

NextGen Patient Portal Frequently Asked Questions for Patients

How do I enroll and log on to the NextGen Patient Portal (previously NextMD) website?

To access NextGen Patient Portal, you must have successfully completed enrollment and created an account. You must complete enrollment using a security token before you log on to the NextGen Patient Portal website. You must obtain the security token from a Planned Parenthood Mar Monte Health Center, and set up a user name and password during enrollment.

How do I retrieve my user name?

You can retrieve your user name by clicking the ***Need help with your user name and password?*** link on the log in page. You must select ***I'm having problems signing in*** and enter your personal information. You will receive an email with a URL (link) to reset the password after you enter the correct details.

How do I retrieve my password?

If you have forgotten the password, you can reset the password by entering the user name and answering the forgotten password security question. After answering the security question, you will receive an email with a URL (link) to reset the password.

How do I reset my password if I do not remember the answer to the password security question?

If you do not remember the answer to the password security question you can select ***I'm having problems signing in*** and enter your personal information on the log in page. You will receive an email with a URL (link) to reset the password after you enter the correct details.

What should I do if I am having difficulty resetting the password?

If you are having difficulty resetting the password, you can request Planned Parenthood Mar Monte to provide you a password reset link and token. You will receive an email containing the password reset link in your account. You can reset the password using the link and the password reset token.

Can someone else log on to my account?

The system is secure. No one can access your account unless they have access to your user name and password. You must always create a strong password with a combination of alpha-numeric and special characters for your account. If anyone else tries to access your account with an incorrect user name or password, the system will lock your account after four attempts. However, the system automatically unlocks your account after 20 minutes.

Why am I unable to open a PDF or other documents received from Planned Parenthood Mar Monte?

Many NextGen Patient Portal documents are in Adobe Acrobat format. To view these documents, you need an Adobe Acrobat Reader. Ensure you have the latest Adobe Acrobat Reader installed in your system.

Why am I unable to open any documents received from Planned Parenthood Mar Monte, even though I have Adobe Acrobat Reader installed?

If Adobe Acrobat Reader is installed, but you still cannot open any documents, then verify if JavaScript is enabled in your computer. JavaScript is required to display messages and it may not be enabled on your browser. Click the ***Having Trouble?*** link on your NextGen Patient Portal page for instructions to enable scripting.

What should I do if I see an error message when trying to open or download a document sent from Planned Parenthood Mar Monte?

When trying to open or download a document, if you are receiving an error message such as:

- Internet Explorer cannot download 50PPM from nextmd.com
- Internet Explorer was not able to open the internet site
- The requested site is either unavailable or cannot be found. Please try again.

In these cases, there could be issues with the Internet Explorer security settings. Click the ***Having Trouble?*** link on your NextGen Patient Portal page for instructions to fix this issue.

Can I see all my appointments in the Inbox?

Only appointments made directly through the NextGen Patient Portal website are displayed in the Inbox. Appointments made by phone or at a Planned Parenthood Mar Monte Health Center will not display.

Can I see lab results on the NextGen Patient Portal website?

Documents and lab results cannot be automatically uploaded to the website; they need provider approval prior to upload. You should send the RN Triage Nurse a secure message from the NextGen Patient Portal account asking for the status of a recent lab result. When you are sent an electronic copy of the lab result, you will receive an email notification indicating a document is available in the Inbox.

Why does the Submit button appear to be frozen?

Check the following:

- If you are using a mobile device, then try using a computer instead.
- If you are not using a mobile device, try a different browser, if possible.
- If JavaScript is disabled in the browser, click the ***Having Trouble?*** link on your NextGen Patient Portal page for instructions to fix this issue.