



**NL Health
Services**

MyHealthNL Powered by MyChart

Frequently Asked Questions

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Table of Contents

Introduction (About MyHealthNL)	4
What is MyHealthNL?	4
What is happening to the previous version of MyHealthNL?	4
Is there a fee to use MyHealthNL?	4
What do I need to use MyHealthNL?	4
What languages is MyHealthNL offered in?	4
How is MyHealthNL secure?	5
What is eCheck-in?	5
How do I complete eCheck-in?	6
Enrollment Questions	6
Who can sign up for MyHealthNL?	6
How do I sign up?	6
Can you send me a new activation code if I have lost it, let it expire, or did not receive it?	6
My MyChart activation code does not work. What should I do?	7
Your Medical Record	7
When can I see my results in MyHealthNL?	7
Where can I update my personal information?	7
How do I change my legal name in MyHealthNL?	7
What should I do if some of my information in MyHealthNL is incorrect?	7
MyHealthNL for My Family	7
Can I view a family member's medical record in MyHealthNL?	7
Can my spouse and I share one MyHealthNL account?	8
Technical Questions	9
How do I access MyHealthNL?	9
I forgot my username or password. What should I do?	9
I didn't receive my two-step verification code. What should I do?	9
I was logged out of MyHealthNL. What happened?	10
What do I do if I get locked out of my account?	10

How do I delete my account? 10

Who do I contact if I have further questions? 10

Introduction (About MyHealthNL)

What is MyHealthNL?

MyHealthNL is a secure website and app that allows NL residents and patients of NL Health Services to view their personal health record, schedule appointments, view health-related resources, and more. MyHealthNL is accessible online at MyHealthNL.ca, through MyGovNL.ca, or by downloading the MyChart app from the Apple and Google Play stores.

With MyHealthNL, you can:

- View and manage many NL Health Services appointments.
- Check in to your appointment electronically
- View your health information, including medications, allergies, test results, and more.
- Access resources for trusted health information.

For more information about MyHealthNL, check out [OneSpotNL.ca](https://www.onespotnl.ca)!

What is happening to the previous version of MyHealthNL?

As of April 2026, MyHealthNL is powered by MyChart. The MyHealthNL app and previous platform will no longer exist. You can access all the same features and more in the new MyHealthNL, which you can access at MyHealthNL.ca, through MyGovNL.ca, or by downloading the MyChart app on your mobile device.

Is there a fee to use MyHealthNL?

No, MyHealthNL is a free service for all patients.

What do I need to use MyHealthNL?

You need access to a computer or mobile device connected to the Internet and an up-to-date browser (such as Edge, Chrome, Firefox, or Safari). You can also use the MyChart mobile app on your Apple or Android mobile device.

What languages is MyHealthNL offered in?

MyHealthNL is available in the following languages:

- English
- French

To change the language, click the globe icon at the top right corner of the MyHealthNL page. Medical notes and test names are not translated.

How is MyHealthNL secure?

We take great care to ensure your health information is kept private and secure. *MyHealthNL uses secure systems and the highest privacy standards to protect personal health information. Information is stored on secure networks used by health-care providers to deliver care.*

Access to your information is controlled through secure activation codes, personal usernames, strong password requirements, and two-factor authentication. Each person controls their password, and the account must be accessed using that password.

Two-Factor Authentication

Two-factor authentication is an additional measure to ensure the security of your MyHealthNL account and personal health information. Two-factor authentication requires you to enter a code that is sent to your email or mobile phone to log in to MyHealthNL along with your username and password.

Notifications

You might receive email or text notifications that contain links to MyHealthNL, they do not include any confidential information. You can customize how you receive your notifications in Communication Settings in MyHealthNL. These notifications allow you to login to MyHealthNL securely using a link that expires after a short time. Keeping your MyHealthNL account secure means keeping your phone number and email account secure. If you think that your phone number or email account may be compromised, you can change the phone number or email account on file on the "Personal Information" page in MyHealthNL.

Controlling Access

You can control who, if anyone, can access your health information outside of your NL Health Services care team by using the **Sharing Hub** in MyHealthNL. For more information, visit our [Privacy Statement](#).

