VancouverCoastalHealth

How to access the new my.vch.ca intranet

What web browser should I use?

Use Google Chrome as your browser. IE8 does not work.

How do I set Google Chrome as my default browser?

If it does not impede your work, you may set Google Chrome as your default browser. Follow these steps:
- Open Google Chrome
- In the top right corner, click the three vertical dots
- Click "Settings"
- Scroll down until you see the "Default browser" section, click "Make default." If you don't see the button, Google Chrome is already your default browser.

I don't have access to Google Chrome

Contact the service desk for help as you made need the browser installed:

- Local: (604) 875-4334
- Toll-free: 1 (888) 875-4334
- Email: servicedesk@vch.ca

My computer is logged in with my personal username and password on the VCH network, why do I see a "Network Account Login" page and not the intranet?

If you are accessing the intranet for the first time, or the first time in a long time, you will see this Network Account Login page.

Click "Network Account Login" (image below) and you will automatically go to the new intranet.

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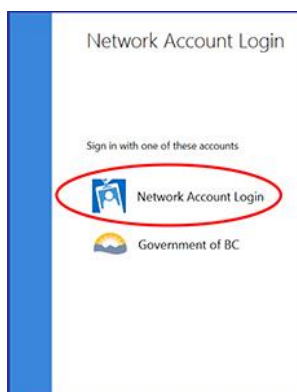
Oops. I accidentally clicked "Government of BC" and not "Network account login."

Please clear your cache, and then click "network account login." There are instructions on how to clear your cache for Google Chrome and for Internet Explorer.

I am on a VCH computer that is logged in with my team's generic, shared username. Why can't I access the intranet?

My.vch.ca is only available to people logged in with their personal username.

This is because the new intranet is not an anonymous place – all users can comment, reply, give high fives and share ideas on our discussion board. All staff need to be logged in with their personal username to identify who they are.

Can I access the new intranet when I am on a device that is *not on the VCH network*?

Yes. Unlike VCH Connect, you can access the new intranet from anywhere in Canada. Simply open Google Chrome (or whatever browser your phone, tablet or laptop uses, as long as it isn't IE8).

Go to my.vch.ca, click though on the "Network Account Login" page and enter your personal username and password.

Note: you must enter your username including your site or health authority prefix, like this: vrhb\yourusername or phsa\yourusername etc

I still can't access the new intranet

Contact service desk to explain the issue and help with a solution:

- Local: (604) 875-4334
- Toll-free: 1 (888) 875-4334
- Email: servicedesk@vch.ca

Please share this PDF with anyone who hasn't accessed the new intranet yet!