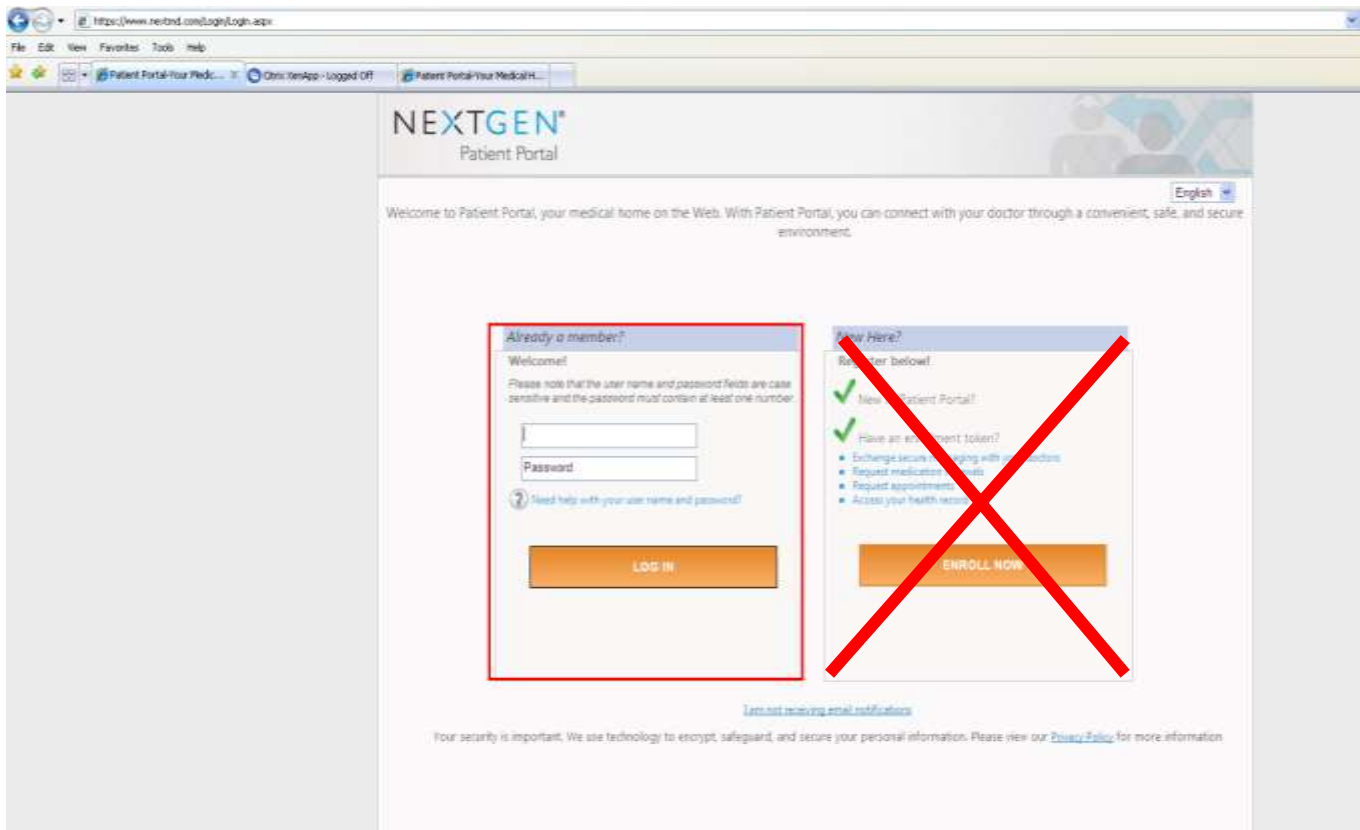


Next-Gen Patient Portal Login Tips

I am logging in for the first time....



When you enrolled you were given a letter with a temporary username, password and the answer to a secret question. This was a newly created account and you do not need to register on the site as a new user. Use the username and password you were given in the "Already a Member?" section on the left-hand side of the log-in screen.

