



Healthcare Inspired by the First Nurses

Patient Portal Troubleshooting

Patient Portal Access: <https://www.firstnurses.com/patient-portal/>

1. Why do not I see all my appointments in the inbox?

Only appointments made directly through the Patient Portal website are being displayed here. It does not show any appointments that were made by phone or at the practice location.

2. I cannot open any documents from my provider.

Many patient portal documents are in Adobe Acrobat format that requires Adobe Acrobat Reader to view them. Download for FREE at <http://get.adobe.com/reader/>

3. I have Adobe Acrobat Reader installed but I still cannot open any documents from my provider.

a. Javascript is needed to display the messages and it may not be enabled on your browser. Follow the steps below for your specific browser to enable Javascript

b. If you use Microsoft Edge

- i. Go to “Tools” (cog icon – top right) menu and select “Internet Options.”
- ii. Click on the “Security” Tab and click on the “Custom Level...” button.
- iii. Scroll towards the bottom and find the option “Active Scripting.”
- iv. Set the “Active Scripting” option to “Enable” and click “OK” button.
- v. Click the “yes” button in the Warning dialog box and then click “OK” button in the “Internet Options” window.
- vi. Press the “F5” key on your keyboard to reload page.

c. If you use Firefox

- i. Go to the “Tools” menu and select “Options”
- ii. Click on the “Content” tab, check “Enable Javascript” checkbox and click on the “OK” button.
- iii. Press the “F5” key on your keyboard to reload page.

4. I am getting an error trying to open or download a document from my provider.

a. When trying to open or download a document, if you are receiving a error such as the following: “Internet Explorer cannot download 50PPM from nextmd.com. Internet Explorer was



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not able to open the internet site. The requested site is either unavailable or cannot be found. Please try again.”

- b. There is an issue with your Microsoft Edge security settings that is preventing the document from being opened or downloaded. To resolve the issue, follow these steps:
 - i. In Internet Explorer, go to the “Tools” menu and select “Internet Options”
 - ii. In the Internet Options dialog box, click “Advanced” Tab.
 - iii. Go to the “Security” Section and scroll towards the bottom and find the option “Do not save encrypted pages to disk.”
 - iv. Uncheck the “Do not save encrypted pages to disk” option.
 - v. Close all Internet Explorer windows.
 - vi. Start Internet Explorer, log back into NextGen Patient Portal, try downloading file again.

5. I cannot pay my statement online

When an electronic copy of a statement uploads to your account, you will receive an email notification indicating a statement is available. Only the latest statement is payable on the website. If you have a pending payment that you cannot pay online, you should contact our office directly so we can generate a new statement. If your statements are overdue, contact us to resend the statement.

6. How to create an account to access your patient portal

First Nurses will provide you a token after we have submitted the enrollment. You will receive a welcome email from us with the instructions on how to create an account with the patient portal website. You need to follow the instructions to complete the enrollment using the token provided by your practice.

7. I received an enrollment token, but it did not work

- a. Please contact First Nurses to verify the following:
 - i. The correct security token.
 - ii. A correct email address

8. Enrollment token is valid, but still did not work

- a. If you are still having trouble with the enrollment then the issue would be one of the following:
 - i. Password you entered does not meet the requirement.
 - ii. Java script not enabled in the browser.



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b. Please note that the password that you are creating is required to have 6 to 8 characters with at least one number.

c. Javascript is needed to display the messages and it may not be enabled on your browser. Follow the steps below for your specific browser to enable Javascript.

d. Microsoft Explorer:

- i. Go to the 'Tools' menu, and select 'Internet Options'
- ii. Click on the 'Security' tab and then click the 'Custom Level...' button
- iii. Scroll towards the bottom and find the option 'Active scripting'
- iv. Set the 'Active scripting' option to 'Enable' and click the 'OK' button
- v. Click the 'Yes' button in the Warning dialog box and then click the 'OK' button in the 'Internet Options' window
- vi. Press 'F5' key on your keyboard to reload the page

e. Firefox:

- i. Go to the 'Tools' menu and select 'Options'
- ii. Click the 'Content' tab, check the 'Enable JavaScript' checkbox and click the 'OK' button
- iii. Press 'F5' key on your keyboard to reload the page

f. Opera:

- i. Click on the 'Tools' menu and select 'Preferences'
- ii. Click on the 'Advanced' tab and then click on the 'Content' option
- iii. Check the 'Enable JavaScript' checkbox and click the 'OK' button
- iv. Press 'F5' key on your keyboard to reload the page

g. Google Chrome:

- i. Click the spanner icon on the browser toolbar and select 'Options'
- ii. Click the 'Content' tab, check the 'Enable JavaScript' checkbox and click the 'OK' button
- iii. Click the Under the Hood tab
- iv. Click Content Settings in the 'Privacy section'
- v. Select allow all sites to run JavaScript in the 'JavaScript' section
- vi. Press 'F5' key on your keyboard to reload the page

9. I locked my account

Accounts lock automatically after four invalid password attempts. The system will unlock the account after 20 minutes.

10. How do I reset my password?



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- a. To reset the password, follow these steps:
 - i. On the login page click on the link 'username or password?'
 - ii. Enter the user name then click on submit button.
 - iii. Enter the answer to the security question then submit.
- b. You will receive an email with a link to reset the password to the email address associated to your account.

11. How to retrieve my username?

- a. To retrieve the user name, follow these steps:
 - i. On the login page click on the link 'username or password?'
 - ii. In the next screen click on the link 'Forgot user name?'
 - iii. Enter the email address associated to your account then submit.
- b. You will receive an email with your user name to the email address you have entered.

12. I cannot access all the features on the website

The Patient Portal system helps you communicate with your healthcare provider's office in a fast and efficient manner. There are different modules in the system that allow you to communicate with the office, request a medication renewal, make an appointment request, view statements, make online payments, and request your personal health record, etc. Your healthcare provider has the ability to turn on and turn off the web modules.

13. My "submit" button is frozen

- a. Are you using a mobile device? If the answer is yes, try using a regular computer instead.
- b. If you're not using a mobile device, try with a different browser, if possible.
- c. Also, check if JavaScript is enabled on your browser. You will need JavaScript to display Patient Portal messages. If you are still having issues, send your healthcare provider a screenshot so they can identify the issue.

14. I would like to combine accounts

To combine accounts at the portal website, you should contact the clinic.

15. Someone else is trying to log in to my account. Is the system secure?

- a. The system is secure. If you have a common or popular user name, other users may mistakenly—and unsuccessfully—try to use your user name. If this happens, you may receive

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an occasional “account locked” notification. To avoid this issue, please change your user name to something unique.

b. If you are having difficulty accessing your account, contact our office for assistance.