



How to Reset Your Password / Logon ID

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STEP 1: Select the **link** below to go to the Patient Portal *Sign In* window:
[Patient Portal Sign In: \(interiorhealth.ca\)](http://interiorhealth.ca)

STEP 2:



STEP 3:

One Time Password
 DoNotReply@interiorhealth.ca
 Sent: Tue 3/7/2017 11:05 AM

Dear user,

Please click the link below to complete your password reset. This temporary password will expire in 24 hours.

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

Email: MyHealthPortal@interiorhealth.ca
 Phone: Toll free: 1-844-870-4756, Kelowna: 250-870-4756

Please do not reply to this email.
 Thank you,
 MyHealthPortal Support

After completing Step 2 you will receive a One Time Password email that looks like this.

Select this link to go to our website where you will begin to create your new credentials.

<https://myhealthportal.interiorhealth.ca/ext/signon.mthz?signonurl=%2FPhm-PhmHome.HomePage.WR.mthr%3Fhds%3DIHA.UVEF%26application%3Dohm%26link%3D1&userid=testone&password=RT98eab79&application=Phm>



MyHealthPORTAL

Interior Health

You will now create your new credentials:

Log Off

Please select a new Logon ID and Password. Also answer the Security Questions.

Change Logon ID and Password

Logon ID must:

- Contain no fewer than 4 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)

New Logon ID

New Password

Confirm New Password

Security Question In what city (full name of city) was your Mother born ?

Security Question Answer

Security Question In what city (full name of city) were you born ?

Security Question Answer

Submit

Click Submit when all the fields have been completed.

NOTE: You are required to enter your Security Question Answers exactly as you did when you initially set up your account. Please contact Digital Health Support at 1-844-877-4756 if you cannot remember your Security Question Answers.

Once you have successfully completed creating your new credentials you will be prompted to log off and sign back in using your new credentials.

Log Off

Your new credentials have been saved. Please log off and sign back on using your new credentials.

Logged Out

You have signed out of the system.

Click [here](#) to sign on again.

You are now logged out. Please click 'here' to go to the login page.



MyHealthPORTAL

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You are now at login page. Please login using the new Logon ID and Password that you created above.

The screenshot shows the login page with the following elements:

- Header:** MyHealthPORTAL Interior Health logo.
- Section:** Sign In
- Welcome Message:** 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.
- Performance Note:** 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.
- Terms and Conditions:** 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.
- Form Fields:** Logon ID (required) and Password (required) input boxes.
- Buttons:** Sign in and Sign up.
- Links:** Forgot Logon ID? and Forgot Password?

Callout boxes provide instructions:

- Enter Logon ID you created. (points to the Logon ID field)
- Enter Password you created. (points to the Password field)
- Click here to sign in once you have entered your newly created credentials (points to the Sign in button)

You should now be able to access your account.

Please contact Digital Health Support, toll free at 844-870-4756 if you have any further questions.

The dashboard features the MyHealthPORTAL logo and a 'Log Off' link in the top right corner. Below the logo is a 'Test One' section with three icons: Health Record (a folder with a red cross), Appointments (a calendar with a clock), and Profile (a person icon). A 'Links:' section contains a list of links: How to Share my Portal Account, Interior Health Home, BC Ministry of Health, HealthLinkBC (811), and Find a Physician. At the bottom, there are links for Contact Us, Preferences, and Terms & Conditions, along with the text 'Licensed from Medical Information Technology, Inc.'