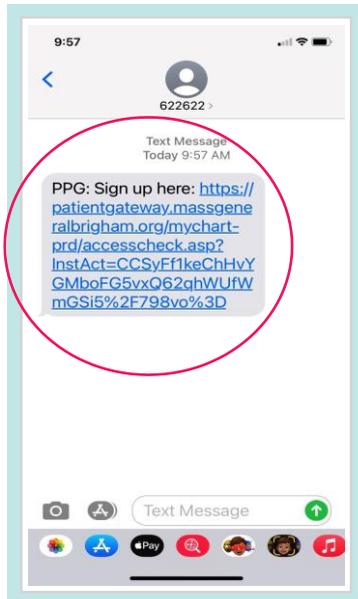


Enrolling in Patient Gateway

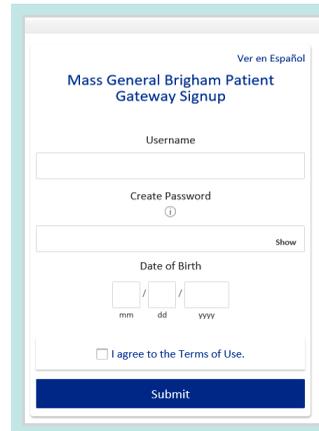
If you have an activation code:

1. Click the link in your email or text.



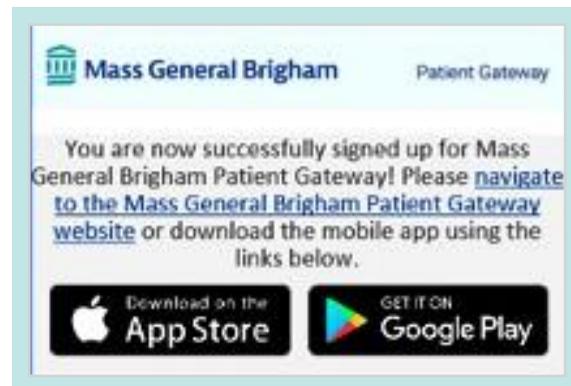
2. A new browser window should open.

- 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.

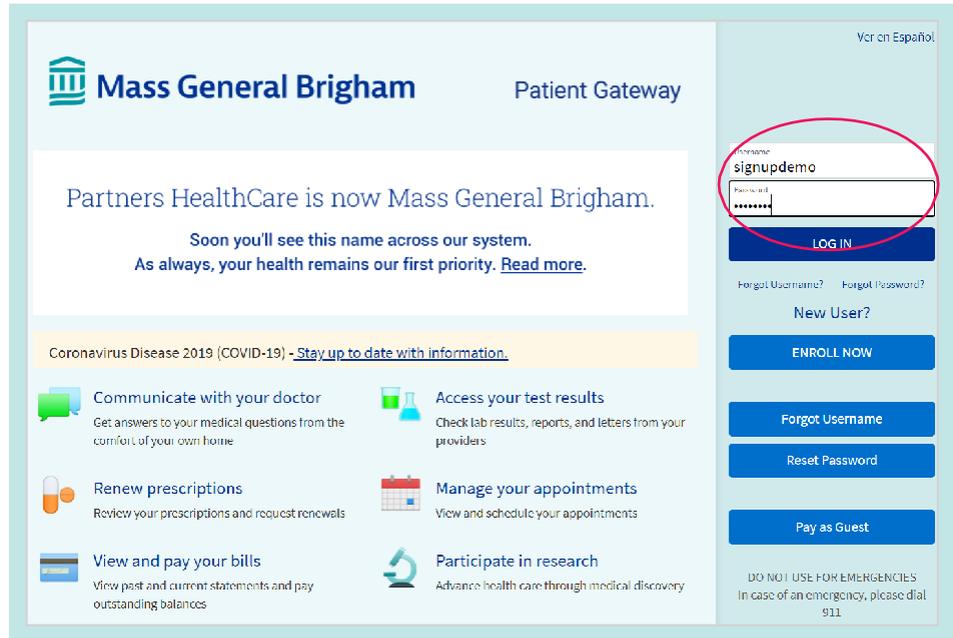
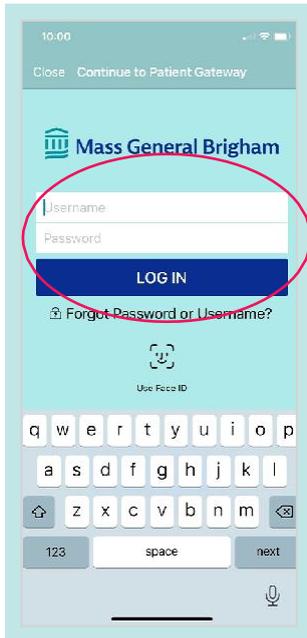
If you already have the mobile app, open the app. Enter your username and password to log in to Patient Gateway.



