



Patient Portal

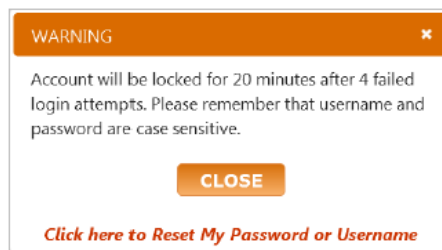
How to unlock your Patient Portal

Patient Portal website: www.nextmd.com

Locked Accounts

You cannot access your NextGen Patient Portal account:

- If you type the incorrect user name or password four times consecutively, the portal locks your account. After your second and third failed attempts to log on, NextGen Patient Portal displays the following alert message.



You can click the **Click here to Reset My Password or Username** link to recover your logon credentials. If you continue to log on with the incorrect user name and password, your account is locked after the fourth failed attempt. Your account is automatically unlocked only after 20 minutes.

- If the practice locks your account, you will receive an email stating that you need to contact the practice to unlock your account. When the practice unlocks the account, you will receive another email stating that the account has been unlocked. You cannot access any mail or perform any tasks (except for the Research Center) when you log on to your NextGen Patient Portal account and it is locked.