

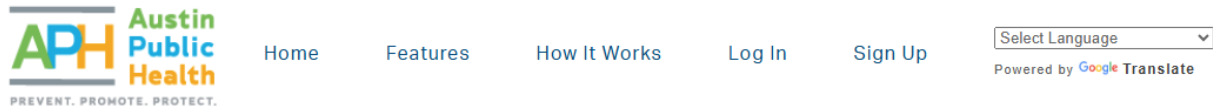
User Guide: My Health Department Citizens Portal

Starting February 3, 2025, APH Environmental Health Services Division clients will be able to create an account through My Health Department (MyHD) Citizens Portal. Submit applications, make payments, view records, and communicate with staff online all through your MyHD account.

To sign up, follow the instructions below. For more information, visit [My Health Department Resource Center | AustinTexas.gov](#).

Sign up and Log in

1. To get started, visit the **My Health Department** Citizens Portal:
<https://myhealthdepartment.com/APH/login>
2. Click **Sign Up** and follow the registration instructions to create an account.

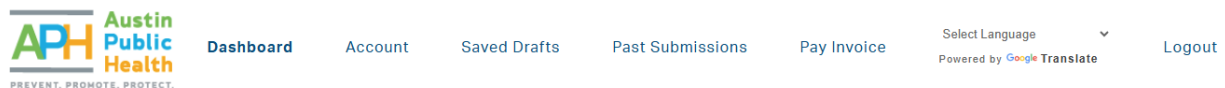


Austin Public Health
P.O. Box 142529 Austin, TX 78714 | [Visit Official Website](#)

3. **Log in** to your account using your email address and password.

How to Navigate My Health Department

Once you log in, you will be taken to your My Health Department Dashboard.



Austin Public Health
P.O. Box 142529 Austin, TX 78714 | [Visit Official Website](#)

1. Click **Dashboard** anytime to return to this homepage.
2. Click **Account** to view and edit your account settings.

3. **Saved Drafts** allows you to work on a draft, save it, and finish your work later.
4. Click **Past Submissions** to view any past submissions.
5. **Pay Invoice** allows you to make payments.
6. **Google Translate** will translate the site verbiage into the language of your choice.
7. **Logout** when you are finished.

From the **Dashboard**, you will also find options to submit **Applications, Requests,** and **Complaints,** and view **Inspection Results.**



How to Submit an Application

1. To submit an application, click on the **application** that you would like to select.
 - i) Some applications are **nested**, which means you may need to click multiple times to find the type of application that you need.
 - ii) Under **Retail and Wholesale Food Applications**, for example, you will find six different types of food applications

Central Preparation Facility Registration
Application

Charitable Feeding Organization General
Application

HACCP/Variance Request Application

Food Enterprise: Operational Permit
Application

Plan Review Application

Pre-Opening Inspection Application



Copyright © 2025 My Health Department. All rights reserved.

2. Click **Submit a New Request for Inspection**.
3. Follow the built-in instructions to **fill out** the application form (***required fields have red asterisk**).
4. **Sign** the document to acknowledge that the information is true and correct.
5. **Upload** any pertinent files.
6. **Save draft** (and edit later if needed).
7. Click **Submit**.
8. Return to your dashboard and click **Past Submissions** to view or edit the application, attach new files and add messages.

How to Make a Payment

1. To make a payment, click **Pay Invoice**.
2. Enter your **invoice number** and click search to find your bill.
3. Follow the instructions provided to make payment.

How to View Inspection Results

1. Click **Inspection Results** to view an inspection.
2. **Browse** your inspections or **search** using specific criteria, such as date range, inspection type, etc.
3. Click on the inspection of your choice. You will be re-directed to a different URL to view your inspection.



How to Submit a Complaint

1. To submit a complaint, click **Complaint**.
2. You will be re-directed to the 3-1-1 Request page: [Submit a 3-1-1 request | AustinTexas.gov](#).
3. Follow the instructions provided to submit your complaint request online.