



## How to Recover your Username

**Step 1:** Navigate to the MyHealthPortal Sign in page [Here](#)

**Step 2:** Click 'Forgot Username' from the bottom of the screen.

**Sign In** Create Account

Welcome to Interior Health's MyHealthPortal.

For best performance, we recommend using the latest browser versions of Google Chrome, Microsoft Edge and Safari. Information should only be accessed through secure systems at secure locations.

Username (required)

Password (required)

Show Password

protected by reCAPTCHA  
Privacy - Terms

Sign in

[Forgot Username?](#)

[Forgot Password?](#)

**Step 4:** Navigate to your email inbox, and open the *Request for Username* email, this will display the current Username associated with your MyHealthPortal account.

**Step 5:** Continue to sign in using your recovered Username, and the password for your account.

**Step 3:** enter the email address associated with your account and click 'Send Username'

### Send Username

To have your Username emailed to you, enter the email address associated to your MyHealthPortal account. For assistance, please call Digital Health Support at 1-844-870-4756.

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

This will send the current username to the above email address.

protected by reCAPTCHA  
Privacy - Terms

Send username

[Return to Sign in page](#)

Request for Username

MyHealthPortal <MyHealthPortal@interiorhealth.ca>  
To: Gee, Janice [IH]

Dear Mitchell,

Your Username is:

**Testaroo**

If you would like to change your Username or received this email in error, please contact us at the phone number or email listed below.

Please use the link at the bottom of this email to continue to sign in to your MyHealthPortal.

Regards,

**Digital Health Support**  
Toll free: 1-844-870-4756  
Monday to Friday 7am-7pm PT  
Saturday to Sunday 8am-4pm PT  
[MyHealthPortal@interiorhealth.ca](#)  
[www.interiorhealth.ca/MyHealthPortal](#)

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dákkh Déné, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, syilx, and T'Níhqač'in Nations where we live, learn, collaborate and work together.

The contents of this e-mail, including its attachments, are intended for the exclusive use of the recipient. If you are not the intended recipient and received this in error, please notify the sender by reply e-mail immediately.

[Click here to sign in.](#)

Reply Reply All Forward

Fri 9/19/2025 8:43 AM

**Troubleshooting:** If you get an 'Unable to send Username' prompt when clicking **Send Username** please contact the Digital Health Support Desk at 1-844-870-4756 for assistance.



## How to Reset your Password

**Step 1:** Navigate to the MyHealthPortal Homepage [here](#).

**Step 2:** Click Forgot Password from the bottom of the screen.

**Step 3:** Enter the Username AND Email Address associated with your account and click Reset Password.

Sign In Create Account

Welcome to Interior Health's MyHealthPortal.

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Username (required)

Password (required)

Show Password

protected by reCAPTCHA

Sign in

[Forgot Username?](#)

[Forgot Password?](#)

### Reset Password

An email address must be connected to your account in order to reset your password/logon ID. Please contact Digital Health Support Desk at 1-844-870-4756 if you require assistance.

Username (required)

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

protected by reCAPTCHA

Reset Password

[Return to Sign in page](#)

**Step 4:** Navigate to your email inbox and open the *One Time Password* email. Click the temporary Password link at the bottom of the email where it says “click here to sign in”

Review our Portal FAQs at [https://www.interiorhealth.ca/sites/default/files/EPDS/myhealthportal\\_faqs.pdf](https://www.interiorhealth.ca/sites/default/files/EPDS/myhealthportal_faqs.pdf) for more information.

Regards,

**Digital Health Support**  
Toll free: 1-844-870-4756  
Monday to Friday 7am-7pm PT  
Saturday to Sunday 8am-4pm PT  
[MyHealthPortal@interiorhealth.ca](mailto:MyHealthPortal@interiorhealth.ca)  
[www.interiorhealth.ca/MyHealthPortal](http://www.interiorhealth.ca/MyHealthPortal)

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The contents of this e-mail is intended for the exclusive use of the recipient. If you are not the intended recipient and received this in error, please immediately and delete this e-mail.

**Temporary password link:**

[Click here to sign in.](#)



## How to Reset your Password Cont'd

**Step 5:** After clicking the link, you will be redirected back to the sign in page where **your Username and a temporary password will be auto filled. DO NOT DELETE these fields**, simply click the Sign In button below. You will choose your new password in the next step.

**Step 6:** In the Change Password window, type a New Password, type the same password again in the Confirm New Password field. You are also required to answer the Security Questions that were previously set up.

**Step 7:** Click continue to proceed into your MyHealthPortal account.

Sign In Create Account

Welcome to Interior Health's MyHealthPortal.

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**Your username/password have been entered. Sign in now to establish your permanent credentials.**

Username (required)  
testing123

Password (required)  
\*\*\*\*\*

Show Password

protected by reCAPTCHA

Sign in

[Forgot Username?](#)

[Forgot Password?](#)

Please select a new Password. Also answer the Security Questions.

### Change Password

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 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

 Continue



## How to Reset your Password Cont'd

**Step 8 (optional):** It is recommended, after a reset has been completed, that you Log Off and sign back into your account from the *Sign In* page. This should prompt your device to update any saved credentials for this website.

**Troubleshooting:** If you are unable to correctly answer your security questions, please have your personal health care number ready and contact the Digital Health Support Desk for assistance at 1-844-870-4756.



## How to Sign in to your MyHealthPortal Account

**Step 1:** Navigate to the Patient Portal *Sign In* Page: [Patient Portal Sign In:](#)

**Step 2:** Enter your Username and Password associated with your MyHealthPortal account.

**Step 3:** Click Sign in.

Note: You may be required to complete the reCAPTCHA before continuing, simply follow the prompts on the pop-up.

**Sign In** Create Account

Welcome to Interior Health's MyHealthPortal.

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Username (required)

Password (required)

Show Password

protected by reCAPTCHA  
Privacy - Terms

**Sign in**

[Forgot Username?](#)

[Forgot Password?](#)

MyHealthPortal Log Off

Test One

Health Record Appointments Profile

Links:

- How to Share my Portal Account
- Interior Health Home
- BC Ministry of Health
- HealthLinkBC (811)
- Find a Physician

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