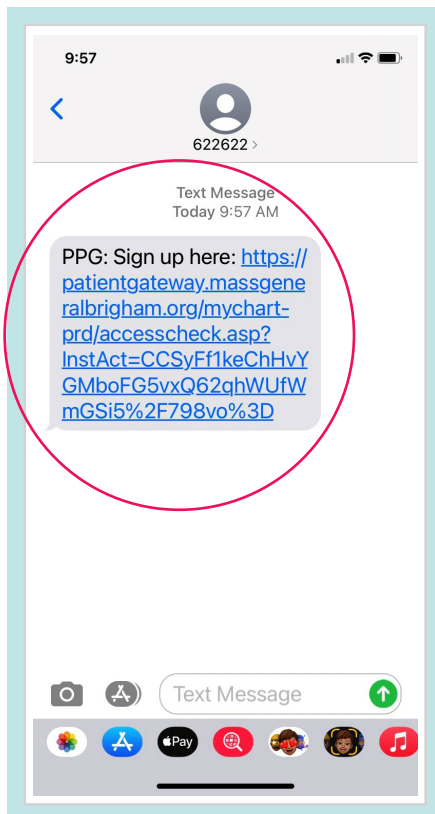


Enrolling in Patient Gateway

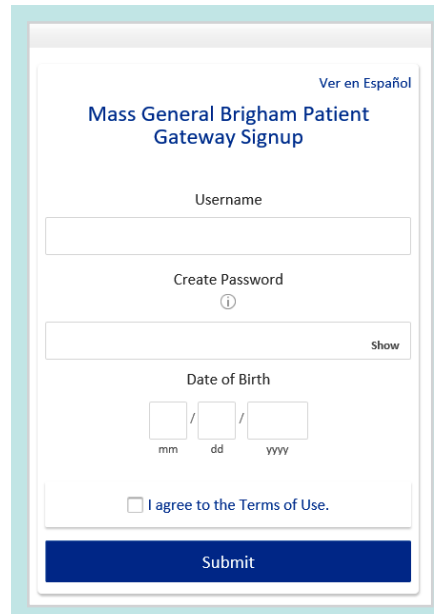
If you have an activation code:

1. Click the link in your email or text.



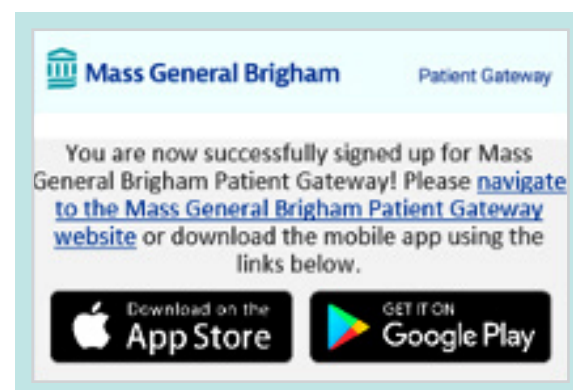
2. A new browser window should open.

- Enter a **Username** and **Password**.
- Enter your **Date of Birth** and accept the **Terms of Use**.
- Select **Submit**.



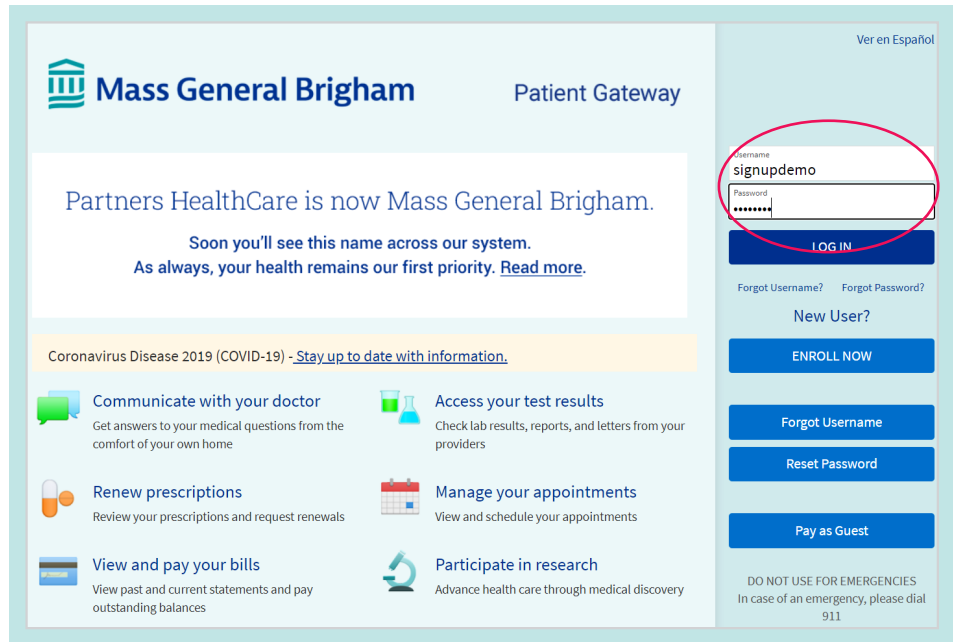
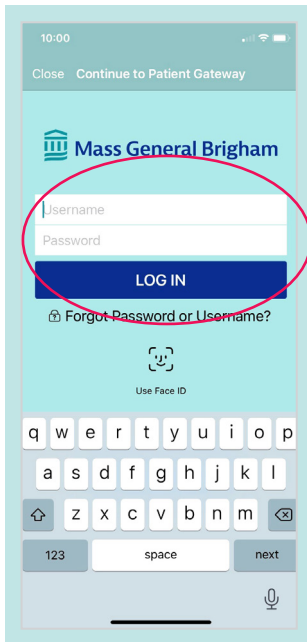
3. Click on the link that says “**navigate to the Mass General Brigham Patient Gateway website**” or download the mobile app.

