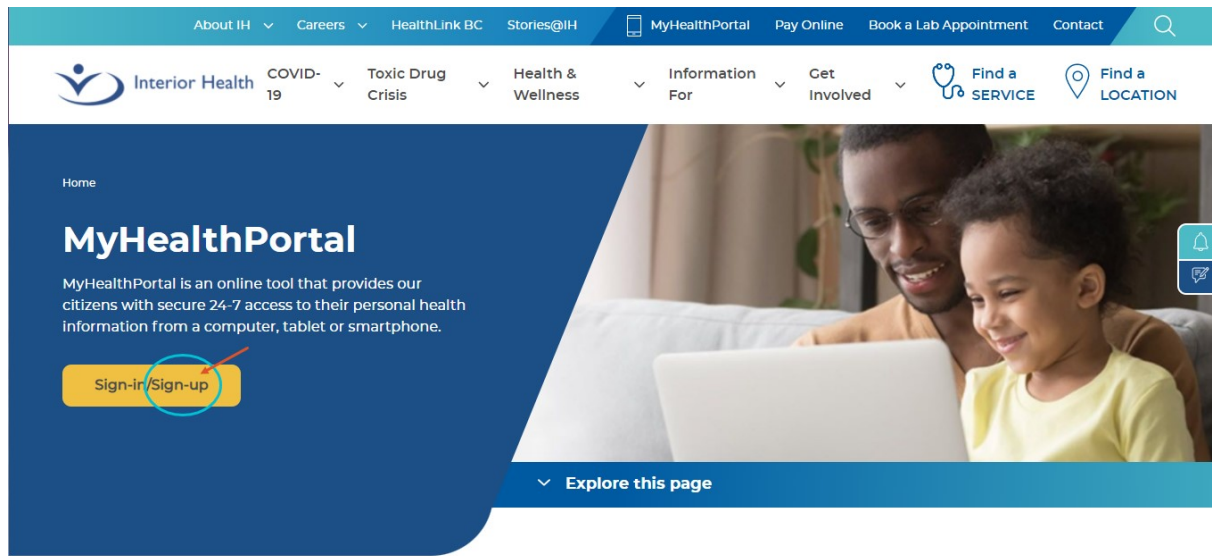


MyHealthPortal Self Enrolment Guide

Rev: June 30, 2022

In order to self enrol your email must have been already added to your patient record. If it has not been added please contact Digital Health Support at 1-844-870-4756 for assistance.

STEP 1: Go to www.interiorhealth.ca/myhealthportal and select **Sign-in/Sign-up**.



Sign In

Welcome to Interior Health's MyHealthPortal.

Known Issue: Some reports will not display if using the MHealth App on Samsung devices. Please use Google Chrome, Microsoft Edge or Safari, to access MyHealthPortal instead of using the MHealth App

For best performance, we recommend using the latest browser versions of Google Chrome, Microsoft Edge and Safari. All older versions and other browsers not listed here are not recommended and will not be supported.

Please be advised that our Terms and Conditions have been updated and you will be prompted to read and accept at your next log in.

Logon ID (required)

Password (required)

Sign in

[Forgot Logon ID?](#)

[Forgot Password?](#)

Don't have an account?

Sign up

STEP 2: Select **Sign-up** at the bottom of the *Sign In* window to launch the *Create an account* Window.

STEP 3: Complete *Create an account* and select **Submit**.

- Legal names as they appear on your BC Services Card or Health Care Card. Last name and first name only—no middle names, prefixes, nicknames or short forms.
- Date of Birth.
- Only the last 4 digits of your Health Care Number.
- Email address that you had added to your patient record.



Create an account

Last Name (required)

First Name (required)

Date of Birth (required)

Year Month Day

You must be 12 years or older

Health Care Number (required)
Last 4 digits

Confirm Health Care Number (required)
Last 4 digits

Email Address (required)
Example: email@example.com

Confirm Email Address (required)

Submit

Have an account? [Return to sign in page](#)

STEP 4: Once you have successfully submitted the Create an Account window you will receive a *Successful Message* and *another email will be sent to you*. Do not select *Log on* in the *Enrollment Successful Window* return to your email inbox and await the email that will be titled '*Enrollment Email*'.



STEP 5: Once the *Enrollment Email* has been received, open it up and select the link at the very bottom where it says '**Click here to sign in.**'

Dear Your Name,

Enrollmentemail

Thank you for enrolling in the Interior Health MyHealthPatient Portal.

Your request has been processed, you must now complete the rest of the self enrollment by creating a user id, password and set security questions.

This email contains a link at the bottom of this email to a page where you will complete your enrollment.

To protect your privacy, do not forward this email to an external email address.

After your enrollment is complete, remember to delete any emails that contain your Date of Birth and Health Care number from your sent and deleted items folder for your email program (i.e. Outlook). Should you wish to change your email address for the portal, you can do so by clicking the Preferences link at the bottom of the Home Page in your MyHealthPortal account.