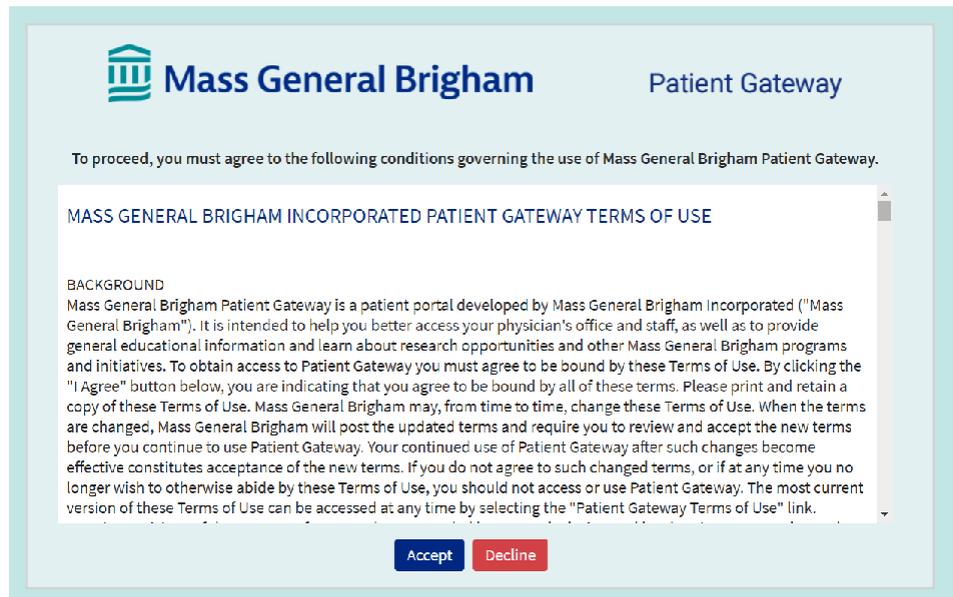
Use the QR code below to download the mobile app.



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

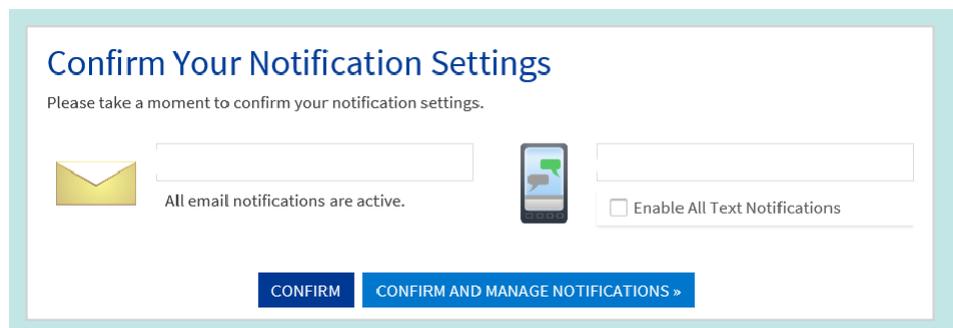


5. Review and Accept the Terms of Use.



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: signupdemo
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-based case number). You will not need to use this code after you complete the sign-up 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

