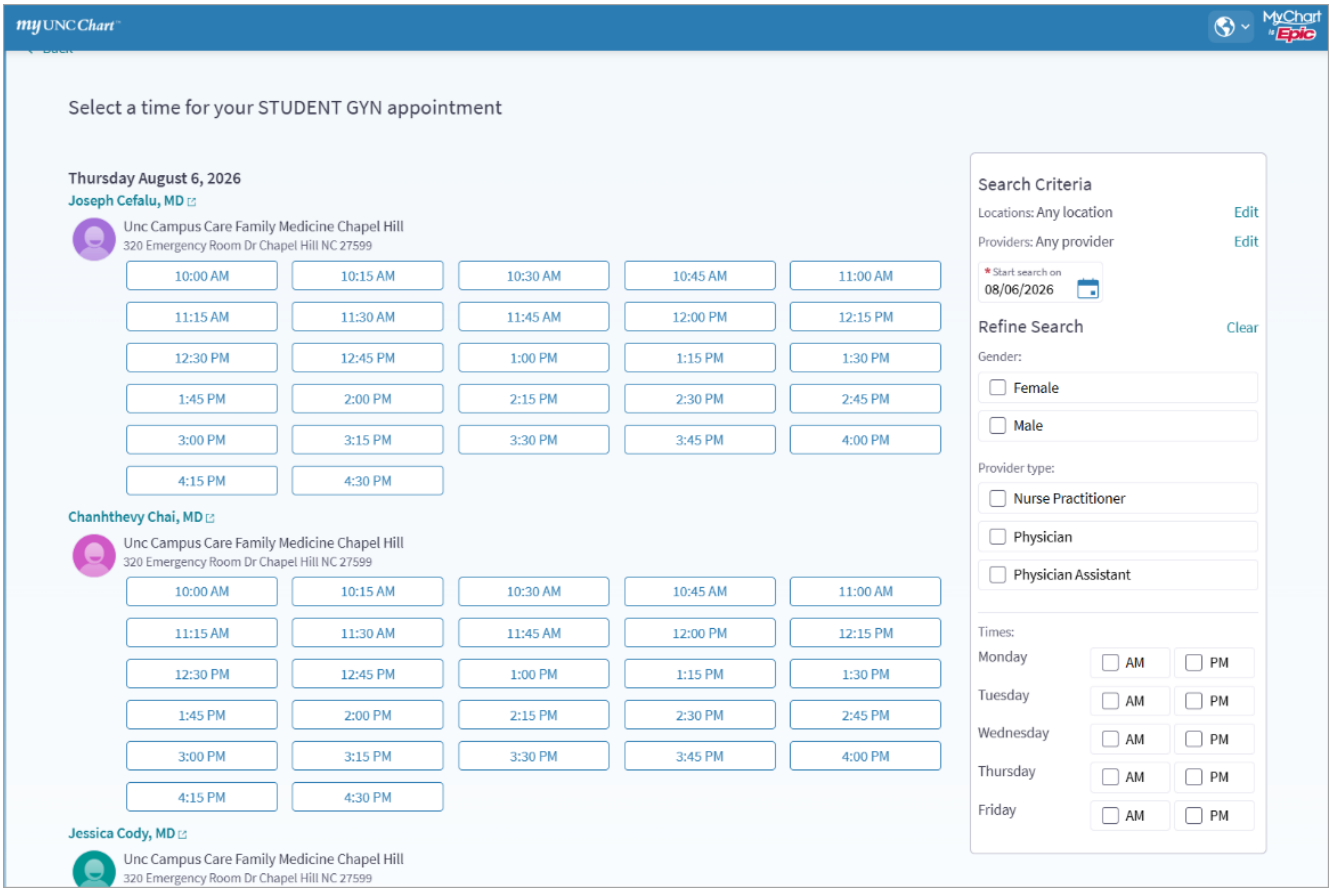


3. Answer questions that appear to determine the type of visit that should be scheduled, then click **Continue**.



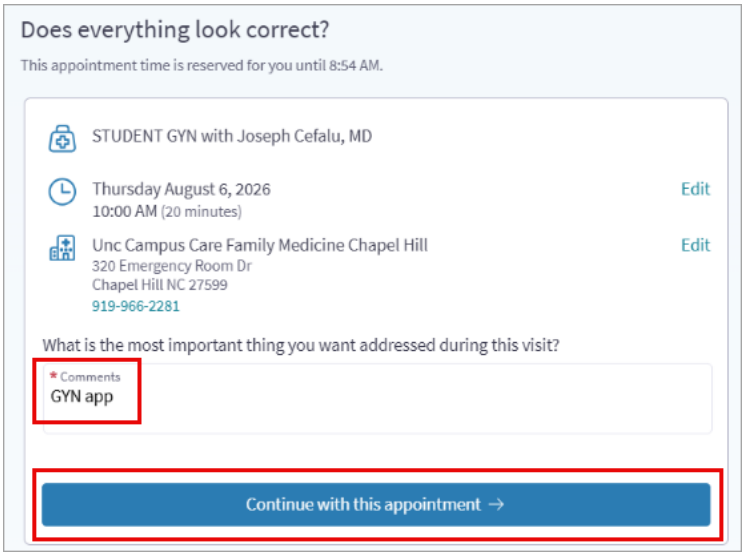
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4. Select the appointment time. Use **Search Criteria** to narrow down preferences.

