



MyEHS Online Portal FAQs

During the launch and transition to the MyEHS public portal, we anticipate a significant increase in calls and emails. Please expect a response within 2-3 business days as we assist everyone with their inquiries. Your patience is appreciated.

1. What is MyEHS?

[MyEHS](#) is San Mateo County Environmental Health Services' online portal that launched in 2025. It provides access to your account, permits, inspections, and invoices. You can also submit applications and track their progress.

2. What services does MyEHS have?

You can [file a complaint](#), [track a complaint](#), [pay your invoice](#), [submit a public records request](#), and [view inspection reports](#) without an account.

You will need to log in or create an account to complete a permit application and manage your permits.

To create an account, select the **Log in** link at the top right of the portal and then select **Sign Up**.



[Log in](#)

[Home](#) [Pay via Invoice Number](#) [File a Complaint](#) [Request Public Records](#) [Complaint Status Tracking](#)



SAN MATEO COUNTY HEALTH
**ENVIRONMENTAL
HEALTH SERVICES**

Log in

[Forgot Password](#)

[Sign Up](#)



3. How do I access MyEHS?

You can access MyEHS by [clicking here](#) or visiting smcehs.my.site.com.

4. Can I access the portal on mobile devices?

Yes, but it is recommended to use a desktop device or laptop if applying for a permit because you may need to fill out and upload supporting documentation in PDF format. Not all mobile devices will be compatible with filling out PDFs.

5. Why did I receive a welcome email before creating an account? I don't remember creating an account.

In late 2023, Environmental Health Services sent [postcard mailers](#) and [email communications](#) to individuals and businesses who have an existing permit with us. If you received a mailer or email in late 2023 and filled out the requested contact form or provided an email address by calling or emailing EHS staff, your account was set up with the email address provided.

6. Do I need to create an account to use MyEHS?

No, there are certain features on MyEHS that do not require creating an account. You can [file a complaint](#), [track a complaint](#), [pay your invoice](#), [submit a public records request](#), and [view inspection reports](#) without an account.

You will need to log in or create an account to complete a permit application and manage your permits.

To create an account, select the **Log in** link at the top right of the portal and then select **Sign Up**.



[Log in](#)




👤 Username

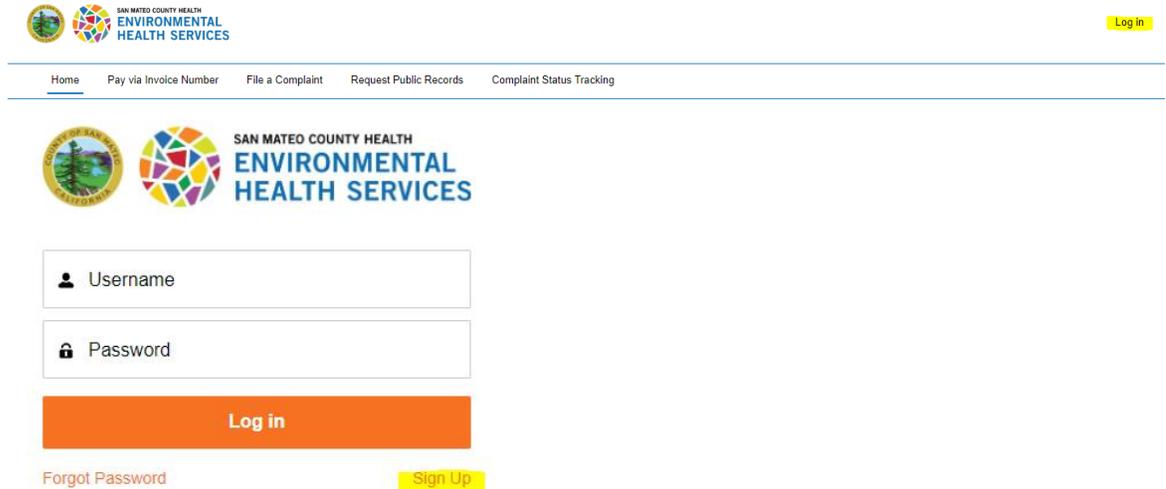
🔒 Password

Log in

[Forgot Password](#) [Sign Up](#)

7. I didn't receive an email with login credentials. How do I create an account?

Visit [MyEHS](#) and click **Log in** in the top right corner, then click **Sign Up**. After clicking sign up, you will be directed to a form to provide personal and facility information. Once the form is submitted, EHS staff will review your details before creating your account. This review process helps prevent duplicate accounts and to ensure your information is connected to the correct business.



