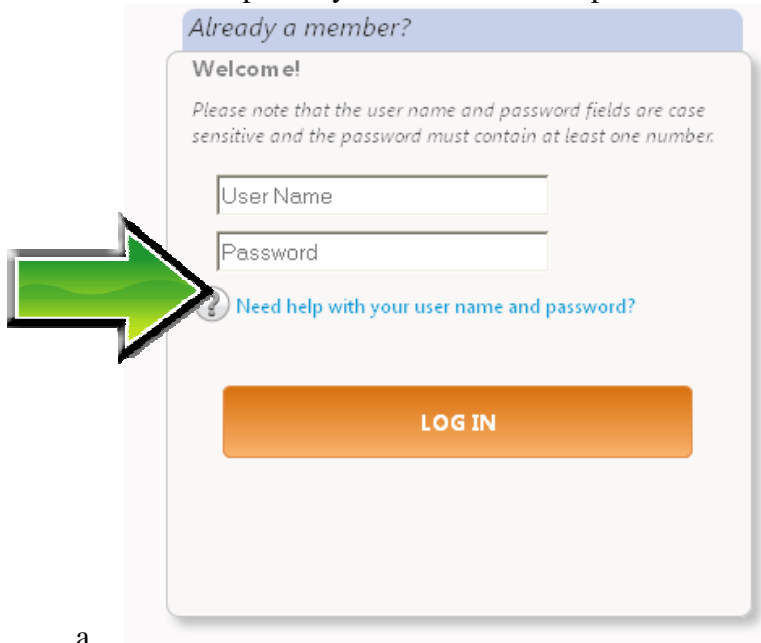




If you have forgotten your username and password for the Patient Portal:

1. Go to the patient portal website: [www.nextmd.com](http://www.nextmd.com)
2. Select "Need help with your user name and password?"



- a.
3. Enter Name, DOB, email address, and zip code:

[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  -

- a.
4. Select "Next"



- a.
5. Check your email for the password reset email and select "Forgot Password Link"



a.

This email has been sent to you as part of your request to reset your NextGen Patient Portal 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](#)

6. Enter new password and security information.

**Reset your password**  
Enter a password you want to use when you login to NextGen Patient Portal. Asterisk (\*) denotes required field.

\* Password:   
Password must be between 6-20 characters which can be a combination of letters, numbers and special characters and is case sensitive.

\* 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:

a.

7. Enjoy your portal experience!