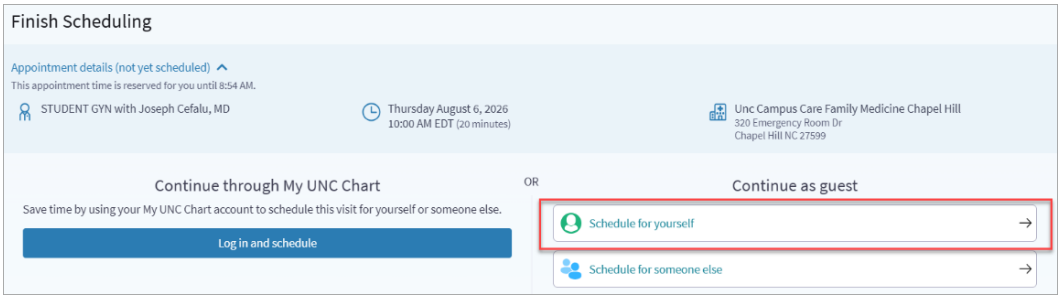


5. Add a **Comment** explaining what the student wants to have addressed this visit.

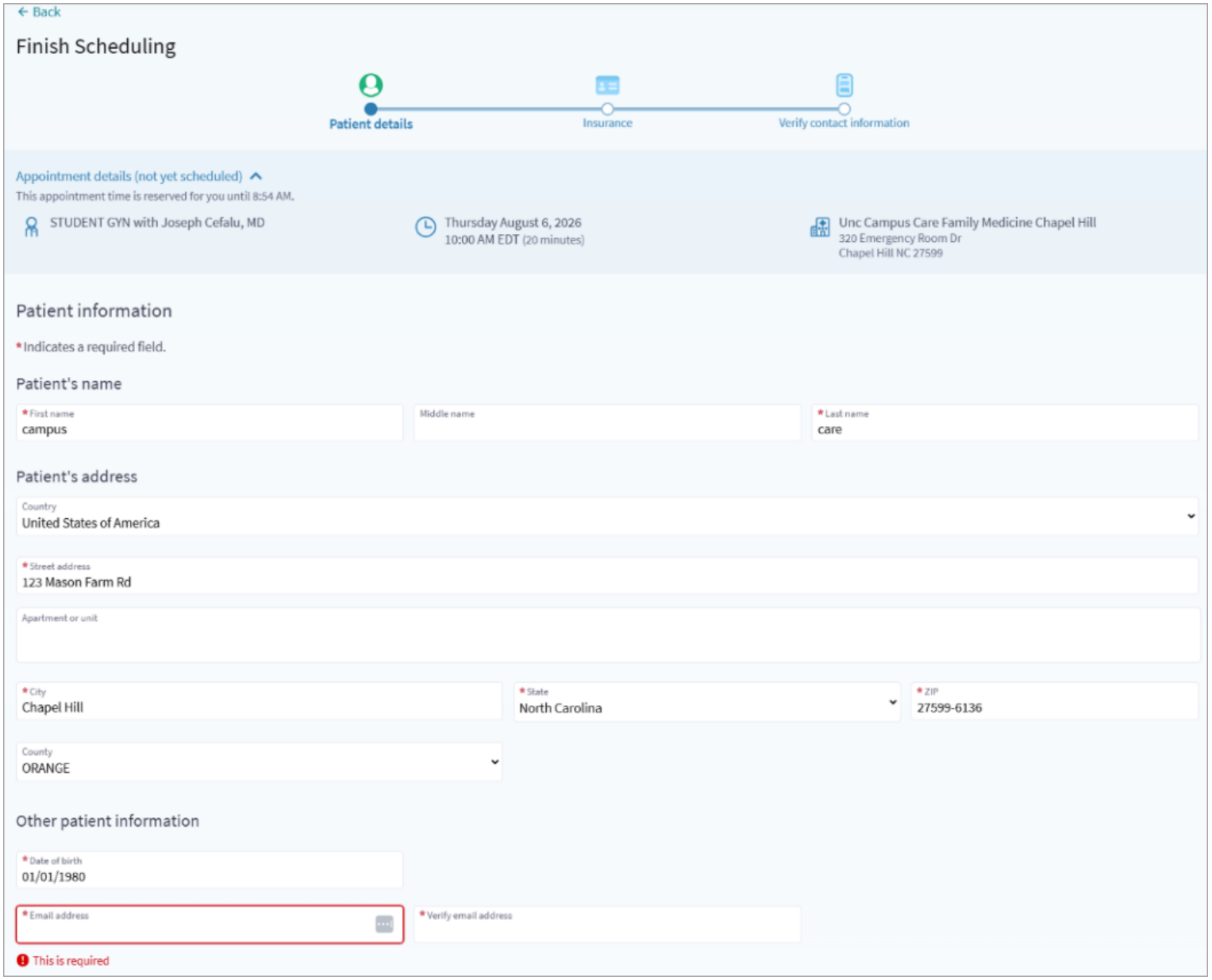
6. Confirm the appointment details and click **Continue with this appointment**.