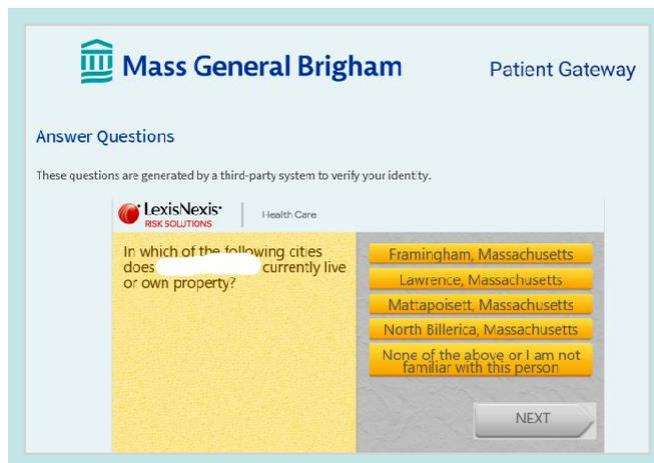
County

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.

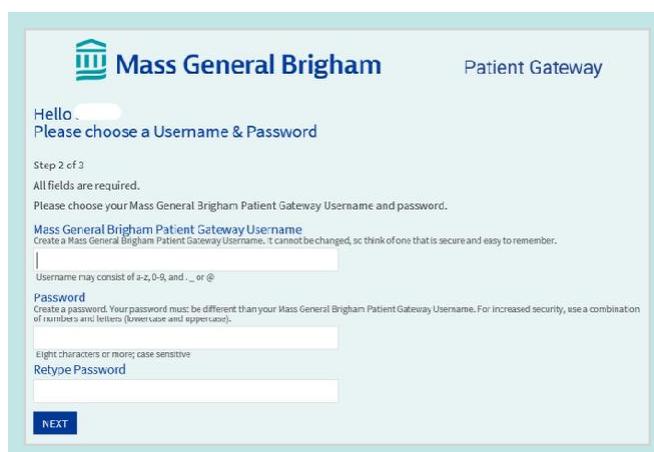
- Choose the correct response to each question and click **Next**.

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



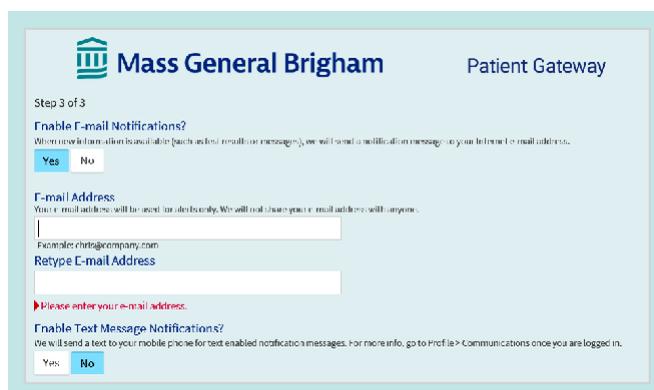
5. Enter a **Username** and **Password**.

- Click **Next**.

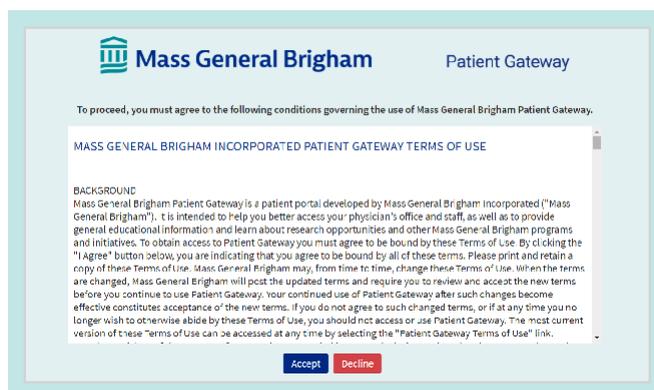


6. Decide if you want to enable E-mail or Text notifications.

- 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.