

Reset Patient Portal Credentials

1. Open your browser and type in www.nextmd.com. You will be direct to the welcome page.
2. Click on the “? Need help with your username and password?” link listed in blue below the Password box.

The screenshot shows the NextMD login interface. On the left, under the 'Already a member?' tab, there are fields for 'Username' and 'Password'. Below these fields is a link: '? Need help with your username and password?'. A green callout bubble points to this link with the text: 'Click on this link to be directed to the reset password page.' Below the link is an orange 'LOG IN' button. On the right, under the 'I am new here' tab, there are two questions: 'Have you been provided an enrollment token?' and 'Do you have a temporary username and password?'. Below these is an orange 'I AM NEW HERE' button. At the bottom center, there is a link: 'I am not receiving email notifications'.

3. You will be directed to a new window “Forgot your Login Information?”. Click on the bubble next to “I do not remember any of my login credentials”.

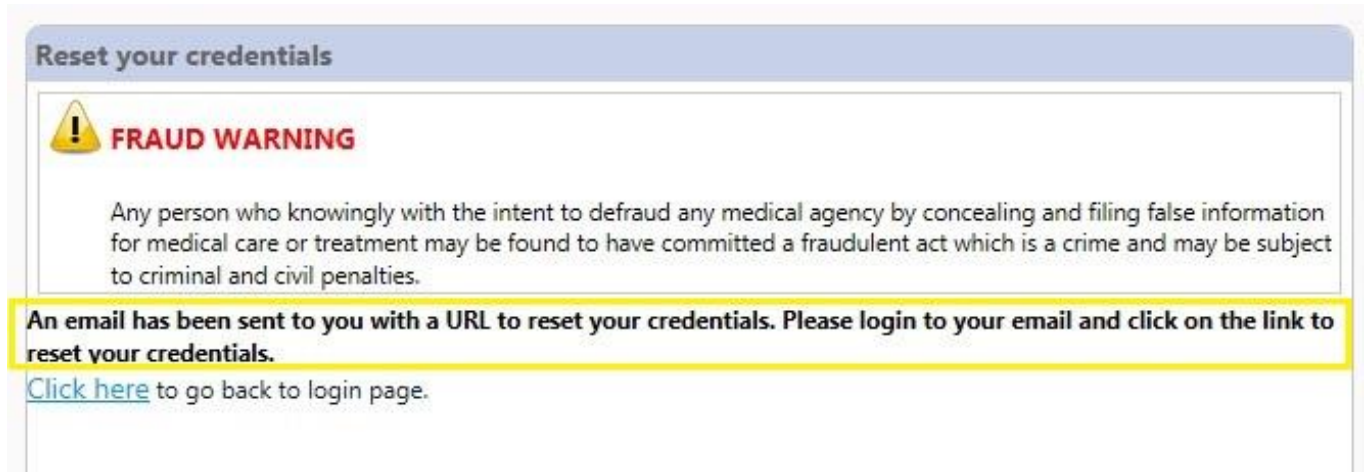
The screenshot shows the 'Forgot your Login information?' page. It has a header 'Forgot your Login information?' and a sub-header 'I'm having problems signing in.'. Below this are four radio button options: 'I forgot my Username', 'I forgot my Password', 'I have my password reset token', and 'I do not remember any of my login credentials'. The last option is selected and highlighted with a yellow box.

4. A drop down for your personal information will appear. Each line is required to uncover your account. Enter your name, e-mail address, date of birth and address zip code.
5. Click submit.

The screenshot shows the personal information form. At the top, it says 'I do not remember any of my login credentials' (selected) and 'Please enter your information below so that we can locate your account.'. There are five input fields: 'First Name: * Jane', 'Last Name: * Doe', 'Email address: * Janedoe@gmail.com', 'Date of Birth (mm/dd/yyyy): * 01/01/1977', and 'Zip * 97302'. A yellow starburst graphic on the right says 'All Fields Are Required'. At the bottom, there are two orange buttons: 'SUBMIT' and 'CANCEL'. A green arrow points to the 'SUBMIT' button with the text 'Click to submit request'.

