

NexCloud Login Experience: Transition to Windows App Questions and Answers

Overview

This document explains the upcoming NexCloud login transition from the NexCloud login launcher to Windows App, what users need to do, and what to expect.

Why This Matters

This upgrade is being made for three important reasons:

- **Enhanced Security** — The new Windows App login experience provides stronger, more modern security protections that align with current industry standards and best practices for protecting your data.
- **Improved Reliability** — The new Windows App login experience offers a more stable and consistent connection experience with better performance over time.
- **Industry Alignment** — The current NexCloud login launcher is reaching end of life. Transitioning to Windows App ensures your practice stays on a supported, future-ready platform.

What's Changing

Q: What is changing with my NexCloud login? We are upgrading the way you connect to NexCloud. This means you will use the **Microsoft Windows App** to log in to NexCloud going forward, instead of the NexCloud login launcher you use today.

Q: What do I need to do? You will need to:

1. **Download and install the Microsoft Windows App** on each device you use to access NexCloud.
 - Download Windows App from Microsoft Store:
<https://apps.microsoft.com/detail/9n1f85v9t8bn?hl=en-US&gl=US>

2. **Confirm you know your NexCloud login credentials** (@nextechapp.com username and password). If you currently rely on saved or auto-filled credentials, now is the time to verify your password with your Practice Administrator or Practice IT. If you do not know your password, reset it before the migration window and work with your practice to ensure it is stored securely.
3. **Log in using the Windows App.** When your migration window opens, you will have dual access to the old NexCloud launcher and NexCloud in the Windows App. This is an opportunity to complete the transition before the end of the migration window – at that time, the old NexCloud launcher will not work and your team should be fully transition to log in using the Windows App.

Q: Will NexCloud itself look or work differently? No. Once you are logged in through the Windows App, your NexCloud experience — including your clinical workflows, charting, scheduling, and other daily tools — will remain the same. The change is limited to *how you connect* to NexCloud, not what you do inside it.

Q: Why is Nextech making this change? We're always looking for ways to make your experience with NexCloud more secure, more reliable, and easier to use. This upgrade delivers security, reliability, and long-term success across the industry.

Timeline

Q: When is this happening?

Phase	Dates	Details
Early Awareness & Preparation	Mid June – Early September	You will begin receiving communications with instructions to install the Windows App in advance.

Beta Migration Window	July 22 nd – August 24 th	A select group of practices will migrate first to validate the experience. As of August 25th, the NexCloud login launcher will not work.
Production Migration Window	August 17 th – September 8 th	All remaining NexCloud clients will migrate during a three-week window. As of September 9th, the NexCloud login launcher will not work.

During the migration windows, there will be an **overlap period** where both the NexCloud login launcher and Windows App are available, giving you time to transition smoothly. Following the end of the migration window, the NexCloud login launcher will not work and all users **MUST** use the Windows App.

Q: Can I install the Windows App now? Yes! We highly encourage you reach out to your Practice IT to **download and install the Microsoft Windows App early**. Installing the Windows App now will save you time and get you a step ahead. Further setup instructions for accessing the NexCloud app will be provided in upcoming communications.

Q: Will my IT department need an IP address, URL, Workspace URL, or Device ID? No. The Windows App uses your NexCloud credentials to automatically discover and present the appropriate NexCloud apps after authentication. No further Windows App setup such as manual server addresses, IPs, or workspace URLs are no longer required.

