Mass General Brigham

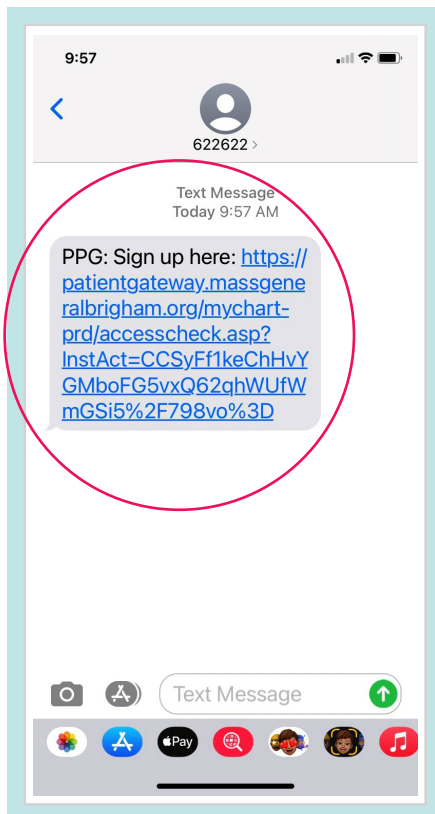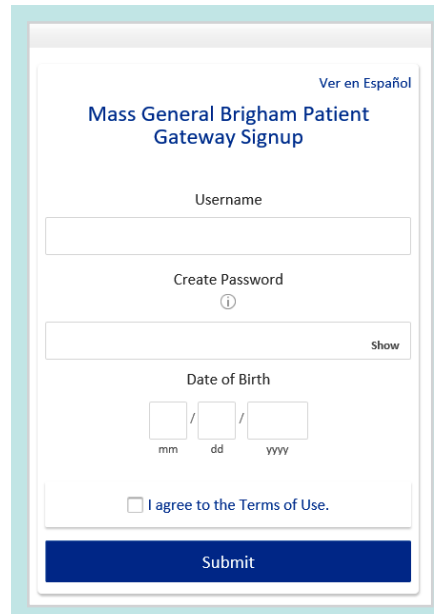# Enrolling in Patient Gateway

If you have an activation code:
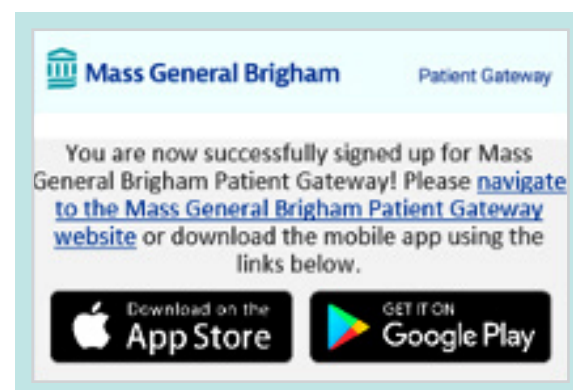
1. Click the link in your email or text.

2. A new browser window should open.

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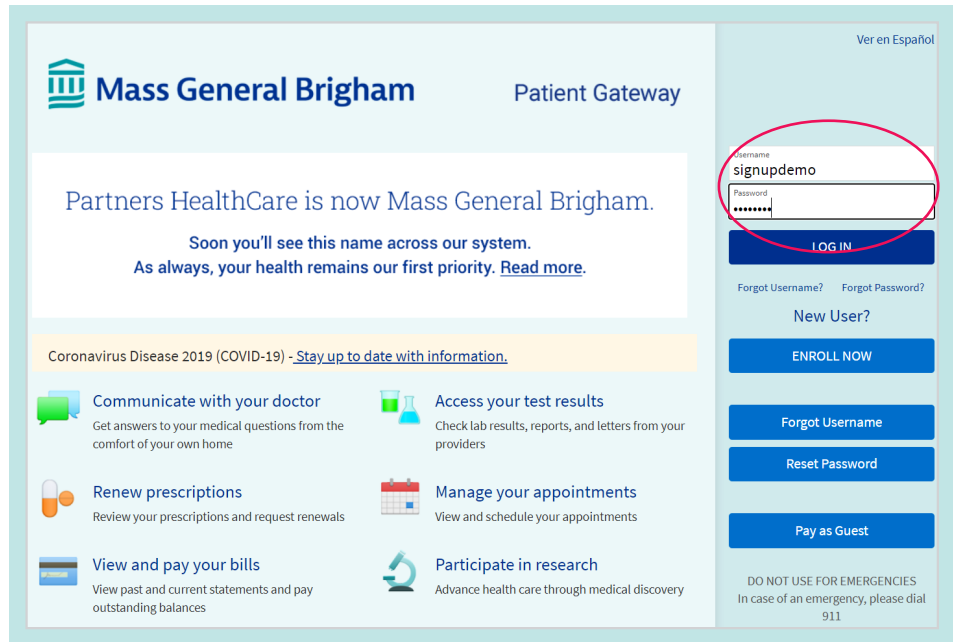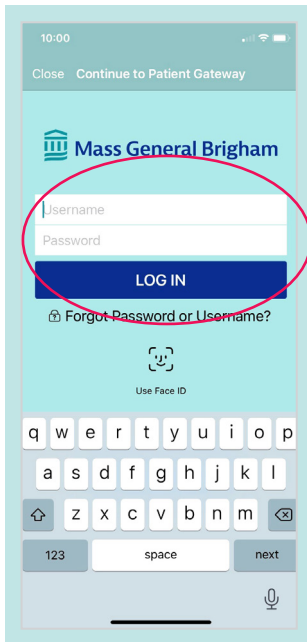- Select **Submit**.