7. Under **Continue as guest**, click **Schedule for yourself**.



8. The student enters their demographic information. **NOTE:** The email address field is required.



9. Select a method for receiving a verification code, selecting either Text or email.

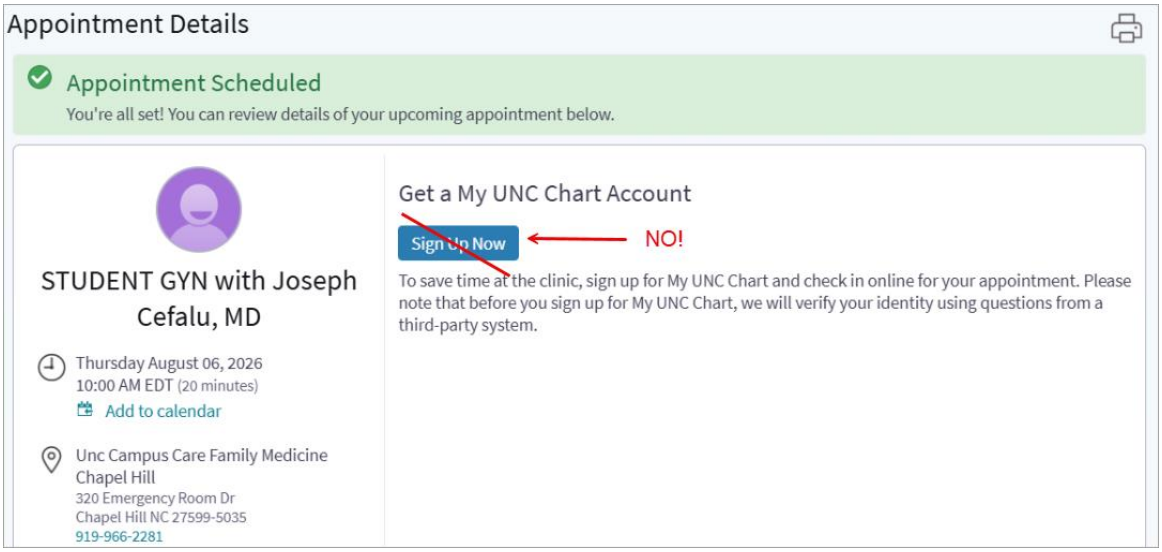


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10. Enter the code that was received.



11. The student's appointment will be scheduled. **Do NOT click Sign Up Now** as this will follow the same workflow for signing up for MyChart with Experian.

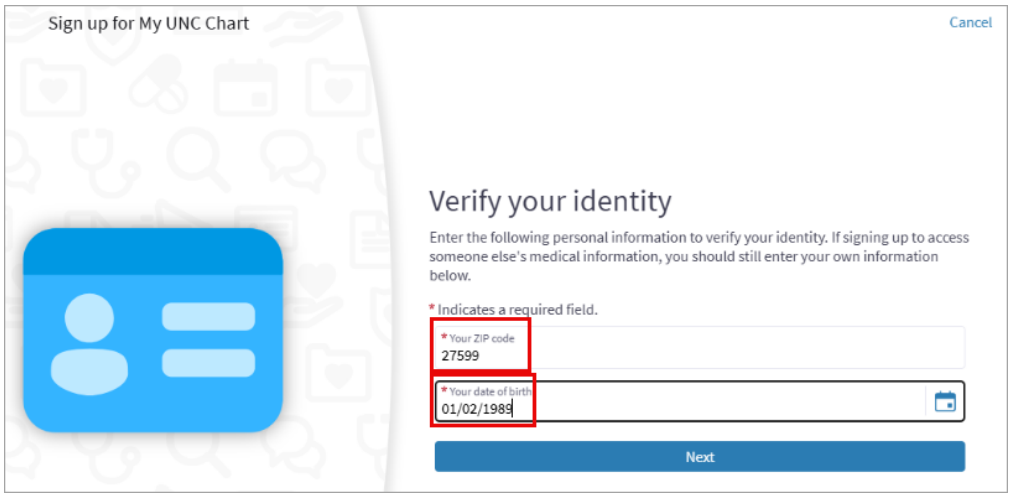


12. When the student arrives for their appointment, staff can either send them a code manually or they will receive one automatically at the time of check-in.

