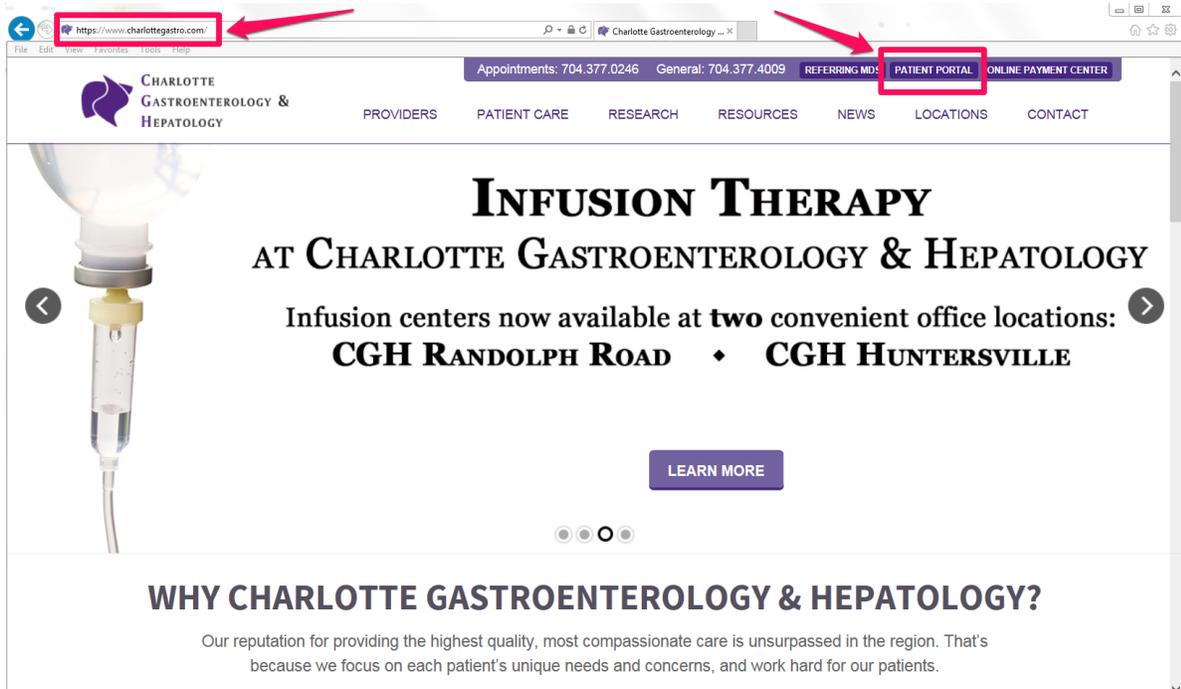


**Instructions for creating a user account on the NextGen Healthcare Patient Portal.**

1. Open a web browser on your computer (Internet Explorer is the most common, although you may have Google Chrome or Mozilla Firefox on your computer as well). Go to our website by entering [www.charlottegastro.com](http://www.charlottegastro.com) in the address bar on the upper left corner. Then click on the purple “Patient Portal” button in the upper right corner.



On the page that follows:

If you already have an account or have an enrollment token number, click “Log In Here” under Already Have An Account. Or, if you do not yet have an account or a token, click “Request Login” under New User.

**SIGN UP TODAY TO BEGIN ENJOYING THE MANY BENEFITS THE PORTAL OFFERS, INCLUDING:**



- Scheduling appointments online.
- Receiving appointment reminders.
- Requesting prescription refills.
- Reviewing your latest test results.
- Accessing health records.
- Completing forms online.

**ALREADY HAVE AN ACCOUNT?**

**LOG IN HERE**

[I need help recovering my username/password.](#)

**NEW USER?**

**REQUEST LOGIN**

[I need help creating my new account.](#)

2. Once you've reached the NextGen Healthcare Patient Portal page, click on the "I am new here" button.

English

Welcome to Patient Portal, your medical home on the Web. With Patient Portal, you can connect with your doctor through a convenient, safe, and secure environment.