Passwords & Credentials

Q: Will my current saved login credentials still work? **Your saved NexCloud login launcher credentials (auto-filled username/password) will not carry over to the**

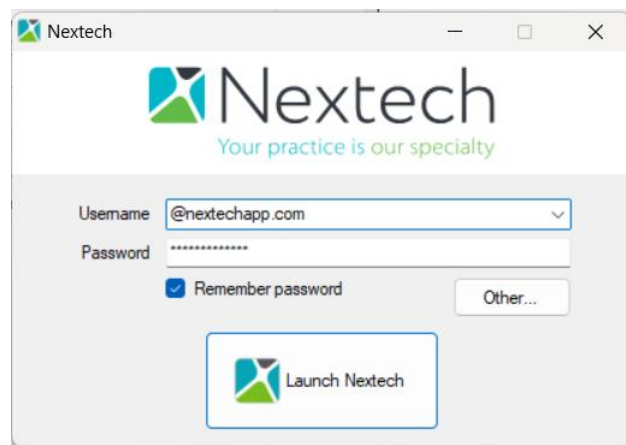
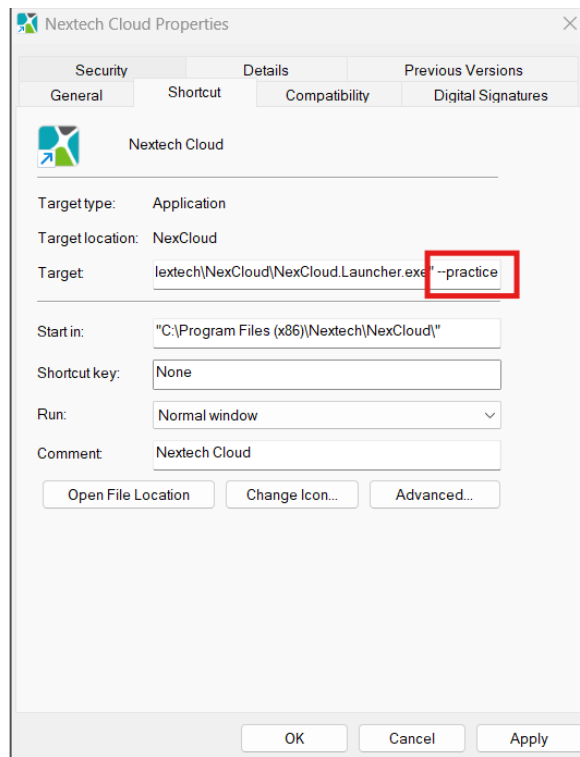
Windows App. The credentials remain the same, but you will need to manually enter your credentials when logging in via Windows App.

Q: What if I don't remember my password? If you currently rely on saved or auto-filled credentials and are unsure of your password, **we strongly recommend resetting it before your migration window and storing it in a password manager.** Reach out to your Practice Administrator or Practice IT for assistance on resetting. Instructions can also be found here: [NexCloud Launcher Password Reset](#)

Q: What password manager does Nextech support? Nextech does not support a specific password manager. We recommend reaching out to your Practice IT for securely storing your NexCloud login credentials in a native password manager such as Windows Credential Manager or Passwords, an Apple utility application.

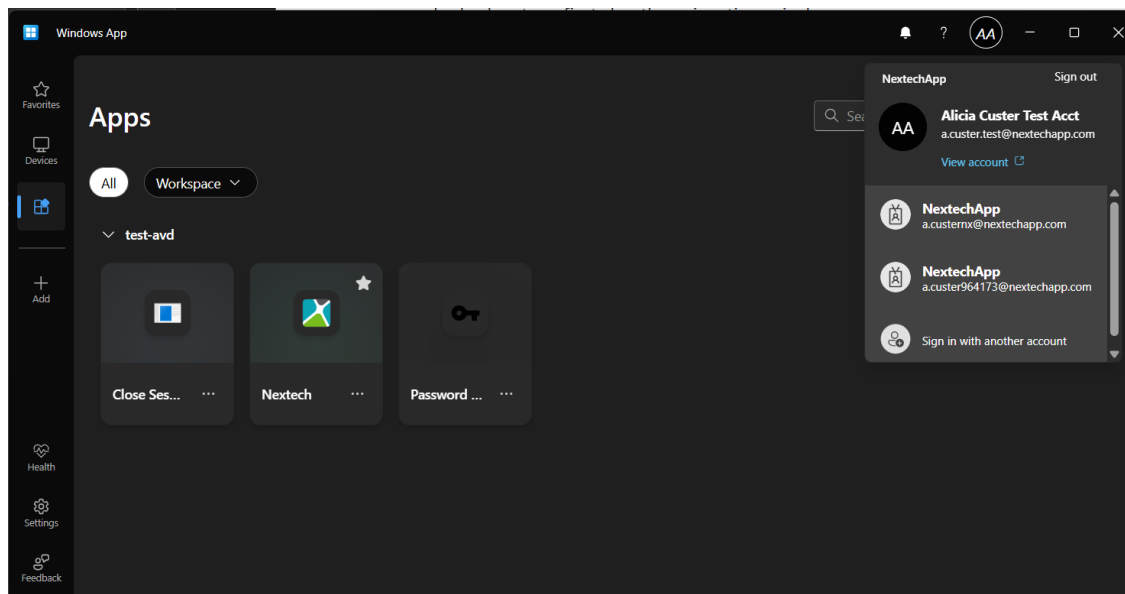
Q: How can I stop NexCloud from automatically opening and access the NexCloud username and password screen? NexCloud is set to auto-launch after your first login. To access the NexCloud launcher and sign-in screen, open NexCloud from the Start menu instead of the desktop shortcut, or follow the steps below:

- Right-click on the Nextech Cloud shortcut
- Choose Properties > Look for the Target field below
- "C:\Program Files (x86)\Nextech\NexCloud\NexCloud.Launcher.exe" --practice
- Remove --practice from the end of the target line
- Click OK at the bottom of the Properties window to save it.



Q: Will I be able to reset my password in the new Windows App? Yes, the Azure Password Reset functionality will still exist in the Windows App. Please note that a password reset can take up to 5 min to take effect.

Q: What if I need to access multiple databases? The Windows App allows you to sign in to multiple NexCloud databases. Click the account icon in the top right of the Windows App, choose “Sign in with another account,” and follow the prompts using the NexCloud credentials for the database you want to access. Once added, each account will appear in the app so you can select and log in to the appropriate database.



Settings & Peripherals

Q: Will my Quick Pins and other profile settings transfer to AVD? User profile settings — including **Quick Pins** — **will not automatically migrate** from the NexCloud login launcher to Windows App. You will need to reconfigure Quick Pins and any personalized profile settings after logging in through the Windows App for the first time.

Q: Will my printers still work? Yes. Printing, scanning, and credit card reader functionality have all been tested and validated with Windows App. Please ensure your TSScan Client is updated to version 3.5.3.4 or later for full compatibility with scanning and printing.

- **Download TSScan:** <https://www.terminalworks.com/remote-desktop-scanning/downloads>
- **Download NxTsAddin:** <https://www.nextech.com/client-support>

Q: Will telehealth still work? Yes. Telehealth workflows have been tested and confirmed to work with Windows App.

Q: Will Word Merge still work? Yes. Word Merge has been tested and confirmed to work with Windows App.

Device Compatibility

Q: What devices are supported? The Microsoft Windows App is available on:

- **Windows** computers
- **Mac** computers
- **iPad** (via the iOS Windows App)
- **Chromebook** (via the Android app in the Google Play Store)

Please see [Get started with Windows App to connect to devices and apps article](#) for a full list of compatible devices and OS versions.

Q: Does this affect iPad users who use NexCloud? Yes. If you access NexCloud via an iPad, you will need to install the Windows App on your iPad and follow the same migration steps. This does not affect logging in through the Nextech iPad app login.

Q: Are on-premise clients affected? No. This change only impacts **NexCloud** users. If your practice is on-premise, your login experience is not affected.

Getting Help

Q: Who can I contact with additional questions? Please reach out to your **Client Success Manager (CSM)** or contact **Nextech Support** directly. We're here to make this transition as smooth as possible for your practice.

Q: Where can I find step-by-step instructions? Detailed guides — including installation walkthroughs, login instructions, and video tutorials — will be shared in advance of your migration window via email and in-app messaging.