



# Patient Portal

Account Settings Updates

Patient Portal website: [www.nextmd.com](http://www.nextmd.com)

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Log into your Patient Portal account

## Account Settings Updates

The **Account Settings** page is updated for the following:

- The existing **My Information** page is removed and **Preferred Notification Method** is now available in **Account Settings**.
- Forgot **Password Questions** is no longer available.
- In the **Username** section, the **Current Password** field is no longer available.
- In the **Security Questions** section, the **Current Password** field is no longer available.

You can perform any of the following tasks:

- Update username.
- Update password.
- Update security questions and answers.
- Change preferred notification method.
- View and verify account email.

## Update Username

To update username in the **Account Settings** page, you do not have to enter a password.

A screenshot of the "Update Username" form in the Patient Portal. The form is titled "Your Username" and includes a "Hide" link in the top right corner. Below the title, there is a note: "Username must be between 6 and 30 characters." The form contains two input fields: "New username:" and "Retype username:". At the bottom of the form is a blue "Submit" button.

## Update Password

In **Account Settings**, you can update password to comply with the latest password policy.

A password must contain the following:

- Eight or more characters including:
  - Uppercase and lowercase letters
  - Numbers
  - Special characters (! @ # \$, etc)

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**Note:** Do not use commonly used passwords such as *password*.

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Hide

Your Password

\* New password:

Use 8 or more characters  
 Use upper and lower case letters (e.g. ba)  
 Use a number (e.g. 1234)  
 Use a special character (e.g. !@%)  
 Avoid including commonly used passwords (e.g. password)

\* Retype password:

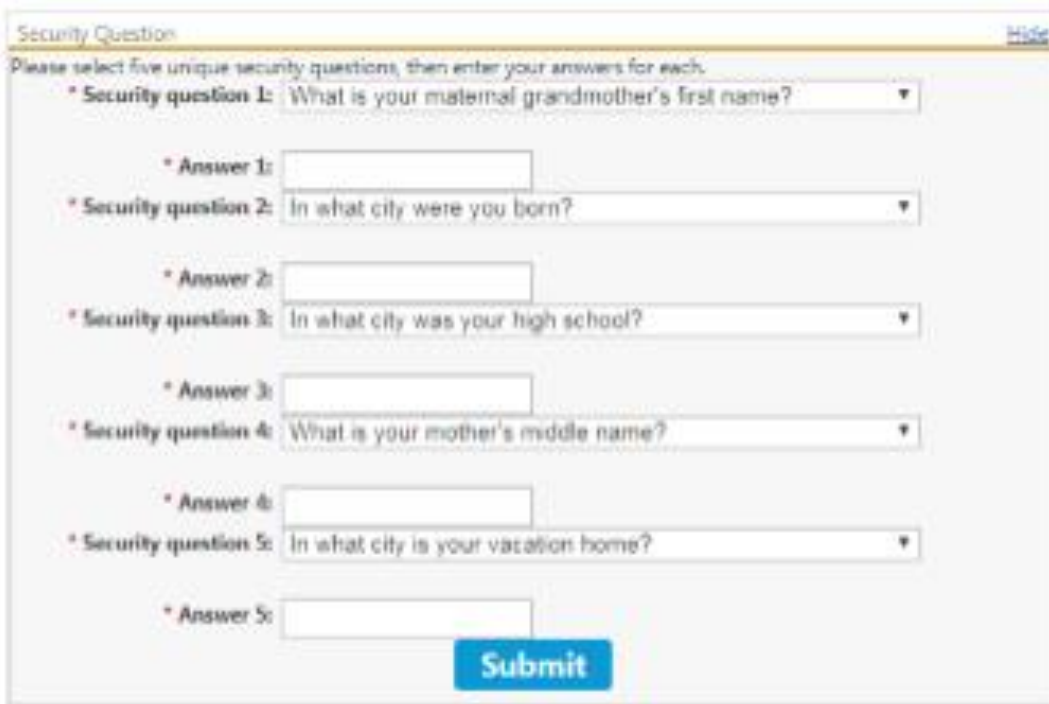
For security reasons, please provide your current password to confirm your identity.

