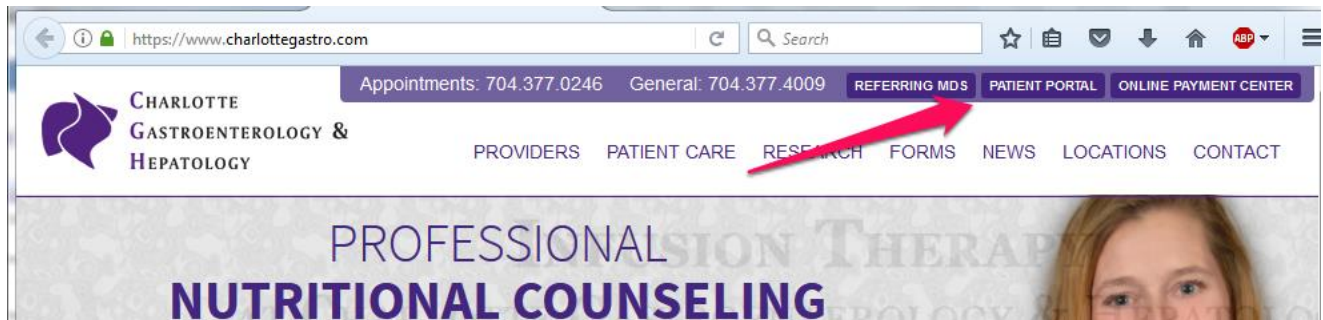


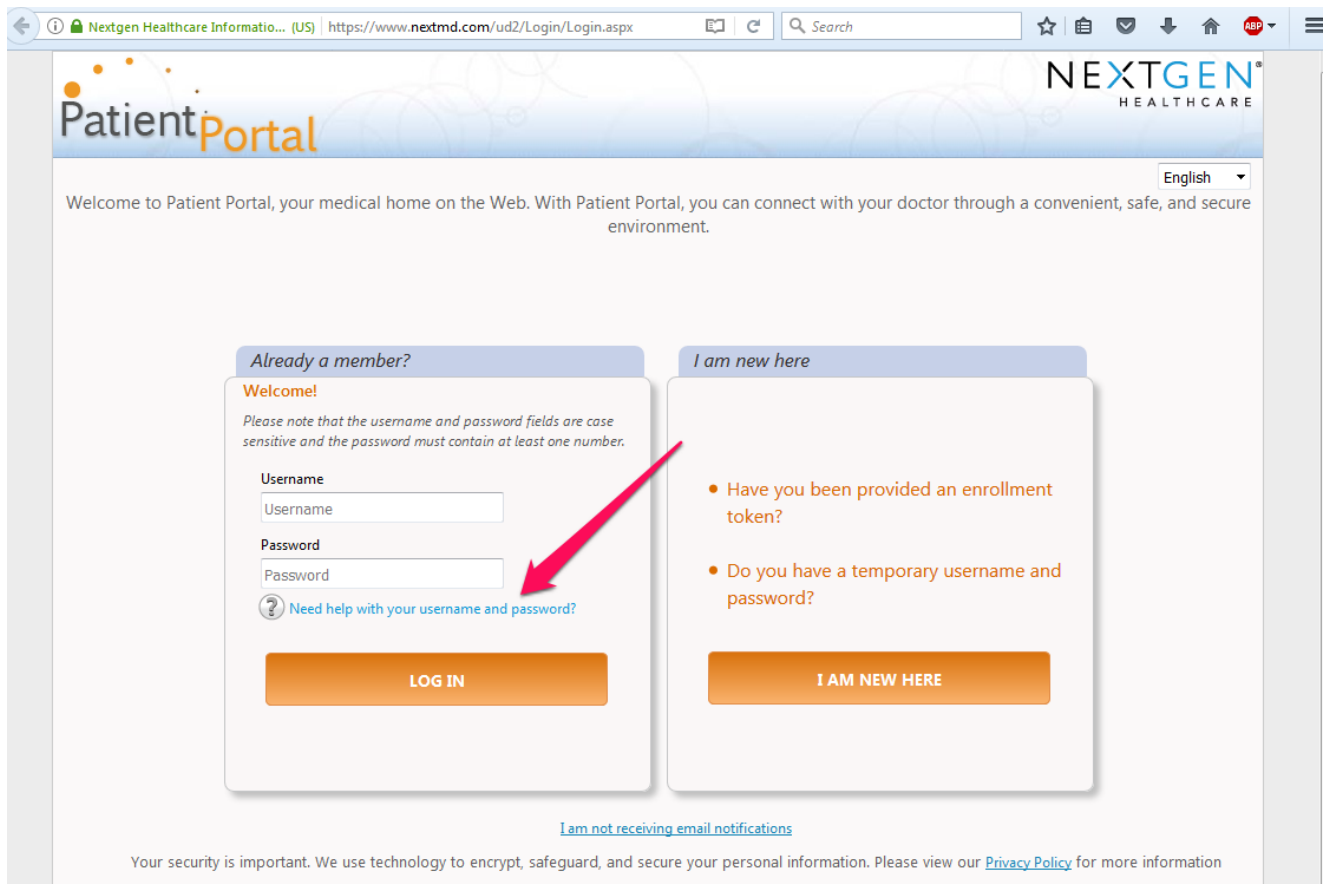
The following should help you recover your username/password.