**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?

LOG IN

**I am new here**

- Have you been provided an enrollment token?
- Do you have a temporary username and password?

I AM NEW HERE

[I am not receiving email notifications](#)

Your security is important. We use technology to encrypt, safeguard, and secure your personal information. Please view our [Privacy Policy](#) for more information

3. To proceed, please click the "I Accept" button on the Terms and Conditions page.

English

**Terms and Conditions**

**PRIVACY POLICY**  
Please review our Privacy Policy, which as between you and NextGen Healthcare Information Systems, LLC, its corporate parent Quality Systems, Inc. and their respective subsidiaries and affiliates ("NextGen Healthcare") governs your visit to NextGen® Patient Portal (formerly known as NextMD®), to understand our practices.

**ELECTRONIC COMMUNICATIONS**  
When you visit NextGen® Patient Portal or send e-mails to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you by e-mail or by posting notices on this site. You agree that all agreements, notices, disclosures and other communications that we provide you electronically satisfy any legal requirements that such communications be in writing.

**COPYRIGHT AND TRADEMARKS**  
NextGen® Patient Portal is the registered trademark of NextGen Healthcare and the website contains our copyrighted and protected material. Some material in the website is from copyrighted sources of the respective copyright claimants. Users of

I ACCEPT I DO NOT ACCEPT PRINT

4. Your nurse should have supplied you with an “Enrollment Token” number. Select the “I was given an enrollment token” radio button. Then enter in the 3 spaces the token number, your Date of Birth, and your email address.

The screenshot shows the 'New to Patient Portal?' enrollment form. At the top left is the 'Patient Portal' logo and at the top right is the 'NEXTGEN HEALTHCARE' logo. The form contains the following elements:

- Section title: **New to Patient Portal?**
- Introductory text: *This is your first step to the enrollment process.*
- Instruction: *Please select the option that applies to you and provide the required information.*
- Radio button selection:  I was given an enrollment token
- Form fields (highlighted with a red box):
  - \* Enrollment token: [ ] (with a link [What is security token?](#))
  - \* Date of birth (mm/dd/yyyy): [MM/DD/YYYY]
  - \* Email address: [ ]
  - I do not have an email address
- Radio button selection:  I have a temporary username and password
- Buttons: **NEXT** and **CANCEL**
- FRAUD WARNING** section with a warning icon and text: *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.*

5. If you do not have an email address, check that box. Then fill in your last name in the space that appears. Then click “Next”.

**New to Patient Portal?**

*This is your first step to the enrollment process.*

*Please select the option that applies to you and provide the required information.*

I was given an enrollment token

\* Enrollment token:

[What is security token?](#)

\* Date of birth (mm/dd/yyyy):

Email address:

I do not have an email address

\* Enter last name:

I have a temporary username and password

 **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.

6. On the page that follows, choose your username and enter it in the first space. This can be any name you choose. You may use your email address as your username if you wish.
7. Create a password that conforms with the password rules listed under the space. Fill in the same password in both spaces.
8. Select a security question from the list, and then type the appropriate answer twice.
9. Create a second security question of your own choosing. This can be anything you like. Then type the appropriate answer twice.
10. Click Submit.

## Create enrollment credentials

### Create your username

Enter a username you want to use when you login. Asterisk (\*) denotes required field.

\* Username:

Username must be between 6-50 characters which may be a combination of letters, numbers and [special characters](#) and is case sensitive.

### Create your password

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

\* Password:

Password must be between 8-50 characters with no spaces; must include at least one numeric digit, is case sensitive, and can be a combination of letters and [special characters](#).

\* Retype password:

### Create 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:

### Create your password recovery credentials

Create a forgotten password question and enter the answer. This question will be used in the password reset process. You will be prompted to enter the answer for this question in case you need to reset your password in the future. Asterisk (\*) denotes required field.

\* Create a question:

\* Enter your answer:

\* Retype your answer:

### 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.

SUBMIT

CANCEL