If you have any questions or if you have received this email in error, please contact us.

Thank you,
MyHealthPortal Support

MyHealthPortal@interiorhealth.ca

Toll Free: 1-844-870-4756

[Click here to sign in.](#)

STEP 6: After selecting 'Click here to sign in.' you will be directed to create your **Logon ID, Password,** and **select and answer two security questions.**



Please select a new Logon ID and Password. Also define the Security Questions to activate your user.

Change Logon ID and Password

Logon ID must:

- Contain no fewer than 5 character(s)
- Contain no more than 50 character(s)

Password must:

- Contain no fewer than 10 character(s)
- Contain no more than 30 character(s)
- Contain no fewer than 1 numeric character(s)
- Contain no fewer than 1 lowercase character(s)

Please note the Logon ID and Password Requirements

New Logon ID:

New Password:

Confirm New Password:

Security Question:

Security Question Answer:

Security Question:

Security Question Answer:

To choose another security question select the drop down arrow and a new window will open providing a list of questions to choose from.

Select Continue when completed, if an error has occurred you will be prompted to correct the mistake(s) and re-enter your information in the required fields.

Continue

Create a New Logon ID

Create a New Password

Re-enter your New Password

Select a Security Question, or use default question provided

Enter the Appropriate Answer

Select a Security Question, or use default question provided

Enter the Appropriate Answer

STEP 7: When Logon ID, Password, and Security Question answers have been submitted successfully you will be brought to the *User Agreement*, **scroll down** to the bottom of the page and select **Accept**.

NOTE: If you wish to read the *User Agreement / Terms of Use* a nother time you can do so by selecting the **Terms & Conditions**



MyHealthPortal

User Agreement

Last revised: January 16, 2017

For advice about your test results or your medical condition, please contact your physician

If you have an emergency, or need to speak to someone urgently, please contact your physician or go to the nearest hospital

Please read the following Terms of Use ("Terms") carefully. These Terms constitute a legal agreement between you (the "User") and the Interior Health Authority ("IH"), which provides the MyHealthPortal (the "Portal") service to you, accessible through the Portal website, www.interiorhealth.ca/myhealthportal (the "Site"). Access to the Site and functionality made available through the Portal are collectively referred to herein as the "Services". These are the Terms under which Users may access and use the Services.

Release

Users agree that they bear all risk and agree to release Interior Health (and their officers, directors, shareholders, agents, employees, affiliates, subsidiaries, and third party partners) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, now and in the future, arising out of or in any way connected with their use of the Services except to the extent any injury is directly due to the negligence of Interior Health or its personnel. Users further waive any and all rights and benefits otherwise conferred by any statutory or non-statutory law of any jurisdiction that would purport to limit the scope of a release or waiver.

Indemnity

Users agree to indemnify, defend, and hold harmless Interior Health, officers, directors, employees, agents, licensors, and their respective successors and assigns, from and against any and all claims, demands, liabilities, costs, or expenses whatsoever, including, without limitation, legal fees and disbursements, resulting directly or indirectly from the User's breach of these Terms.

By clicking the acceptance button, I acknowledge that I have read, understand and agree to these Terms of Use

Decline Accept

Scroll Down using scroll bar

You are now in your MyHealthPortal account and your login ID, password and security question answers have been saved. When finished reviewing your information log out of your MyHealthPortal account by selecting **Log Off**.



Access your Visit History, Lab Results, Imaging Reports and more.

View upcoming appointments at Interior Health Facilities.

View and make edits to your contact information.

Announcements
Effective May 12, 2021, Internet Explorer is no longer supported by MyHealthPortal. We highly recommend using the latest version of Google Chrome, Microsoft Edge or Safari.

Helpful Resources

- BC Ministry of Health
- COVID Screening Assessment
- Book a COVID-19 Test
- How to Share my Portal Account
- Access for Minors 0-11
- Access for Mature Minors 12-18
- Access for Incapable Adults
- Access for Minors Policy
- How to Download the App
- Frequently Asked Questions
- Interior Health Locations
- Find a Physician
- Other BC Health Portals
- HealthLink BC 8-1-1

[Contact Technical Support](#) | [Preferences](#) | [Terms & Conditions](#)
Licensed from Medical Information Technology, Inc.

Sign In

Welcome to Interior Health's MyHealthPortal.

Known Issue: Some reports will not display if using the MHealth App on Samsung devices. Please use Google Chrome, Microsoft Edge or Safari, to access MyHealthPortal instead of using the MHealth App

For best performance, we recommend using the latest browser versions of Google Chrome, Microsoft Edge and Safari. All older versions and other browsers not listed here are not recommended and will not be supported.

Please be advised that our Terms and Conditions have been updated and you will be prompted to read and accept at your next log in.

Logon ID (required)

Password (required)

[Forgot Logon ID?](#)

[Forgot Password?](#)

Don't have an account?

To log back into your MyHealthPortal account select the link below to access the *Sign In* window.

[Patient Portal Sign In](#)