If you already have the mobile app, open the app. Enter your username and password to log in to Patient Gateway.

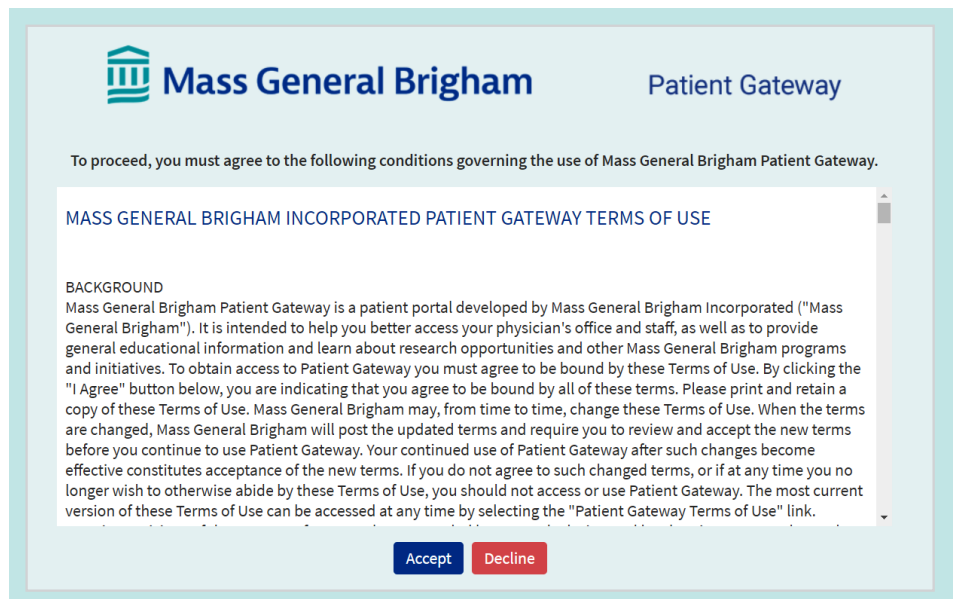


For further assistance, please call the Patient Gateway support desk at 800-745-9683.

4. Enter your username and password to log in to Patient Gateway.

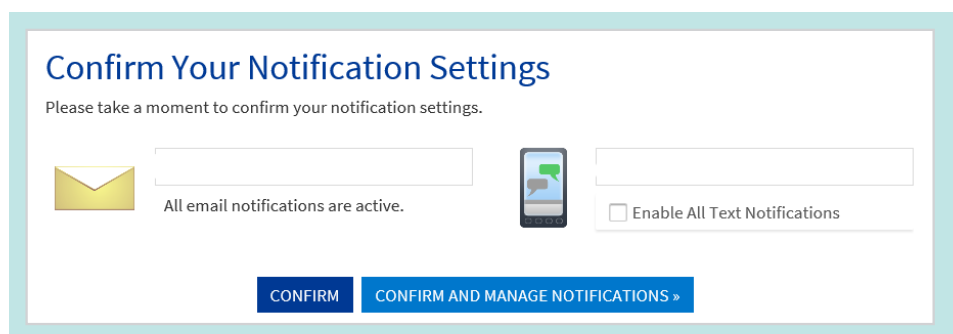


5. Review and **Accept** the Terms of Use.



6. Confirm your Notification Settings.

You are now all set to begin to use Patient Gateway!



For further assistance, please call the Patient Gateway support desk at 800-745-9683.

If you do not have an activation code:

1. Go to www.patientgateway.org

- Select **Enroll Now**

Mass General Brigham Patient Gateway

Partners HealthCare is now Mass General Brigham.
Soon you'll see this name across our system.
As always, your health remains our first priority. [Read more.](#)

Coronavirus Disease 2019 (COVID-19) - [Stay up to date with information.](#)

- Communicate with your doctor
Get answers to your medical questions from the comfort of your own home
- Access your test results
Check lab results, reports, and letters from your providers
- Renew prescriptions
Review your prescriptions and request renewals
- Manage your appointments
View and schedule your appointments
- View and pay your bills
View past and current statements and pay outstanding balances
- Participate in research
Advance health care through medical discovery

Username:
Password:
LOG IN

[Forgot Username?](#) [Forgot Password?](#)

[New User?](#)

ENROLL NOW

[Forgot Username](#)

[Reset Password](#)

[Pay as Guest](#)

DO NOT USE FOR EMERGENCIES
In case of an emergency, please dial 911

2. On the next screen, select **Enroll Now** a second time

Mass General Brigham Patient Gateway

Please Identify Yourself

Step 1
All fields are required.

