

Novant Health Elevate App

Directions for activation and download.

How do I download the Novant Health Elevate App?

To access the Novant Health Elevate App, you will need to create an account using the steps below.

As part of the activation process, you will need to submit information that will be part of your user profile. Some of this information is required for your user profile to be created, while some information is optional to optimize your experience.

- **Required information:** Email address, first and last name, gender, date of birth, height, weight and activity level. This information is required to setup your user profile as it allows for your personalized dashboard to be populated in the Novant Health Elevate App.
- **Optional information:** Phone number, and all the information in the “consultation form,” including general questions, fitness questions, nutrition questions and medical questions. This information is not required to access and download the Novant Health Elevate App.

Please follow these steps and the on-screen prompts to activate and download the Novant Health Elevate App. For the best experience, please **complete the activation on a mobile device**.

Step 1: Use this [activation link](#) to start the process, or scan the QR code using your mobile device.



Step 2: Select the **Sign Up For Free** button.

Please note that you will have access to this free app on a year-long subscription (52 weeks) that will auto-renew with costs covered by Novant Health.

Novant Health Elevate App

52 weeks free program
Starting today

SIGN UP FOR FREE

Welcome to the Novant Health Elevate App! This free, user-friendly app, brings together a range of team member benefits and well-being resources to empower you on your path to better health.

To access the Novant Health Elevate App you will need to create an account following the on-screen prompts. It is recommended that a mobile device be used to complete the activation.

As part of the activation process, you will be need to submit information that will be part of your user profile (some is required and some is optional).

Required information includes email address, first and last name, sex, date of birth, height, weight, and activity level. This information is required to setup your user profile as it allows for your personalized dashboard to be populated in the Novant Health Elevate app.

Optional information includes phone number and all the information in the “consultation form” (e.g., general, fitness, and nutrition questions). This information is not required to access and download the Novant Health Elevate App.

The Novant Health Elevate App is available at no cost to all team members and their adult dependents on a year-long subscription (52 weeks) that will auto-renew at no cost.

If you have any questions please email Elevate.NH@novanthealth.org.

Step 3: Enter your email and name, and select the **Sign Up** button.

You can use your Novant Health email address (preferred) or a personal email address.

Join
Novant Health Elevate App

52 weeks free program
Starting today

Set up your account

Your email address *

First name * Last name *

SIGN UP

[Already have an account?](#)

Step 4: Select the **Set Up Your Account** button.

The on-screen message will state “You have successfully purchased Novant Health Elevate App.” This is an automated prompt, and there is **no cost associated** with accessing this app.

You have successfully purchased
Novant Health Elevate App

Your trainer will be contacting you shortly on the next steps to get started with Novant Health Elevate App.

Now let's set up your account and get you started!

SET UP YOUR ACCOUNT

Powered by TRAINERIZE

Step 5: Set your new password, review and agree to the Terms of Service, and select the **Continue** button.

The screenshot shows a mobile app interface for setting a password. The title is "Set your password". Below the title are two input fields: "Your new password *" and "Confirm new password *". Both fields have a red exclamation mark icon to their left, indicating a validation error. Below the second field is a checkbox with the text "I agree to the Terms Of Services and the Privacy Policy". The checkbox is unchecked. At the bottom of the form is a blue button labeled "CONTINUE". A red rectangular box surrounds the entire form area, and a red exclamation mark icon is positioned at the top left corner of this box.

Step 6: Provide required information to fill out your profile and select the **Continue** button.

As part of account setup, you will be asked to verify your first name, last name and time zone and also provide your gender, date of birth, height, current weight and activity level. This information is **required to setup your profile**, as it allows the Novant Health Elevate App to populate your personalized dashboard.

Once you have completed activation and downloaded the Novant Health Elevate App, you will be able to add even more information to track your progress over time. All information gathered through this process will be kept completely confidential.

The screenshot shows a mobile app interface for filling out a profile. The title is "Fill out your profile". Below the title is a grey silhouette icon for a profile picture. Below the icon are four input fields: "First name *", "Last name *", "Time zone *", and "Phone number". The "First name" and "Last name" fields have red exclamation mark icons to their left. The "Time zone" field is a dropdown menu with the selected value "(GMT-06:00) Central Time (US & Can...". The "Phone number" field has a purple exclamation mark icon and the word "Optional" next to it. At the bottom of the form is a blue button labeled "CONTINUE". A red rectangular box surrounds the entire form area, and a red exclamation mark icon is positioned at the top left corner of this box.

!

