



MyClinic

Password Reset Guide

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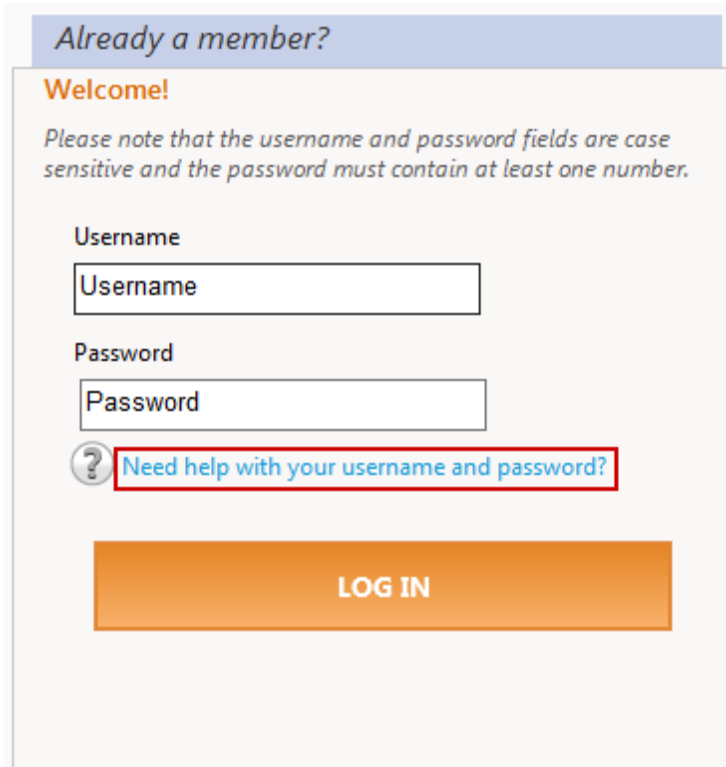
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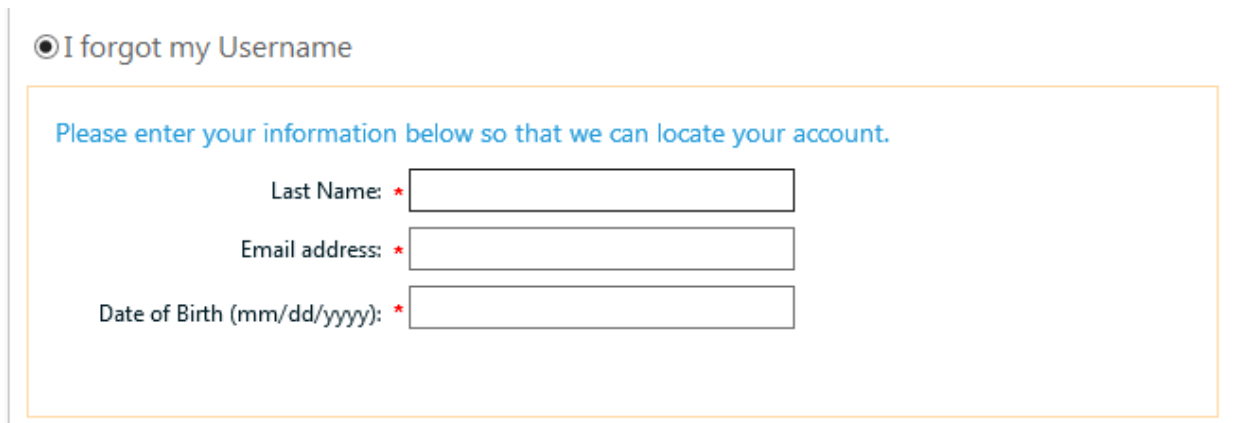
Retrieving your username

1. Access <https://www.nextmd.com/ud2/Login/Login.aspx/m?link=myclinic>
2. Click **'Need help with your username and password?'**



The screenshot shows a login form with a blue header that says "Already a member?". Below the header, it says "Welcome!" and includes a note: "Please note that the username and password fields are case sensitive and the password must contain at least one number." There are two input fields: "Username" and "Password". Below the "Password" field is a link with a question mark icon that says "Need help with your username and password?". This link is highlighted with a red box. At the bottom of the form is an orange "LOG IN" button.

