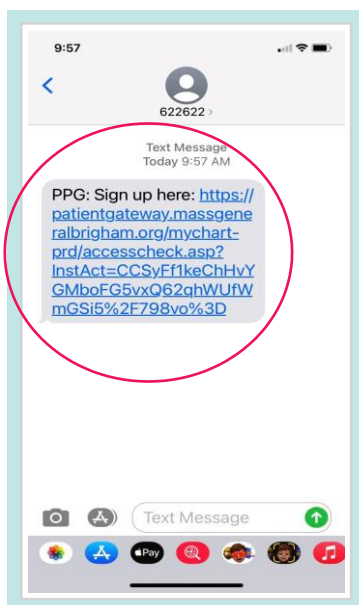


## Enrolling in Patient Gateway

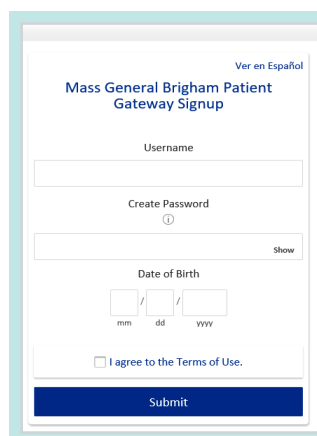
**If you have an activation code:**

1. Click the link in your email or text.



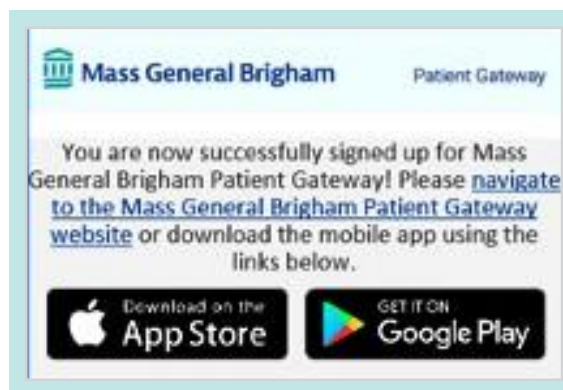
2. A new browser window should open.

- 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.



Use the QR code below to download the mobile app.



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

The left screenshot shows a mobile app interface for the Mass General Brigham Patient Gateway. It features a 'Close' button, a 'Continue to Patient Gateway' button, and a 'LOG IN' button. A red circle highlights the 'Username' and 'Password' input fields and the 'LOG IN' button. Below the login fields is a link for 'Forgot Password or Username?' and a 'Use Face ID' option. A keyboard is visible at the bottom.

The right screenshot shows the desktop website interface for the Mass General Brigham Patient Gateway. It features a 'Vcr en Español' link, a 'LOG IN' button, and a 'New User?' section with an 'ENROLL NOW' button. A red circle highlights the 'Username' field containing 'signupdemo' and the 'LOG IN' button. Below the login fields are links for 'Forgot Username?' and 'Forgot Password?'. The 'New User?' section includes a 'Reset Password' button and a 'Pay as Guest' button. A disclaimer at the bottom states: 'DO NOT USE FOR EMERGENCIES In case of an emergency, please dial 911.'

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

The screenshot shows the 'MASS GENERAL BRIGHAM INCORPORATED PATIENT GATEWAY TERMS OF USE' page. The page includes a 'BACKGROUND' section with text explaining the purpose of the Patient Gateway and the terms of use. At the bottom, there are 'Accept' and 'Decline' buttons.

