

## NextMD Patient Portal FAQs

### I forgot my password. What do I do?

If you have simply forgotten your password, there are two ways you can reset it. You can either enter your username if you know it (then answer a previously set up security question), or your personal information if you don't.

**Already a member?**  
Welcome!  
Please note that the user name and password fields are case sensitive and the password must contain at least one number.  
[Username field]  
[Password field]  
[Need help with your user name and password?](#)  
**LOG IN**

**New Here?**  
Register below!  
New to Patient Portal?  
Have an enrollment token?  
• Exchange secure messaging with your doctors  
• Request medication renewals  
• Request appointments  
• Access your health record  
**ENROLL NOW**

**username**  
**password**  
**LOG IN**  
[I forgot my username/password.](#)  
**Register Now**  
Privacy Policy | Language: English (US) | Full Site

**Forgot your Login Information?**  
**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.  
Help us to locate your Patient Portal account - We'll use the information below to find your account in our records.  
 I have my user name:  
Please enter your user name:  
User name: [ ]  
 I'm having problems signing in:  
Please enter your information so that we can locate your account.  
First Name: [ ]  
Last Name: [ ]  
Email address: [ ]  
Date of Birth (mm/dd/yyyy): [ ]  
Zip: [ ]  
 I don't reset token:  
Please enter your password reset token provided by your practice, your date of birth and email address.  
Reset token: [ ]  
Email address: [ ]  
Date of Birth (mm/dd/yyyy): [ ]  
When done, click here **Next** **Cancel**

**Reset Login Credentials**  
I have my username >  
I'm having problems signing in >  
~~I have my reset token >~~  
**Cancel**

**Reset Login Credentials**  
Please enter your username.  
**Next**  
**Cancel**

**Reset Login Credentials**  
First Name [ ]  
Last Name [ ]  
Email address [ ]  
Date of Birth (mm/dd/yyyy) [ ]  
Zip Code [ ]  
**Next**  
**Cancel**

Once you enter the information correctly, an email will be sent to you with a link to reset your password. Please make sure the email address we have in our system is up-to-date.

### **I had a token from a prior visit, but it expired. How do I get in?**

If you are not already enrolled, one of our front office staff members can send you an email with your temporary login information within an hour.

### **I was told I was already enrolled. Now what?**

Contact our IT Specialist at 231-935-8997, or ask for Alex if you are in the office.

### **I tried to reset my password through the website, but it said my account information could not be retrieved.**

There are a few possible reasons for this:

- You may be typing the incorrect username when attempting to reset your password by username.
- Your email address in our system may not match what you have, whether it is due to a typo or if you changed your email address and have not informed us yet.
- Your zip code

If you are unsure of what your username is and you cannot use your personal information to reset your password, our IT specialist can look up your username for you, or can otherwise assist you with your login issue. Also, please make sure your information is up-to-date in our system. Our staff is dedicated to ensure this as well.

### **I received the “Enrollment Completed” email, but I only got my temporary user name. I did not receive a password.**

Your temporary password, given to all auto-enrolled patients, is “WFPC123!” (without the quotes). You will also be asked what your favorite color is, the answer is “Blue” (without the quotes).

### **I received a message stating that my account has been locked out.**

Your account will automatically unlock after 30 minutes, and it will usually tell you this in the error message.

### **The error message said something about “permanently locked out”. Now what?**

Contact our IT Specialist at 231-935-8997, or ask for Alex if you are in the office. If he cannot resolve the issue, he may have to have NextGen assist you.

### **What should I use first to log in? My computer, or my smartphone/tablet?**

It is highly recommended, when you first log in using your temporary information, to use a computer or laptop, or to otherwise access the “full site”. You will be prompted to change your login information at that time, and whatever you choose will stick with you. It is feasible to log

in just using the mobile site if you do not have a computer; your login information will not change.

**How long will it take to receive my temporary username and password?**

If you leave your email address with us during the course of an appointment, you will receive an email the next day. If you walk in without an appointment and leave your email address with us, our front staff can get your login information to you within an hour.

**Can I request to have it sent to me sooner than overnight after my appointment?**

Yes.