13. Click the **Sign up for My UNC Chart** button in the email.

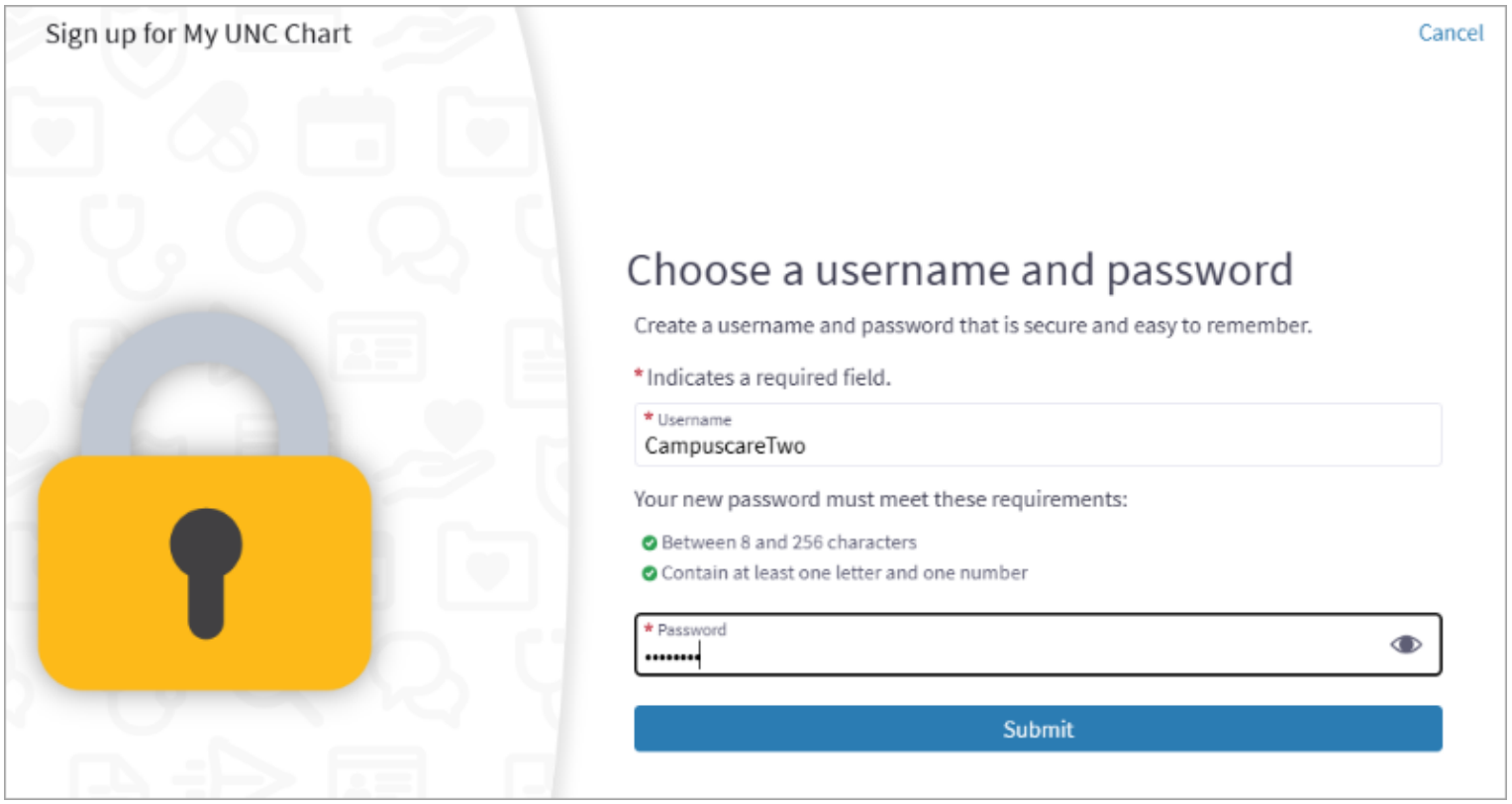


14. Verify the student's postal code and date of birth, then click **Next**.



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15. Choose a username and password, then click **Submit**.



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