Check your preferences

! Sex *
 Male Female Non-binary

! Distance units *
 km / cm miles / inches

! Weight units *
 kg lbs

! Birth date *
DD MMM YYYY

! Height *
 cm

! Current weight *
 kg

! CONTINUE

!

How active are you?

! Sedentary
Work a desk job and do very little exercise or housework

Lightly Active
Exercise 3x a week

Moderately Active
Exercise 4-5x per week

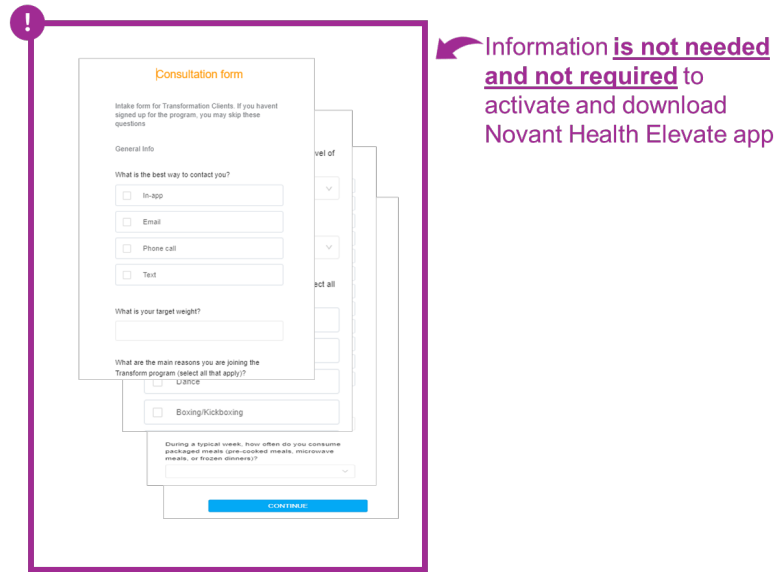
Very Active
Exercise 6-7x per week

! CONTINUE

Step 7: Scroll to the bottom of the “Consultation Form” and select the **Continue** button

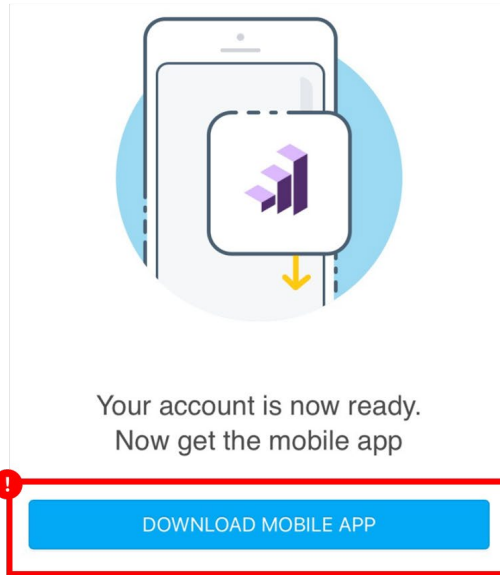
This information is not required and completely **optional** to activate and download the Novant Health Elevate App.

Once you create an account, the app will indicate that your information has been sent to your trainer. Please note that this is an automated message from the app. You will not have a dedicated trainer reviewing your information unless you choose to register for the Transform coaching program. Also, you will receive a confirmation and paid invoice email that will show no charge to you. **No action is required.**



Step 8: If completing on a mobile device, **Download** the app from Apple Store or Google Play Store.

If completing on a dekstop or laptop, you will automatically be directed to the web portal. You can download the Novant Health Elevate App from the [Apple Store](#) or [Google Play Store](#) and log in with your email and password.



Do I have to use my Novant Health email address to sign up for the Novant Health Elevate App?

You can use your Novant Health email address (preferred) or a personal email address.

Why does it say I have purchased the Novant Health Elevate App? Will I be charged anything? Why did I get an invoice email?

The Novant Health Elevate App is made available by Novant Health at no cost to team members and their adult dependents. The system auto-generates an “invoice” message to confirm the setup of your account, so you will not be charged any fees.

I received an email saying “Welcome to Novant Health Elevate App.” Should I continue the process using the link there?

You can complete the process by following the prompts that are part of the activation process or by using the link in the welcome email.

Why am I being asked to share my gender, weight, birthdate, height and weight as part of activating the Novant Health Elevate App?

This information is **required** to setup your profile as it allows the Novant Health Elevate App to populate your personalized dashboard. Once you have downloaded the Novant Health Elevate App, you will be able to add even more information to track your progress over time.