#### 6. Confirm your Notification Settings.

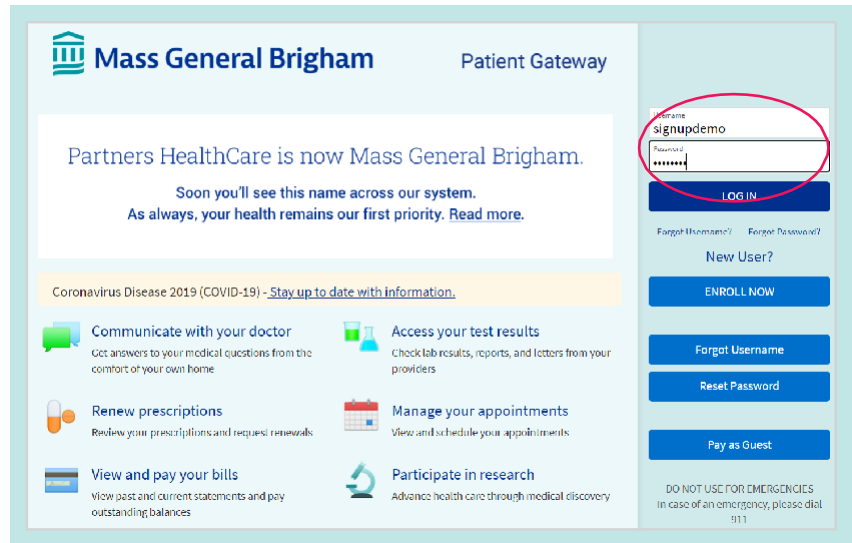
**You are now all set to begin to use Patient Gateway!**

The screenshot shows the 'Confirm Your Notification Settings' page. It includes a message: 'Please take a moment to confirm your notification settings.' Below this, there are two input fields. The first field is labeled 'All email notifications are active.' and the second field is labeled 'Enable All Text Notifications'. At the bottom, there are 'CONFIRM' and 'CONFIRM AND MANAGE NOTIFICATIONS >' buttons.

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

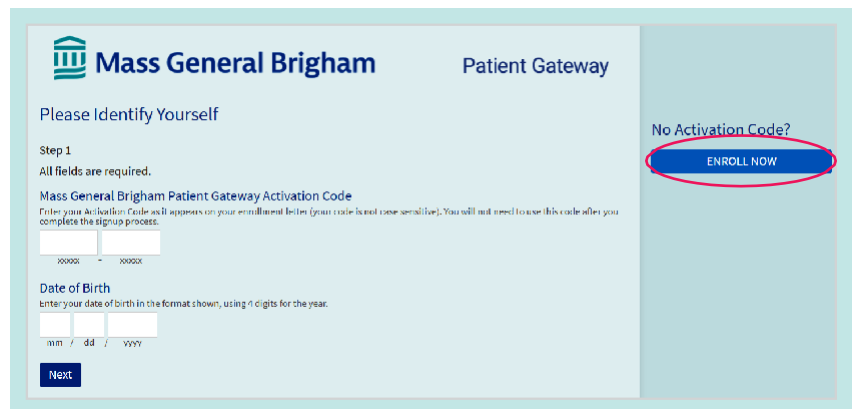
## If you do not have an activation code:

1. Go to  
[www.patientgateway.org](http://www.patientgateway.org)
  - Select **Enroll Now**



The screenshot shows the Mass General Brigham Patient Gateway login page. The header includes the Mass General Brigham logo and the text "Patient Gateway". The main content area features a message: "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." Below this is a link for "Coronavirus Disease 2019 (COVID-19) - Stay up to date with information." There are six service tiles: "Communicate with your doctor", "Access your test results", "Renew prescriptions", "Manage your appointments", "View and pay your bills", and "Participate in research". On the right side, there is a login form with fields for "Username" (containing "signupdemo") and "Password" (masked with asterisks). A red circle highlights the "LOG IN" button. Below the login form are links for "Forgot Username?", "Forgot Password?", "New User?", "ENROLL NOW", "Forgot Username", "Reset Password", and "Pay as Guest". At the bottom right, a disclaimer states: "DO NOT USE FOR EMERGENCIES In case of an emergency, please dial 911".

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



The screenshot shows the "Please Identify Yourself" screen. The header includes the Mass General Brigham logo and the text "Patient Gateway". The main content area is titled "Please Identify Yourself" and "Step 1". It states "All fields are required." and "Mass General Brigham Patient Gateway Activation Code". Below this is a text input field for the activation code. There is also a "Date of Birth" section with a text input field and a "Next" button. On the right side, there is a link for "No Activation Code?" and a red circle highlights the "ENROLL NOW" button.

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.