MERCY
MEDICAL CENTER
SIOUX CITY, IA
www.mercyhealth.com


This patient was enrolled via the Auto Enroller on Aug 28 2014 12:15PM
If they have changed their credentials since then, the below information will not work.

Empiguphree Hnamtest
5656 Bigelow Ln
Sioux City, IA 51101
ellenwor@mercyhealth.com

Welcome to your provider's NextGen Patient Portal. Many patients are already taking advantage of this new and secure way to manage your patient information. From receiving copies of your medical records and lab/test results, to e-mailing your physician's office staff to ask questions, and accessing requisition forms and immunization histories, we offer a variety of ways in which you may access your health information that is both timely and convenient.

To make enrollment easier, we have completed the enrollment process for you.

In order to use the NextGen Patient Portal, please log in to <http://www.NextMD.com/>. In the [Already a member?](#) section, enter the User Name and Password provided below:



Username: EHnamtestXsqy3
Password: vqKqyJc4
Security Answer: Blue

Unique System
Login Information

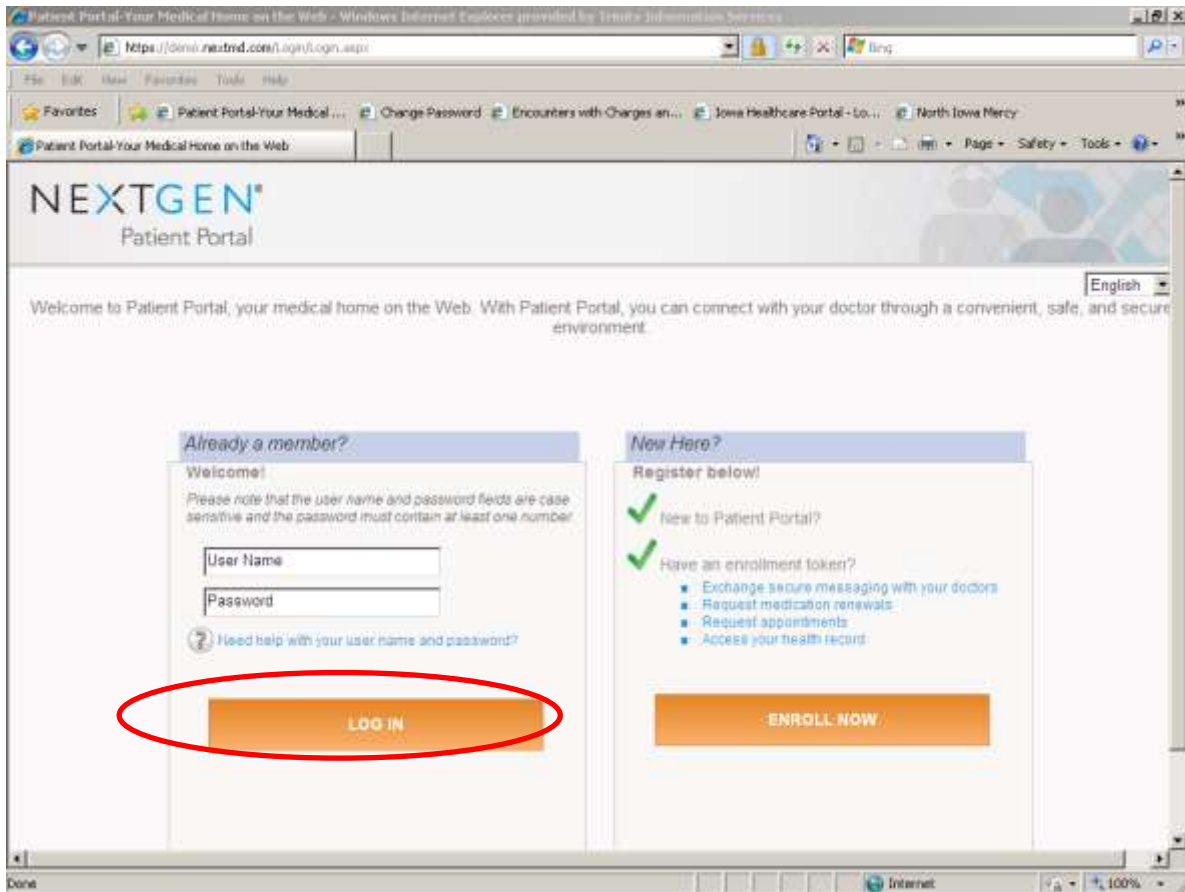
←

It says my password is invalid and I am typing in the password I was given.

