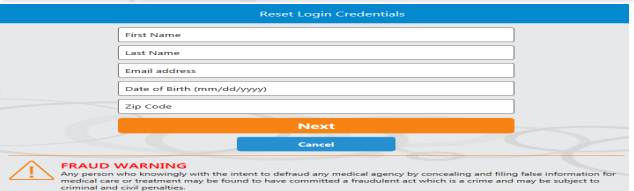
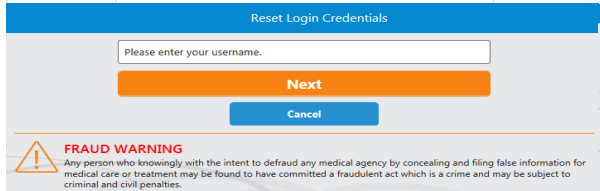
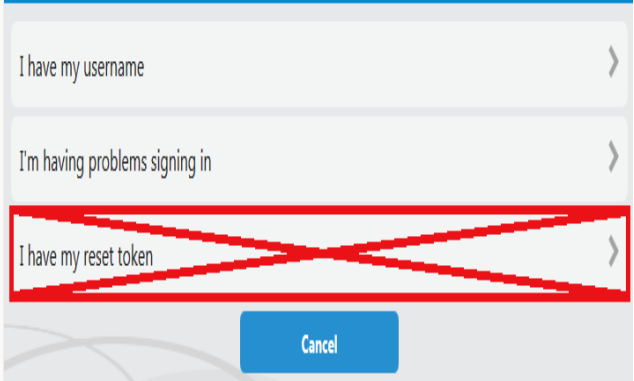
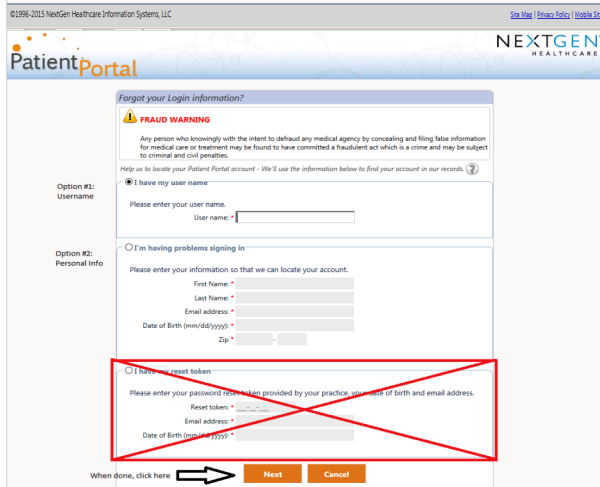
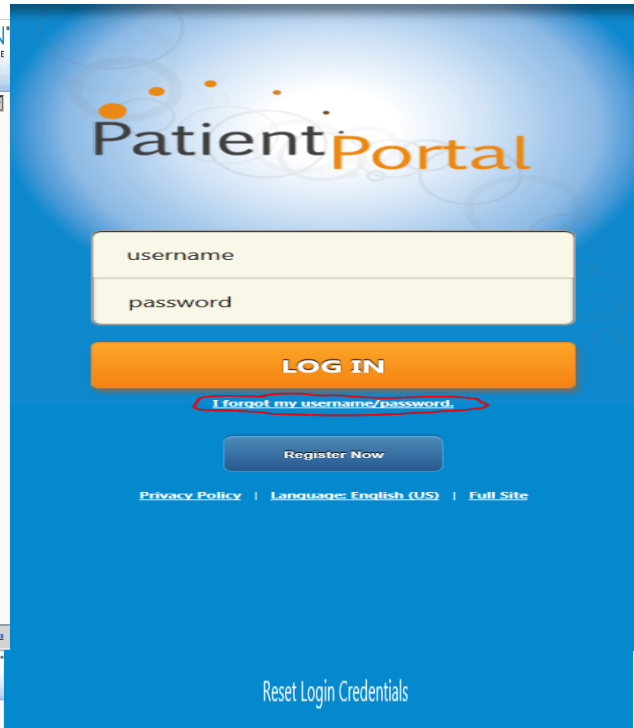
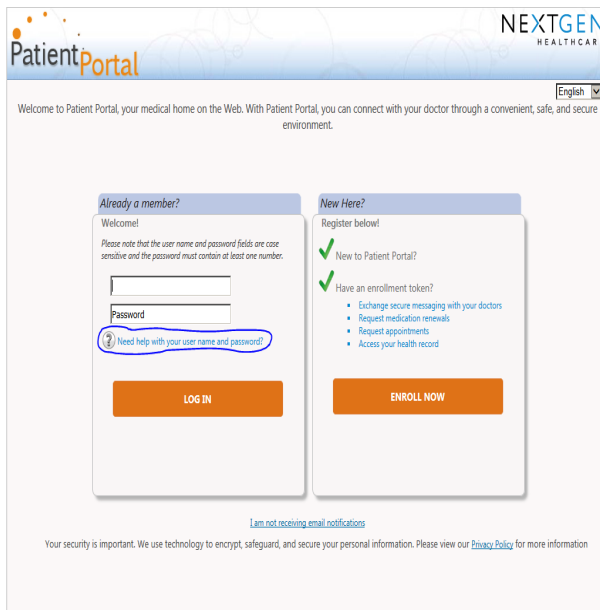


NextMD Patient Portal FAQs

I forgot my password. What do I do?

If you have simply forgotten your password, there are two ways you can reset it. You can either enter your username if you know it (then answer a previously set up security question), or your personal information if you don't.



Once you enter the information correctly, an email will be sent to you with a link to reset your password. Please make sure the email address we have in our system is up-to-date.

I had a token from a prior visit, but it expired. How do I get in?

If you are not already enrolled, one of our front office staff members can send you an email with your temporary login information within an hour.

I was told I was already enrolled. Now what?

Contact our IT Specialist at 231-935-8997, or ask for Alex if you are in the office.

I tried to reset my password through the website, but it said my account information could not be retrieved.

There are a few possible reasons for this:

- You may be typing the incorrect username when attempting to reset your password by username.
- Your email address in our system may not match what you have, whether it is due to a typo or if you changed your email address and have not informed us yet.
- Your zip code

If you are unsure of what your username is and you cannot use your personal information to reset your password, our IT specialist can look up your username for you, or can otherwise assist you with your login issue. Also, please make sure your information is up-to-date in our system. Our staff is dedicated to ensure this as well.

I received the “Enrollment Completed” email, but I only got my temporary user name. I did not receive a password.

Your temporary password, given to all auto-enrolled patients, is “WFPC123!” (without the quotes). You will also be asked what your favorite color is, the answer is “Blue” (without the quotes).

I received a message stating that my account has been locked out.

Your account will automatically unlock after 30 minutes, and it will usually tell you this in the error message.

The error message said something about “permanently locked out”. Now what?

Contact our IT Specialist at 231-935-8997, or ask for Alex if you are in the office. If he cannot resolve the issue, he may have to have NextGen assist you.

What should I use first to log in? My computer, or my smartphone/tablet?

It is highly recommended, when you first log in using your temporary information, to use a computer or laptop, or to otherwise access the “full site”. You will be prompted to change your login information at that time, and whatever you choose will stick with you. It is feasible to log

in just using the mobile site if you do not have a computer; your login information will not change.

How long will it take to receive my temporary username and password?

If you leave your email address with us during the course of an appointment, you will receive an email the next day. If you walk in without an appointment and leave your email address with us, our front staff can get your login information to you within an hour.

Can I request to have it sent to me sooner than overnight after my appointment?

Yes.