The screenshot shows the MyEHS website interface. At the top right, there is a yellow **Log in** button. Below the navigation menu, the Environmental Health Services logo is displayed. The login form consists of two input fields: Username and Password, followed by a large orange **Log in** button. At the bottom of the form, there are links for [Forgot Password](#) and [Sign Up](#).

8. How do I log in?

To log in, visit [MyEHS](#) and select **Log in** in the top right corner. You will be prompted to enter your username and password.



9. What if I forgot my password?

If you forgot your password, visit [MyEHS](#), select **Log in** at the top right corner and select the **Forgot Password** link.

The screenshot shows the MyEHS login interface. At the top left is the San Mateo County Health Environmental Health Services logo. To the right is a 'Log in' button. Below the logo is a navigation menu with links: Home, Pay via Invoice Number, File a Complaint, Request Public Records, and Complaint Status Tracking. The main content area contains the same logo and a login form with two input fields: 'Username' and 'Password'. Below the form is an orange 'Log in' button. At the bottom of the form area are two links: 'Forgot Password' and 'Sign Up'.

10. How can I assign other users access to my account so they can manage it?

On the portal navigation menu, select the **My Account** tab, then select **Add/Remove Business User**. Click the **Add User** button and fill out the contact fields. Under the **Type of Access** field, you will need to select the level of access you want the user to have.

The types of access include primary, secondary, contractor, and consultant. Type of access definitions are below.

Primary: a primary user has access to all facilities and Business License Applications (BLAs) associated with their business account. A primary user can assign primary, secondary, contractor, or consultant access to other users.

Secondary: a secondary user is granted access to one or more BLAs by a primary user. A secondary user can give secondary, consultant, or contractor access to other users, but only for the BLAs that they have access to.

Consultant: a consultant cannot be a primary user. A consultant can submit applications on behalf of any account but can only access BLAs that they create or are given access to be a Primary or Secondary user.



Contractor: a contractor cannot be a primary user. A contractor can submit applications on behalf of any account but can only access BLAs that they create or are given access to by a primary or secondary user.

11. Do you offer translation assistance?

For the best user experience, please utilize your browser settings and set your language to your preferred language e.g. in Google Chrome, you can change your settings to display information when available in your preferred language.

If you need further translation assistance, contact Environmental Health Services at (650) 372-6200 and request to speak with staff who can help translate. Translation is only available in Chinese (Cantonese and Mandarin) and Spanish.

12. I need assistance filling out an application because I do not have a computer or compatible device. Do you offer technical assistance?

Please contact our office at (650) 372-6200 or envhealth@smcgov.org for assistance. There will still be the option of paper applications available. It is also recommended to visit a public library as a resource if you need to use a computer. Find the nearest library by you, by visiting smcl.org.

13. Where do I find the documents to upload when prompted when filling out an online application?

Some applications will have a section that will prompt you to upload additional documents to complete the application. Within the application, you will be directed to link that will lead to another webpage, smchealth.org/myehsdocs which is where the additional documents are posted and organized by program.

14. How do I pay my invoice?

Visit MyEHS and click the **Pay via Invoice Number** tab on the menu. You will need to have the 8-digit billing invoice number found on the invoice handy and enter the number when prompted.

15. How do I check the status of my invoice?

You can check the status of your invoice by selecting the **Pay Via Invoice Number** tab and entering your billing # when prompted. Your payment status will be displayed.



16. I submitted a permit application. What happens next?

Your permit application will be reviewed by staff. Staff will contact you if they need additional information to complete your application. Once your application is reviewed and approved, you will receive a copy of your permit.

Application reviews vary by program. You can track your application submission online by logging into [MyEHS](#).

Once your application is reviewed and approved, you will receive a notification that your application has been approved.

17. I have feedback about MyEHS. How can I provide feedback?

If you have feedback about your user experience, please email envhealth@smcgov.org.