For further assistance, email us at myhealthnlsupport@nlhealthservices.ca or call our MyHealthNL Help Desk at [1\(833\) 961-3750](tel:18339613750). Hours of Operation: Monday-Friday, 8:30am to 4:30pm NT.

What is eCheck-in?

eCheck-in allows you to complete some pre-visit tasks, such as updating contact information or insurance/MCP coverage. Anyone can use eCheck-in, even if they do not have a MyHealthNL

account. eCheck-in is available 7 days before your scheduled visit at an NL Health Services facility.

In MyHealthNL, the eCheck-In process allows you to complete standard appointment check-in tasks online before arriving at the clinic. You can review and confirm appointment details, verify or update personal information, complete any required questionnaires or consent forms

How do I complete eCheck-in?

To complete eCheck-In in MyHealthNL, log in to your account and open the **Visits** or **Appointments** section. Select your upcoming appointment and choose the **Get Ready** option when it becomes available. The system will guide you through several screens where you review and confirm your personal details, insurance information, and any required consent forms. After reviewing all sections, you can submit the eCheck-in. Once submitted, the clinic receives the updated information, so that check-in when you arrive is quicker.

Enrollment Questions

Who can sign up for MyHealthNL?

All patients 16 years of age and older can create their own MyHealthNL account. Youth ages 12-15 can request a MyHealthNL account with parent/guardian consent.

How do I sign up?

There are several different ways to sign up for MyHealthNL:

- You can sign up for MyHealthNL through your MyGovNL account.
- You may be sent an invitation to sign up by staff while at the registration desk or during your visit.
- You may receive an activation code on your After Visit Summary or billing statement. These codes expire after 14 days.
- If your contact information is unique in our system, you may automatically receive a secure activation code via SMS or email following your visit.

Can you send me a new activation code if I have lost it, let it expire, or did not receive it?

If you require a new activation code, please email us at myhealthnlsupport@nlhealthservices.ca or call our MyHealthNL Help Desk at [1\(833\) 961-3750](tel:18339613750). Hours of Operation: Monday-Friday, 8:30am to 4:30pm NT.

My MyChart activation code does not work. What should I do?

For your security, your activation code expires after 14 days and is no longer valid after the first time you use it. If you still have problems, email us at myhealthnlsupport@nlhealthservices.ca or call our MyHealthNL Help Desk at [1\(833\) 961-3750](tel:18339613750). Hours of Operation: Monday-Friday, 8:30am to 4:30pm NT.

Your Medical Record

When can I see my results in MyHealthNL?

With MyHealthNL, you can view most test results, medical imaging reports, clinic notes, and other information as soon as they are ready. Know that you may see results before your health-care provider has had a chance to review them. After your provider reviews your results, you might see additional comments and interpretation in MyHealthNL.

Where can I update my personal information?

On the **Personal Information** page in MyHealthNL, you can update your address, phone number, email address, preferred name, and other personal details at any time so that NL Health Services always has the most up-to-date information in your record.

How do I change my legal name in MyHealthNL?

To make a request to change your legal name, email myhealthnlsupport@nlhealthservices.ca or call our MyHealthNL Help Desk at [1\(833\) 961-3750](tel:18339613750). Hours of Operation: Monday-Friday, 8:30am to 4:30pm NT.

What should I do if some of my information in MyHealthNL is incorrect?

If you would like to request correction of your personal health information, please contact HealthRecords.Quality@nlhealthservices.ca.

MyHealthNL for My Family

Can I view a family member's medical record in MyHealthNL?

Yes, you can. MyHealthNL proxy access allows you to access the medical records of your family members and others you care for, with their permission. You must be at least 16 years old to have proxy access to another person's medical record.

