Two-Step Verification FAQ (Frequently Asked Questions)

What is two-step verification?
Two-step verification is an additional layer of security used to verify your identity when accessing your account. Two-step verification for the online NextGen patient portal (PXP) will require you to log in with your username and password and then enter a single-use code that will be sent to the mobile phone number via text message (recommended method) or email address (less secure) associated with the account.

Why is two-step verification required?
Two-step verification enhances the security of your account by using a secondary device or account to verify your identity. This additional security feature provides an extra layer of protection for health care data, preventing others from accessing your account, even if they know your password.

Do I still have to use my username and password with two-step verification?
Yes, when accessing your portal account using two-step verification, you will continue to log in with your username and password, unless you have enabled facial recognition capabilities on your device. Two-step verification does not replace or require you to change your username and password, but is an additional step in the login process that increases account security.

How often will I need to use two-step verification?
You will need to complete the two-step verification process every time you access the online patient portal (NextGen).

What are my options for receiving the single-use code for two-step verification?
You can either have the single-use code sent to a mobile phone number (via text message) or an email address associated with your NextGen account.

Text messaging is the recommended method for receiving the code because it is generally considered less susceptible than email to security concerns.

Can I use a landline phone for two-step verification?
No, the two-step verification process requires the ability to receive text messages at a mobile phone number associated with your NextGen account. To access the online patient portal, please ensure that you have a current mobile phone number listed in your NextGen personal health information section. If you do not have a mobile number, you can also set up two-step verification using an email address (less secure) associated with your portal.

How do I update the mobile phone number associated with my NextGen patient portal account?
If your mobile number needs to be updated, please visit **CrystalRunHealthcare.com/Contact** to submit a *Contact* form and select 'Patient Portal' as the 'Reason for Contact' in the drop-down menu, or **call 845-703-6999** for assistance.

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Will I be charged for the text message with the single-use code?
Depending on your mobile phone plan, your carrier may charge you for the text message containing your single-use code.

What if I don't receive the text message with the single-use code?
The single-use code sent via text message expires after 10 minutes. If you have not received the code in a timely manner, please confirm that you are using the mobile phone number associated with your NextGen account.

What if I already set up two-step verification using my email address?
You can continue to use your email address for two-step verification. However, text messaging is the recommended method for receiving the single-use code because it is generally considered less susceptible than email to security concerns.

To update the mobile phone number or email address associated with your account, visit the NextGen personal information section.

What do I do if I am unable to access the online patient portal (NextGen PXP)?

If you need technical assistance or help accessing the online patient portal, please visit **CrystalRunHealthcare.com/Contact** to submit a *Contact* form and select 'Patient Portal' as the 'Reason for Contact' in the drop-down menu, or **call 845-703-6999** for assistance.