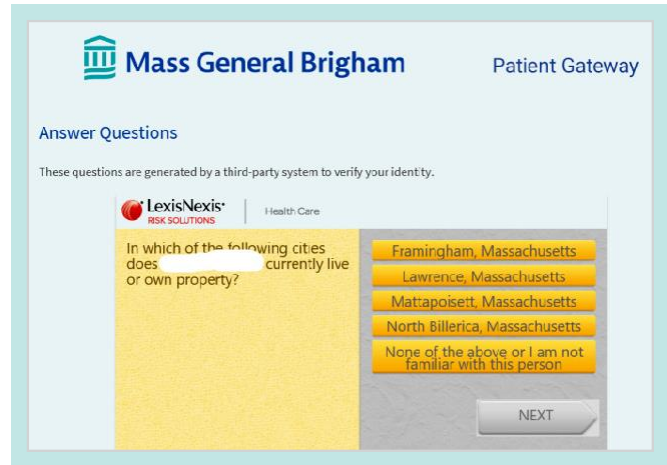
The screenshot shows the "Setting up your Mass General Brigham Patient Gateway" screen. The header includes the Mass General Brigham logo and the text "Patient Gateway". The main content area is titled "Setting up your Mass General Brigham Patient Gateway". It contains a paragraph explaining the need for information to grant an account and a "Please note" about online enrollment for patients under 18. Below this is a form with several fields: "Name" (First name, Middle name, Last name), "Address" (Country, Street Address, City, State, ZIP, County), and a "Next" button. A red circle highlights the "ENROLL NOW" button.

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.

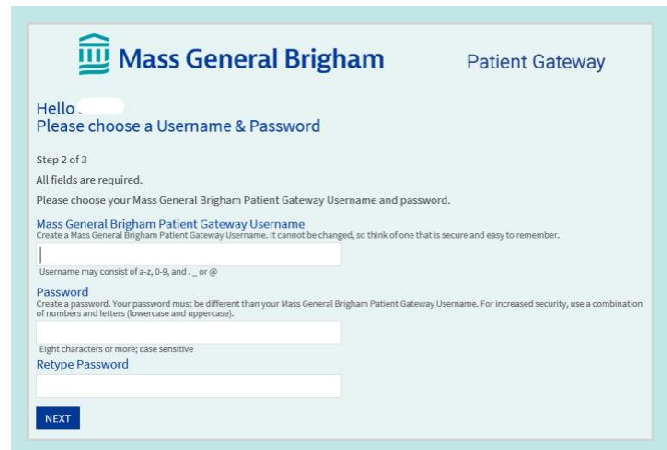
- Choose the correct response to each question and click **Next**.

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



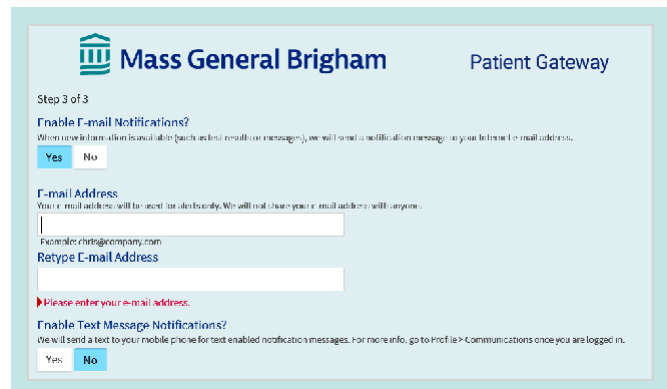
5. Enter a Username and Password.

- Click **Next**.

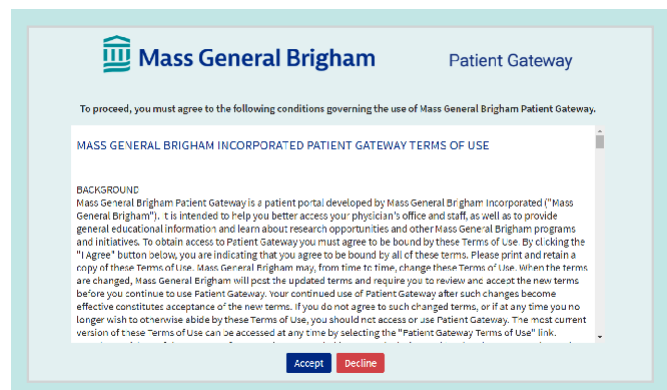


6. Decide if you want to enable E-mail or Text notifications.

- 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.