You might also want to grant a family member or friend access to your medical records when you need assistance managing your appointments and other medical needs. To give someone access to your medical record, you can grant access via a proxy invite through the **Sharing Hub** page in MyHealthNL

If you have an active MyHealthNL account, you have the option to assign a “proxy” to your account. A proxy is someone else who is allowed to have access to your MyHealthNL account. There are a few common types of proxy access:

1. Adults (16 years and older) can identify anyone they wish to be a proxy. Examples include a spouse, family member or caregiver. You can identify proxies as you see fit and even assign them a specific level of access depending on your preferences. If you wish to identify a proxy for your MyHealthNL account, you can add them in the **Manage Friends and Family** page or the **Sharing Hub** in your MyHealthNL account. Proxy assignment is a voluntary decision made only by you, freely and without coercion. If at any time you wish to revoke or revise your proxy’s access, you can do so through your MyHealthNL account.
2. In the case of patients who lack capacity to make their own healthcare decisions, a legal representative (such as a Substitute Decision Maker (SDM)) of an incapacitated person may request proxy access. If this type of proxy access is what you require, you can submit the appropriate proxy request form within MyHealthNL and include the required documentation.
3. A legal guardian of a child (under 12 years of age) can be granted proxy access to their child’s account. Proxy accounts assigned to patients under 12 years of age will expire when the patient turns 12 years old. If this type of proxy access is what you require, you can submit the appropriate proxy request form within MyHealthNL and include the required documentation.
4. A legal guardian of a youth patient (12-15) can be granted proxy access to their youth’s account with the youth’s consent. Proxy accounts assigned to patients ages 12-15 will expire when the patient turns 16 years old. If this type of proxy access is what you require, please complete and submit the appropriate proxy request form within MyHealthNL and include the required documentation.

Can my spouse and I share one MyHealthNL account?

No, due to the sensitive nature of personal health information, each person must have their own MyHealthNL account. However, you may be a proxy for each other if you choose.

Technical Questions

How do I access MyHealthNL?

You can access MyHealthNL on any smartphone, tablet or computer with an internet connection at MyHealthNL.ca. MyHealthNL can also be accessed through the MyChart app, available for download on Apple and Android devices, or through your MyGovNL account.

NOTE: MyHealthNL is the name given to Newfoundland and Labrador's version of MyChart. When you download the app on your phone or tablet, it will be called 'MyChart'. Once you open the app and select your region/organization (NL Health Services), it will appear as 'MyHealthNL' within the app.

MyHealthNL does not work on any Internet Explorer web browser.

I forgot my username or password. What should I do?

If you're having trouble logging in, click the **Forgot login information?** link below the login fields for assistance. You will go through two-step verification to verify your identity so you can recover your username or password. You can also email myhealthnlsupport@nlhealthservices.ca or call our MyHealthNL Help Desk at [1\(833\) 961-3750](tel:18339613750). Hours of Operation: Monday-Friday, 8:30am to 4:30pm NT.

What should I do if my MyChart activation code or invitation link does not work?

For security reasons, your activation code expires after 14 days and is no longer valid after the first time you use it. If you have problems with your activation code, please email myhealthnlsupport@nlhealthservices.ca or call our MyHealthNL Help Desk at [1\(833\) 961-3750](tel:18339613750). Hours of Operation: Monday-Friday, 8:30am to 4:30pm NT.

I didn't receive my two-step verification code. What should I do?

Try checking the spam or junk folders in your email. If the email with your code is not there, try clicking **Resend Code**. If you still haven't received the email, it could be that your account has a different email address on file. If you have multiple email accounts, check one of the others to see if the verification code was sent there instead. If none of your accounts received the email, it could be that we don't have an email address on file. If this is the case, email myhealthnlsupport@nlhealthservices.ca or call our MyHealthNL Help Desk at [1\(833\) 961-3750](tel:18339613750). Hours of Operation: Monday-Friday, 8:30am to 4:30pm NT.

I was logged out of MyHealthNL. What happened?

We aim to protect your privacy and information. If you remain idle for 10-20 minutes or more after you log in to MyHealthNL, you will be automatically logged out. We recommend that you log out of MyHealthNL if you need to leave your computer for even a short period of time.

What do I do if I get locked out of my account?

To have your account re-activated, email myhealthnlsupport@nlhealthservices.ca or call our MyHealthNL Help Desk at 1(833) 961-3750. Hours of Operation: Monday-Friday, 8:30am to 4:30pm NT.

How do I delete my account?

You can request that we deactivate your account by emailing myhealthnlsupport@nlhealthservices.ca or by calling our MyHealthNL Help Desk at 1(833) 961-3750. Hours of Operation: Monday-Friday, 8:30am to 4:30pm NT.

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