

# RECOVER LOGON DETAILS

You can recover your username or reset your password easily if you have provided your email address during enrollment and verified your account email address. When you submit a recover username or reset password request, a notification containing the username or password reset link is sent to your account email address.

If you have not provided your email address during enrollment and have not verified your account, you must remember your valid username and security questions. If you are not able to recover your username or reset your password, please contact our practice at 401-312-5233 or [patientportal@bvchc.org](mailto:patientportal@bvchc.org).

---

You can perform any of the following:

- Recover your username
- Reset your password
- Unlock your locked account

## RECOVER USERNAME

1. Access the NextGen Patient Portal website logon page.
2. Click **Forgot username** under the *Username* text box.
3. Enter your verified account email address, and then click **Submit**.

The diagram illustrates the process of recovering a username. It starts with a screenshot of the 'Log into Patient Portal' page. On this page, there is a 'Username' text box containing the word 'Username'. Below the text box is a button labeled 'Forgot username?'. A red dashed arrow points from this button to a second screenshot of the 'Forgot username' page. This page features an 'E-mail:' label with an asterisk, followed by an empty text input field. At the bottom of the page are two blue buttons: 'Submit' and 'Cancel'.

**Note:** If you do not have a verified account email address, type your notification email address and click **Submit**. Then you must type your **Last Name, Date of Birth (mm/dd/yyyy)** and click **Submit**.

## RESET PASSWORD

1. Access the NextGen Patient Portal website logon page.
2. Click **Forgot password** under the *Password* text box.
3. Enter your verified account email address OR your username, and then click **Submit**.

The diagram illustrates the process of resetting a password. On the left, the 'Log into Patient Portal' page is shown. It features a 'Username' field with a 'Forgot username?' link below it, and a 'Password' field with a 'Forgot password?' link below it. The 'Forgot password?' link is highlighted with a red box. A red dashed arrow points from this link to the right, where the 'Forgot Password' page is shown. This page has a single input field labeled '\* Email or Username' and two buttons: 'Submit' and 'Cancel'.

**Note:** If you have not provided your email address or have not verified it, you must remember your valid username and security questions. The password reset link in the email is only valid for a short amount of time. If the link has expired, you must submit another password reset request.

The system will ask you *two* security questions from the set of questions you have already set up during enrollment. You will get *three* attempts to give the correct answer for each question. Answering correctly will redirect you to the password reset page. Unsuccessful attempts will lock your account for 20 minutes. For more information about locked accounts, see Locked Accounts below.

## LOCKED ACCOUNTS

You cannot access your NextGen Patient Portal account if:

- You type incorrect logon details four times consecutively. After your second and third failed attempts, the system displays an alert message stating that your account has been locked. Your account will be automatically unlocked after 20 minutes.
- The practice locks your account. If the practice locks your account, you will receive an email that your account is locked and you will need to contact us to unlock it. You can contact us to unlock your account at 401-312-5233.

---

If you experience any problems with the NextGen Patient Portal, please contact our practice at 401-312-5233 or [patientportal@bvchc.org](mailto:patientportal@bvchc.org).