Prepare for your Virtual Visit Appointment

Log on to MyHealthPortal

Visit MyHealthPortal and log on using your MyHealthPortal Logon ID and password. If you forgot your logon information or require assistance, please contact **Digital Health Support**.

Review appointment under Upcoming Appointments
- Click the **APPOINTMENT** details tab.
- Scroll to the bottom until you find the date and time for your scheduled virtual visit appointment.
- Click on your appointment.
- Click **TEST CONNECTION** to test your device, audio and video (if required).
- Click the **VIDEO ICON** to start your appointment.
- To reschedule/cancel your virtual visit appointment, please contact your provider/practitioner that originally scheduled the appointment.

Technical Requirements

- Computer with microphone and camera, tablet, or smartphone
- Internet connection
- Active MyHealthPortal account (contact Digital Health Support to enrol)

Join Your Virtual Visit Appointment

5-10 minutes before your appointment:
- Log on to your MyHealthPortal account
- Under **APPOINTMENTS**, click on your Virtual Visit appointment
- Click **CHECK IN** and **START VISIT**
- You will be placed in a virtual waiting room until your provider starts the session

Understanding Audio and Video Settings

- The **MICROPHONE** allows you to mute
- The **VIDEO** allows you to switch your camera (if more than one detected)
- The red **PHONE** allows you to hang-up

Digital Health Support

1-844-870-4756

Monday to Friday
7 a.m. to 7 p.m. (PT)

Saturday & Sunday
8 a.m to 4 p.m. (PT)

Email: myhealthportal@interiorhealth.ca
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