Forgotten Password Reset

The process for resetting passwords has been improved. To rest a password, you must have a verified account email address. The passwords must comply with the new password policy.

You can reset password in any one of the following ways:

- To reset password from NextGen Patient Portal logon page, click on **Forgot Password**, enter your verified account email, click **Submit**. A password reset link will be sent to your email address.
To reset password from logon page using a token, click **I have my password reset token**. Enter the token number provided by the doctor’s office, type username and click **Submit**. Type password, re-type password and click **Submit**.

**Note:** If you don’t have a registered email address, a page will appear to type in an email address. This will help you for any future assistance with your account.
Simplified Username Recovery

The way you recover username has been updated.

You can now recover your username using one of the following options:

- Verified account email address.
- Notification email address, last name and date of birth.

To recover username using the verified account email address:

From the NextGen Patient Portal logon page, click **Forgot Username**, and type your verified account email address, and then click **Submit**.

If you do not have a verified account email address, you can recover your username using your notification email address. From the logon page, click **Forgot Username**, enter your notification email address, and click **Submit**. Then, enter your **Last Name** and **Date of Birth** (mm/dd/yyyy), and click **Submit**.

**Note:** If you do not have either a verified account or notification email address, please call the West Salem Clinic for assistance: 503.378.7526