\* Current password:

Submit

## Update Security Questions and Answers

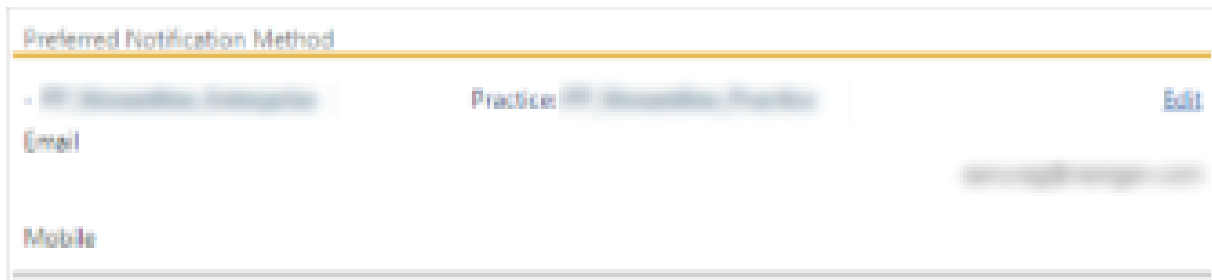
In **Account Settings**, you can set five unique security questions and answers, which will help you to protect your account.



The screenshot shows a form titled "Security Question" with a "Hide" link in the top right corner. Below the title, it says "Please select five unique security questions, then enter your answers for each." There are five rows, each with a "Security question" dropdown menu and an "Answer" text input field. The questions are: 1. "What is your maternal grandmother's first name?", 2. "In what city were you born?", 3. "In what city was your high school?", 4. "What is your mother's middle name?", and 5. "In what city is your vacation home?". A blue "Submit" button is located at the bottom center of the form.

## View and Change Preferred Notification Method

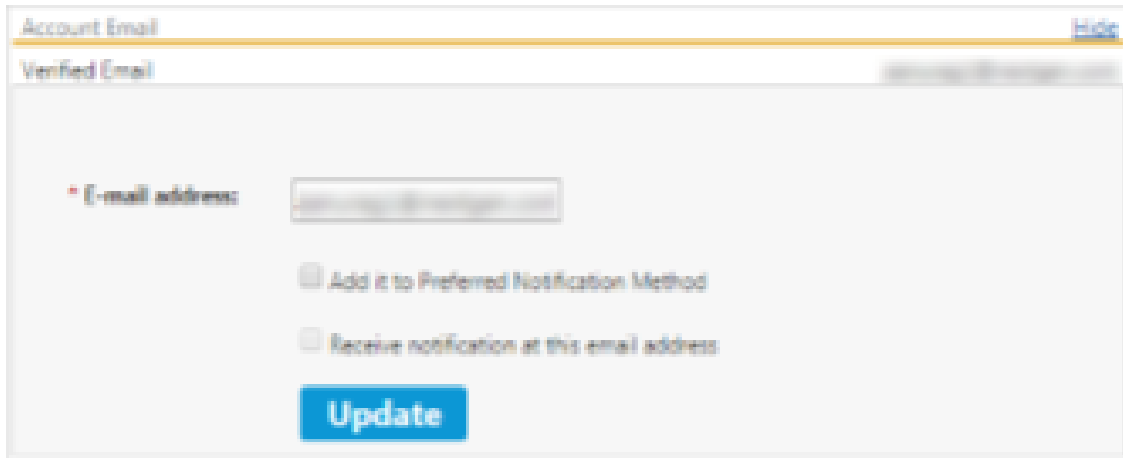
In **Account Settings**, you can view and change your preferred notification method.



The screenshot shows a section titled "Preferred Notification Method". It features a list of notification methods: "Email" and "Mobile". The "Email" method is currently selected and highlighted. To the right of the "Email" method, there is a "Practice" label and an "Edit" link. The "Mobile" method is listed below "Email".

## Verify and Update Account Email

In **Account Settings**, you can verify and update your account email address. You can set your account email to receive account settings related notifications such as username, password reset and many more.



The screenshot shows a web form titled "Account Email" with a "Hide" link in the top right corner. Below the title is a "Verified Email" section. The form contains a red asterisk followed by the label "E-mail address" and a text input field. Below the input field are two radio button options: "Add it to Preferred Notification Method" and "Receive notification at this email address". At the bottom of the form is a blue "Update" button.