3. Select **'I forgot my Username'**
4. Enter your Last Name, Email address and Date of Birth and click **'Submit'**

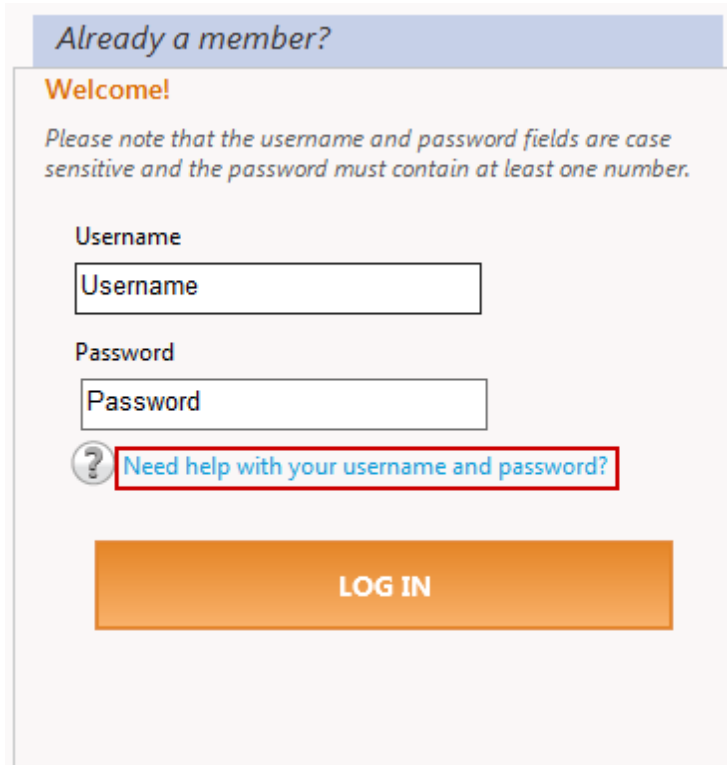


The screenshot shows a form titled "I forgot my Username" with a radio button selected. Below the title is a blue instruction: "Please enter your information below so that we can locate your account." There are three input fields, each with a red asterisk indicating a required field: "Last Name:", "Email address:", and "Date of Birth (mm/dd/yyyy):".

5. You will receive an email with your username

Retrieving your password using security question

1. Access <https://www.nextmd.com/ud2/Login/Login.aspx/m?link=myclinic>
2. Click 'Need help with your username and password?'



Already a member?

Welcome!

Please note that the username and password fields are case sensitive and the password must contain at least one number.

Username

Password

[Need help with your username and password?](#)

3. Select 'I forgot my Password'

I forgot my Password

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

Username: *

4. Enter **Username** and click 'Submit'

5. Enter the answer to your forgotten password security question.

Reset your credentials

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.

What is the name of your first pet?:

SUBMIT **CANCEL**

6. Click '**Submit**'
7. An email will be sent to you with a URL to reset your password
8. Access your email and click the '**Forgot Password Link**'
9. Enter new login credentials and click '**Submit**'

Retrieving your password without remembering login credentials

1. Access <https://www.nextmd.com/ud2/Login/Login.aspx/m?link=myclinic>
2. Click '**Need help with your username and password?**'

