



Forgotten Password Reset

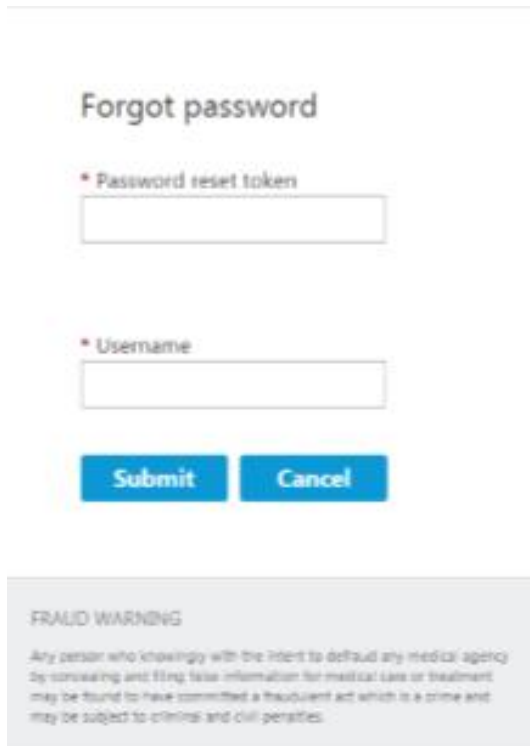
The process for resetting passwords has been improved. To reset a password, you must have a verified account email address. The passwords must comply with the new password policy.

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.

A screenshot of a web form titled "Forgot password". The form has a white background and a thin grey border. At the top, the title "Forgot password" is displayed in a dark grey font. Below the title, there is a red asterisk followed by the text "Email or Username". Underneath this text is a rectangular input field. At the bottom of the form, there are two blue buttons with white text: "Submit" on the left and "Cancel" on the right.

- 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**.



Forgot password

* Password reset token

* Username

Submit Cancel

FRAUD WARNING

Any person who knowingly with the intent to defraud any medical agency by submitting 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.

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

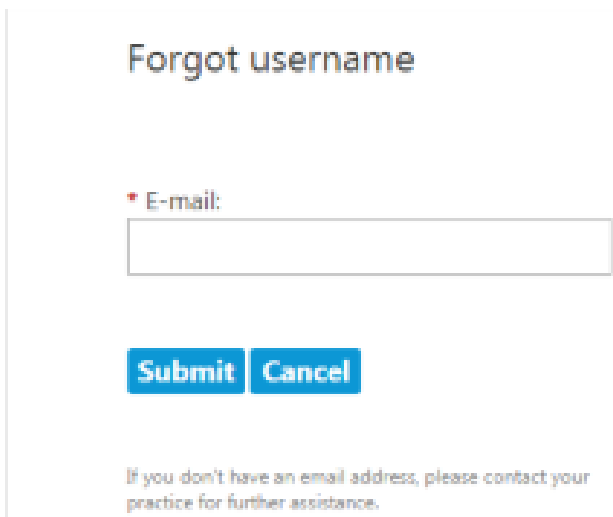
The way you recover username has been updated.

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**.



Forgot username

* E-mail:

Submit **Cancel**

If you don't have an email address, please contact your practice for further assistance.

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