Usernames and passwords in the Next-Gen Patient Portal are case sensitive. Make sure that you are only capitalizing the letters that are capitalized in the form you were given when you signed up for the patient portal.

I've created my username and password and am trying to log back in to my portal but it says my username and password are invalid or I can't remember my password now that I have created my own.

The Next-Gen portal provides the opportunity for you to reset your own password. First, click on the link where it says "Need help with your user name and password?".



When you click "Need help with your user name and password?". Another screen will load, Complete the information in the sections labeled: If you know your username enter it in the "**I have my username** " or you can enter your information in "**I'm having problems signing in**" then click "Next" at the bottom of the screen. If you do not remember your user name, you will need to complete your first and last name, email address, date of birth and zip code. See the area in the green circle on the image below. These will need to be completed exactly as they are in your medical record. When you fill in the date of birth, a calendar will pop up. It is easier if you just type the numbers for the month, day and year of your birth rather than use the calendar. If you do use the calendar, you need to select the year first and then the month and day.

Help us to locate your Patient Portal account - We'll use the information below to find your account in our records.

I have my user name

Please enter your user name.

User name:

I'm having problems signing in

Please enter your information so that we can locate your account.

First Name:

Last Name:

Email address:

Date of Birth (mm/dd/yyyy):

Zip -

I have my reset token

Please enter your email address and password reset token given to you by your practice.


Reset token:

Email address:

healthcare Information Systems, Inc. Site Map | Privacy

Your security question you created will come up. Enter answer and click on Submit.

Reset your credentials

 **FRAUD WARNING**

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

To reset your credentials, answer your forgotten password security question. An email will be sent containing a URL for you to reset your password. The forgotten password security answer is not case sensitive.

fathers name:

Once you click "Submit" an Email will be sent to the **you** with a reset link

Reset your credentials



FRAUD WARNING

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An email has been sent to you with a URL to reset your password. Please login to your email and click on the link to reset your password.

[Click here](#) to go back to login page.

You MUST open the email and Click "**Forgot Password Link**"

The screenshot shows an email client window with the following details:

- From:** Mercy Clinics <DoNotReply@trinity-health.org>
- To:** Toole, Peggy
- Subject:** NextGen Patient Portal Password Reset
- Date:** 10/02/2013 10:18:...

The email body contains the following text:

NextGen Patient Portal Password Reset Notification

To: Patient

This email has been sent to you as part of your request to reset your NextGen Patient Portal User Account password. In order to complete the password reset process, you must click on the [link](#) below and follow the on-screen instructions.

[Forgot Password Link](#)

If you did not request a new password, please contact your practice immediately.

Please retain this email for your records.

Please note: This e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message

This e-mail, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this e-mail is not the intended recipient or his or her authorized agent, the reader is hereby notified that

It will take you to a screen that will let you 'Reset Login Credentials' screen

Reset login credentials



FRAUD WARNING

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

Username: patientportaltesting

Reset your password

Enter a password you want to use when you login to NextGen Patient Portal. Asterisk (*) denotes required field.

* Password:

Password must be between 6-20 characters which can be a combination of letters, numbers and special characters and is case sensitive.

* Retype password:

Reset your login security authorization

Choose a login security question and enter your answer. This question will be used as part of the login authorization process. You will be prompted to enter the answer for your selected question when you try to login to your account. Asterisk (*) denotes required field.

* Select a question:

* Enter your answer:

* Retype your answer:

Reset your password recovery credentials