First, go to <https://www.charlottegastro.com> and look for the Patient Portal button in the upper right corner. This will take you to the NextGen Healthcare Patient Portal.

Alternately, you can also just go directly to www.nextmd.com if you want to save a step.



Under “Already a Member”, look for “Need help with your username and password”, and click it.



Click "I forgot my username" and fill in the 3 spaces. Then click "Submit".

Forgot your Login information?

I'm having problems signing in.

☒ I forgot my Username

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

Last Name: *


Email address: *

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

☐ I forgot my Password

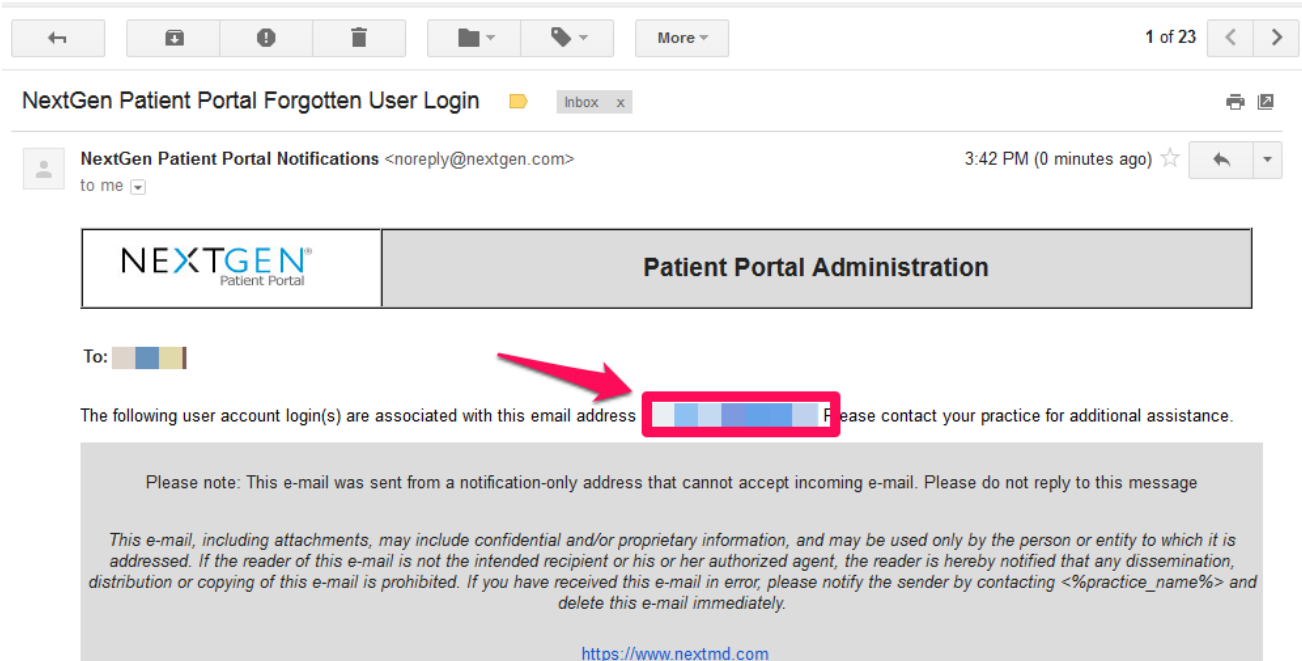
☐ I have my password reset token

☐ I do not remember any of my 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.

The system will send you an email which tells you what your username is. The arrow below shows where the username will be indicated.




Once you have that, go back and then select “I forgot my password”.
Fill in the username space with the information you just received.

Forgot your Login information?

I'm having problems signing in.

☐ I forgot my Username


☒ I forgot my Password 

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


Username: *

☐ I have my password reset token

☐ I do not remember any of my login credentials



SUBMIT **CANCEL**

 **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.


On the following screen, you will be asked to answer one of your security questions. Fill that in and click "Submit".

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 was the model of your first car?:

SUBMIT **CANCEL** 

 **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.

Again, the system will send you an email, which will contain a link to reset your password.

NextGen Patient Portal Password Reset

Inbox x



cghnextmd@charlottegastro.com <cghnextmd@charlottegastro.com>
to me

3:29 PM (0 minutes ago)



CGH Patient Portal Password Reset Notification

To: [Redacted]

This email has been sent to you as part of your request to reset your 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 any dissemination, distribution or copying of this e-mail is prohibited. If you have received this e-mail in error, please notify the sender by contacting Charlotte Gastroenterology & Hepatology and delete this e-mail immediately.

<http://www.charlottegastro.com>

The "Forgot Password Link" should open a new tab in your browser and take you to the Password Reset Page.

Fill in all the spaces and click "Submit".

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

Reset 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:

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

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:

SUBMIT

CANCEL

You should receive confirmation that your password has been reset. Click "OK" and you can now log in.


Already a member?

Welcome!

Please note that the username and password are sensitive and the password must be at least 8 characters long.

Username

Password

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

LOG IN

Your password has been reset. Please login to the website.

OK

provided an enrollment

token:

- Do you have a temporary username and password?

I AM NEW HERE