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- You will receive a notice: **An email has been sent to you with a URL to reset your credentials. Please login to your email and click on the link to reset your credentials.**



Reset your credentials

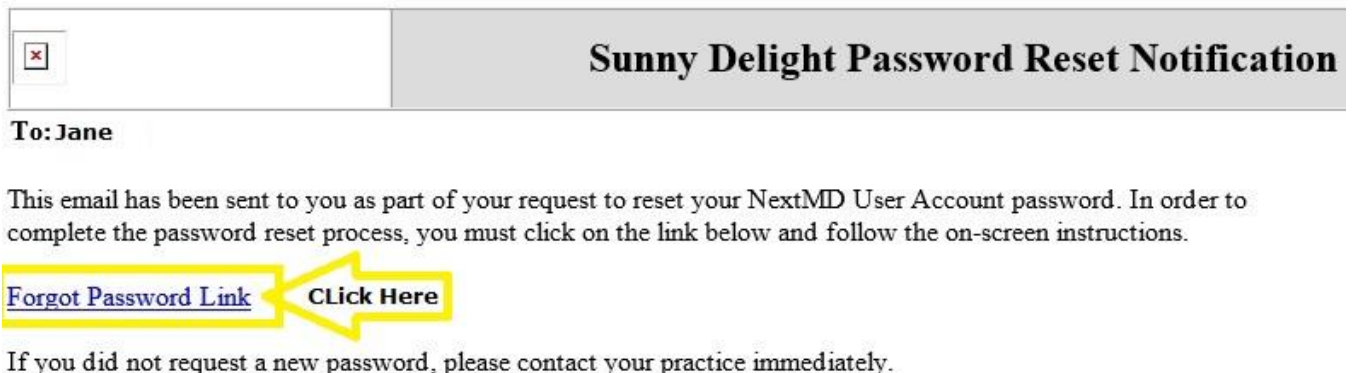
FRAUD WARNING

Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.

An email has been sent to you with a URL to reset your credentials. Please login to your email and click on the link to reset your credentials.

[Click here](#) to go back to login page.

- Log into your email account and open the email from donotreply@practicename.com.
- Click on the [Forgot Password Link](#) to be directed to the Patient Portal "Reset login credentials" page.



Sunny Delight Password Reset Notification

To: Jane

This email has been sent to you as part of your request to reset your NextMD User Account password. In order to complete the password reset process, you must click on the link below and follow the on-screen instructions.

[Forgot Password Link](#) **Click Here**


If you did not request a new password, please contact your practice immediately.

- You will be directed to the Reset login credentials page. Your user name will be listed below the fraud warning.
- Remember to write down and save your username somewhere safe, for future use.

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11. Complete all requested information to reset your password and security questions.

Reset login credentials

**FRAUD WARNING**

Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.

Username: JD1977

Reset your password

Enter a password you want to use when you login. Asterisk (*) denotes required field.

* Password:
Password must be between 8-50 characters with no spaces, must include at least one numeric digit, is case sensitive, and can be a combination of letters and [special characters](#).

* Retype password:

Reset your login security authorization

Choose a login security question and enter your answer. This question will be used as part of the login authorization process. You will be prompted to enter the answer for your selected question when you try to login to your account. Asterisk (*) denotes required field.

* Select a question:

* Enter your answer:

* Retype your answer:

Reset your password recovery credentials

Create a forgotten password question and enter the answer. This question will be used in the password reset process. You will be prompted to enter the answer for this question in case you need to reset your password in the future. Asterisk (*) denotes required field.

* Create a question:

* Enter your answer:

* Retype your answer:

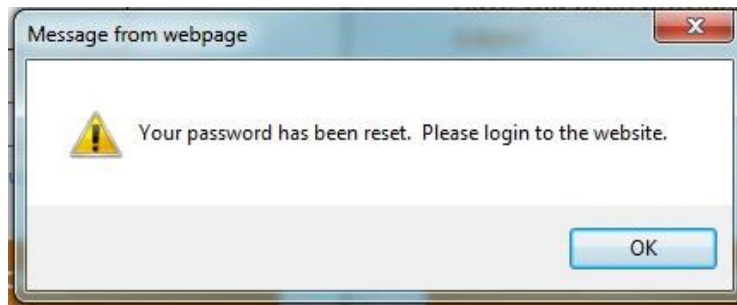
**Click
SUBMIT**

SUBMIT

CANCEL

Reset Patient Portal Credentials

12. Once your information has been successfully reset you will receive a notice: "Your password has been reset. Please log in to the website." Click OK



13. Once logged in, if you have **not** been prompted to add the practice you are trying to access, click on the Settings tab and select Manage Practices from the drop down.



14. Under the "Enroll in an additional practice" section, enter the token received from your practice, your date of birth and your email address, as seen below.
15. Click submit. You will now have access to the desired practice.

Enroll in an additional practice:

Please enter your security token, date of birth and your email address. Once security token, date of birth and email address have been validated, you will be able to create your Patient Portal account. Asterisk (*) denotes required field.

*Enter security token:

[What is security token?](#)

*Enter date of birth:

*Enter email address:

I do not have an email address

[Click here to access your practice](#)

ENJOY YOUR PORTAL!