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.
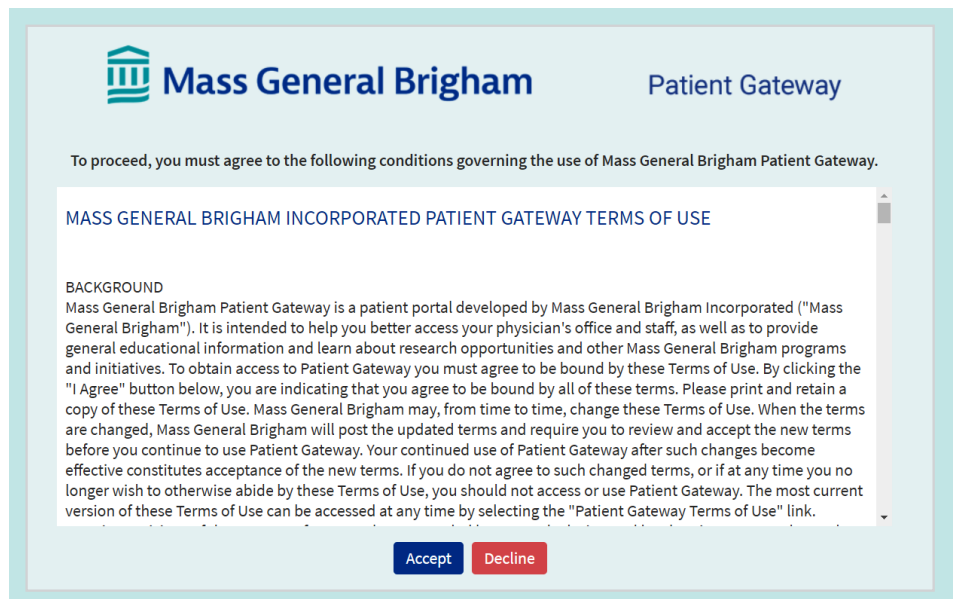

For further assistance, please call the Patient Gateway support desk at 800-745-9683.

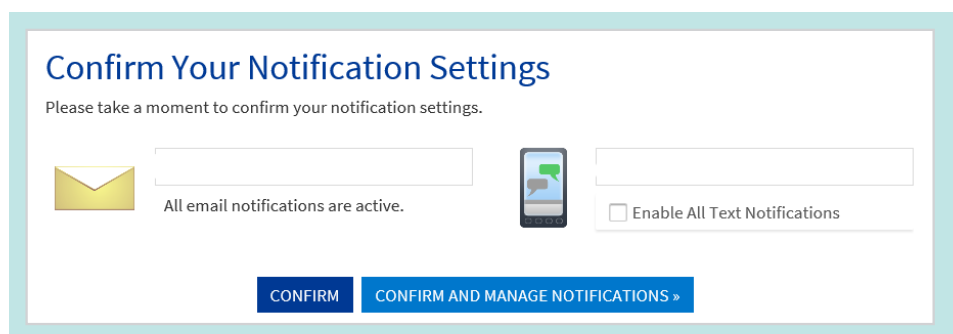## 4. Enter your username and password to log in to Patient Gateway.

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**

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

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.

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.

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

- Click **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**.

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

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