Mass General Brigham Patient Gateway Activation Code
Enter your Activation Code as it appears on your enrollment letter (your code is not case sensitive). You will not need to use this code after you complete the signup process.

xxxxxx - xxxxxx

Date of Birth
Enter your date of birth in the format shown, using 4 digits for the year.

mm / dd / yyyy

Next

No Activation Code?
ENROLL NOW

3. Enter your information – name, address, date of birth, etc.

- This will be used to confirm your identity in the next step of the process.
- Select **Next** to continue.

Mass General Brigham Patient Gateway

Setting up your Mass General Brigham Patient Gateway

We need some information in order to grant you a Mass General Brigham Patient Gateway account. Enter your demographics here, and in the next step we will verify your identity using questions from a third-party verification system. If you have any questions, please contact Technical Support [here](#).

Please note: online enrollment is not available for patients under the age of 18. To access Mass General Brigham Patient Gateway on behalf of a minor, please contact the patient's doctor's office to request and complete an authorization form.

* Indicates a required field

Name

* First name
Middle name
* Last name

Address

* Address information is required.

* Country
United States of America

* Street Address

* City * State * ZIP

County

For further assistance, please call the Patient Gateway support desk at 800-745-9683.

4. Mass General Brigham uses Lexis Nexis, a secure third-party identity verification system. It will ask you a series of questions to confirm your identity based on the information you provided in the previous step.

- Choose the correct response to each question and click **Next**.

NOTE: Mass General Brigham does not track or store these identity verification questions.

Mass General Brigham Patient Gateway

Answer Questions

These questions are generated by a third-party system to verify your identity.

LexisNexis Health Care

In which of the following cities does [redacted] currently live or own property?

- Framingham, Massachusetts
- Lawrence, Massachusetts
- Mattapoisett, Massachusetts
- North Billerica, Massachusetts
- None of the above or I am not familiar with this person

NEXT

5. Enter a **Username** and **Password**.

- Click **Next**.

Mass General Brigham Patient Gateway

Hello [redacted]
Please choose a Username & Password

Step 2 of 3

All fields are required.

Please choose your Mass General Brigham Patient Gateway Username and password.

Mass General Brigham Patient Gateway Username
Create a Mass General Brigham Patient Gateway Username. It cannot be changed, so think of one that is secure and easy to remember.

[Text Input Field]

Username may consist of a-z, 0-9, and _ or @

Password
Create a password. Your password must be different than your Mass General Brigham Patient Gateway Username. For increased security, use a combination of numbers and letters (lowercase and uppercase).

Eight characters or more; case sensitive

Retype Password

[Text Input Field]

[Text Input Field]

NEXT

6. Decide if you want to enable E-mail or Text notifications.

- Enter your email address and your mobile phone number for text messages.
- Click **Next**.

Mass General Brigham Patient Gateway

Step 3 of 3

Enable E-mail Notifications?
When new information is available (such as test results or messages), we will send a notification message to your internet e-mail address.

Yes No

E-mail Address
Your e-mail address will be used for alerts only. We will not share your e-mail address with anyone.

[Text Input Field]

Example: chris@company.com

Retype E-mail Address

[Text Input Field]

▶ Please enter your e-mail address.

Enable Text Message Notifications?
We will send a text to your mobile phone for text enabled notification messages. For more info, go to Profile > Communications once you are logged in.

Yes No

7. **Review and accept** the terms of use. You will then be logged in and taken to your activated Patient Gateway account.

Mass General Brigham Patient Gateway

To proceed, you must agree to the following conditions governing the use of Mass General Brigham Patient Gateway.

MASS GENERAL BRIGHAM INCORPORATED PATIENT GATEWAY TERMS OF USE

BACKGROUND
Mass General Brigham Patient Gateway is a patient portal developed by Mass General Brigham incorporated ("Mass General Brigham"). It is intended to help you better access your physician's office and staff, as well as to provide general educational information and learn about research opportunities and other Mass General Brigham programs and initiatives. To obtain access to Patient Gateway you must agree to be bound by these Terms of Use. By clicking the "I Agree" button below, you are indicating that you agree to be bound by all of these terms. Please print and retain a copy of these Terms of Use. Mass General Brigham may, from time to time, change these Terms of Use. When the terms are changed, Mass General Brigham will post the updated terms and require you to review and accept the new terms before you continue to use Patient Gateway. Your continued use of Patient Gateway after such changes become effective constitutes acceptance of the new terms. If you do not agree to such changed terms, or if at any time you no longer wish to otherwise abide by these Terms of Use, you should not access or use Patient Gateway. The most current version of these Terms of Use can be accessed at any time by selecting the "Patient Gateway Terms of Use" link.

Accept Decline

For further assistance, please call the Patient Gateway support desk at 800-745-9683.