I do not remember any of my login credentials

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

First Name: *

Last Name: *

Email address: *

Date of Birth (mm/dd/yyyy): *

Zip * -

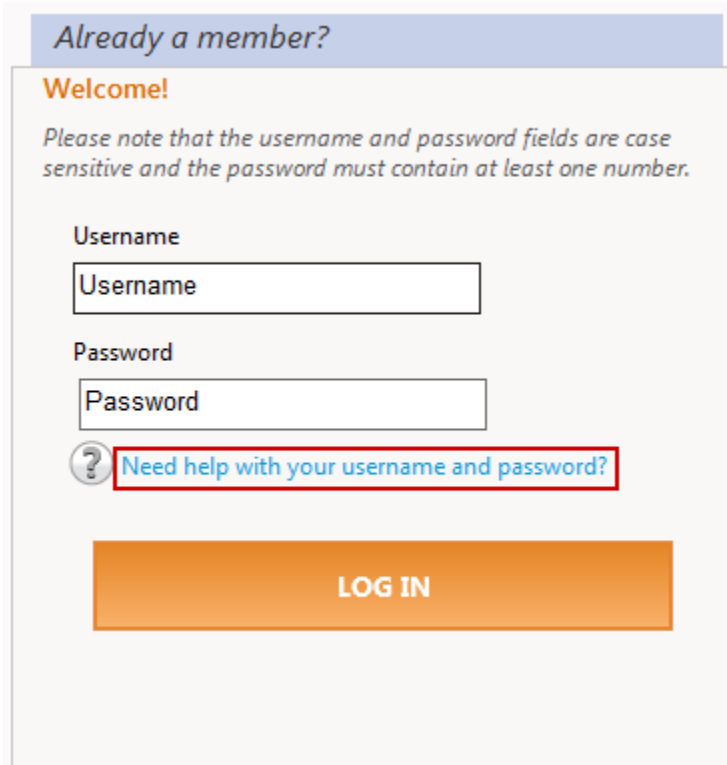
3. Select '**I do not remember any of my login credentials**'
4. Enter your First Name, Last Name, Email address, Date of Birth, and Zip Code
5. Click '**Submit**'
6. An email will be sent to you with a URL to reset your password
7. Access your email and click the '**Forgot Password Link**'
8. Enter new login credentials and click '**Submit**'

Retrieving your password using a reset token

If you are having difficulty resetting the password, you can request the practice to provide you a password reset link and token.

To retrieve your password using a reset token:

1. Access <https://www.nextmd.com/ud2/Login/Login.aspx/m?link=myclinic>
2. Click 'Need help with your username and password?'



The screenshot shows a login form with a blue header that says "Already a member?". Below the header, it says "Welcome!" and provides instructions: "Please note that the username and password fields are case sensitive and the password must contain at least one number." There are two input fields: "Username" and "Password". Below these fields is a link with a question mark icon: "Need help with your username and password?". This link is highlighted with a red box. At the bottom of the form is an orange "LOG IN" button.

3. Select **I have my password reset token**

I have my password reset token

Please enter your information below so that we can locate your account. Your password reset token should have been provided by your practice.

Reset token: *

Email address: *

Date of Birth (mm/dd/yyyy): *

4. Enter your Reset token, Email address and Date of Birth
5. Click '**Submit**'
6. An email will be sent to you with a URL to reset your password
7. Access your email and click the '**Forgot Password Link**'
8. Enter new login credentials and click '**Submit**'

Retrieving your password using a reset token and Forgot Password Link from email

If you are having difficulty resetting the password, you can request the practice to provide you a password reset link and token. You will receive an email containing the password reset link. You can reset the password using the link and the password reset token.

To retrieve your password using a reset token:


1. Open NextMD.com Password Reset email and click '**Forgot Password Link**'

The Submit your password reset validation page displays

2. Enter the provided password reset token
3. Click '**Submit**'

The Reset login credentials page displays

Submit your password reset validation



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.

Please enter your password reset token. The password reset token is an eight digit number provided by your practice used for verification before you can reset your password. If you have not received a password reset token, please contact your practice. Asterisk (*) denotes required field.

*** Enter password reset token:**

[What is a password reset token?](#)

SUBMIT

CANCEL

4. Enter the provided password reset token
5. Click '**Submit**'
6. *The Reset login credentials page displays*
7. Enter new login credentials and click '**Submit**'