

*If you are experiencing problems with **Watson Clinic NextMD Patient Portal** here are some frequently asked questions that may help.*

Q. Why can't I open any documents from my doctor?

A. Many NextMD documents are sent as PDF (Portable Document Format) files and require Adobe Acrobat Reader to view them. Click the following link to download: Adobe Acrobat Reader (<http://get.adobe.com/reader/>) for free.

Q. I have Adobe Acrobat installed and I still can't open any documents from my doctor - Why?

A. JavaScript is needed to display the messages and it may not be enabled on your browser.

In Internet Explorer:

- 1 Select **Internet Options** from the **Tools** menu
- 2 Select the **Security** tab and then click **Custom Level** button.
- 3 Scroll down to the **Active scripting** option and set it to **Enable**.
- 4 Click **OK**.
- 5 When prompted, click **Yes** to confirm the changes.
- 6 Click **OK**.
- 7 Press the **F5** key on your keyboard to reload the page.

In Firefox:

- 1 Select **Internet Options** from the **Tools** menu.
- 2 Select the **Content** tab and then select the **Enable JavaScript** check box.
- 3 Click **OK**.
- 4 Press the **F5** key on your keyboard to reload the page.

In Opera:

- 1 Select **Preferences** from the **Tools** menu.
- 2 Select the **Advanced** tab and then click the **Content** option.
- 3 Select the **Enable JavaScript** check box.
- 4 Click **OK**.
- 5 Press the **F5** key on your keyboard to reload the page.

Q. Why do I get an error trying to open or download a document from my doctor when using Internet Explorer?

A. When trying to open or download a document, you receive an error such as:

"Internet Explorer cannot download 50PPM from nextmd.com."

"Internet Explorer was not able to open the internet site."

or

"The requested site is either unavailable or cannot be found. Please try again."

In these cases, there could be issues with your Internet Explorer security settings.

To resolve these issues:

- 1 In Internet Explorer, select **Internet Options** from the **Tools** menu.
The *Internet Options* dialog box displays.
- 2 Click the **Advanced** tab.
- 3 Scroll down to the **Security** section.
- 4 Clear the **Do not save encrypted pages to disk** check box.
- 5 Click **OK**.
- 6 Close all Internet Explorer windows.
- 7 Restart Internet Explorer and then try to open or download the file again.