

# MyHealth – Setting Up and Logging in to your MyHealth Account



## Quick Reference Guide

Applies to:	Island Health patients using the MyHealth patient portal.
Purpose:	To learn how to set up an account and log in to and sign out of the MyHealth patient portal.

You can enroll in the MyHealth patient portal:

- At your next Island Health Laboratory or Medical Imaging appointment.
- Any time, by visiting the main admitting department at any Island Health acute care facility.

MyHealth operates on any computer, tablet or smartphone using the latest versions of Internet Explorer, Chrome or Safari web browsers.

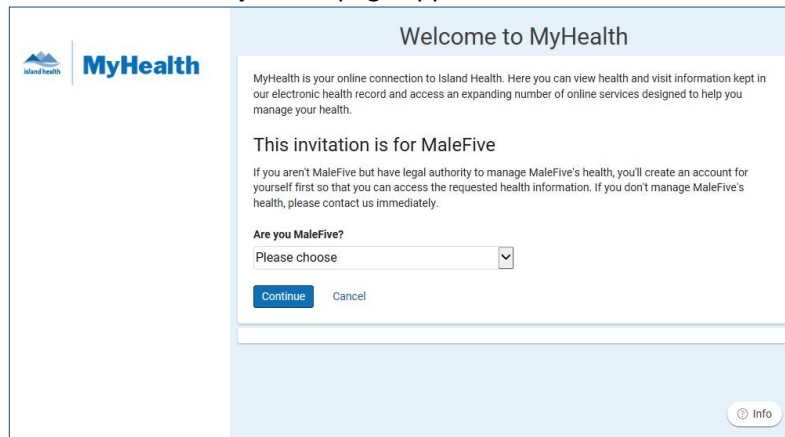
- A smartphone app is not currently available, but you can access MyHealth via a web browser on your mobile device.

## Setting up your MyHealth account

As part of the enrolment process, you will receive an email with instructions on how to set-up your account.

### To set-up your account:

1. Access your personal email account and find your MyHealth email invitation.
  - If you don't see the MyHealth email invitation in your inbox, check your junk or spam folders.
  - If you did not receive the email invitation, call the MyHealth Help Desk (1-800-249-1024).
2. Open the MyHealth email invitation and click the **Accept Invitation to MyHealth** link to set up your account.
  - The **Welcome to MyHealth** page appears.



3. Click the **Are you <Your Name>** dropdown arrow, select **I am <your name>**, and then click **Continue**.
4. Complete the fields in the **Verify Your Identity With Us** dialogue box:
  - Enter your **Birth Date**.
  - Enter your **Challenge Answer** to the **Challenge Question**.
  - Click, read and accept the **Terms of Use** and **Privacy Policy**.

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**Verify Your Identity With Us**

By verifying patient information with Island Health, you are helping us keep medical record information secure.

**Complete Your Information**

Date of birth

Month: Select [dropdown] Day: [input] Year: [input]

Enter the year as 4 digits.

What is the right of your left hand? [input]

The answer to this security verification question may have been provided when you were invited to join.

I agree to the [Island Health Terms of Use](#) and [Privacy Policy](#).

**Next, Create Your Account** Cancel

5. Click **Next, Create Your Account**.
  - Your MyHealth account is automatically created.
  - The MyHealth **Welcome** window appears.
6. Click **Sign Up**.

**Note:** The **Sign Up** tab is the default on this window for the initial account setup. The next time you access MyHealth, only the **Log In** tab will appear.

**Welcome**

Log In Sign Up

[input field]

your password

First Name

Last Name

I agree to the [Terms Of Use](#) and confirm that I am over 18 years of age.

**SIGN UP >**

7. Enter your personal email address, create and enter a password, and enter your first and last name.
  - The email address you enter will become your MyHealth username.
  - Passwords must be at least 8 characters long and include:
    - Lower case letters.
    - Upper case letters.
    - Numbers.

**Note:** Because there is no way to validate or confirm your password (such as by entering it a second time or seeing what you typed), please take extra care when creating it. Island Health recommends that you do not write down your password.

8. Click and read the **Terms of Use**, select the agreement checkbox, and then click **SIGN UP**.
  - Your MyHealth account is created and is active.
  - Your MyHealth **Dashboard** appears.

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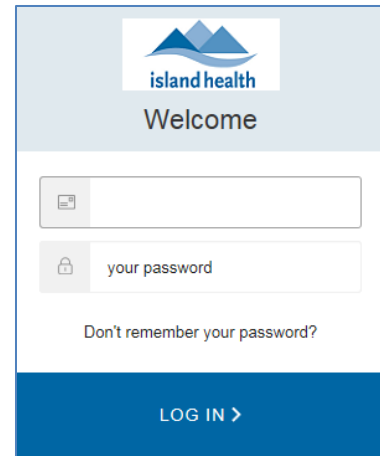
## Logging in to MyHealth

Once you have created your MyHealth account, you can log in.

### To log in to MyHealth:

1. Go to <https://myhealth.islandhealth.ca>.
2. Enter your email address (username) and password to access your MyHealth account.
3. Click the **Log In >** button to open your MyHealth account.
  - If you forgot your password, click **Don't remember your password?** to reset your password.

**Note:** Island Health recommends logging into MyHealth from a secure device and location to protect your personal information.



## Signing Out of MyHealth

When you are ready to close MyHealth, you can sign out.

### To sign out of MyHealth:

1. Click the ellipsis (...) next to your account name at the bottom left of the Dashboard and, on the list that appears, click **Sign Out**.

