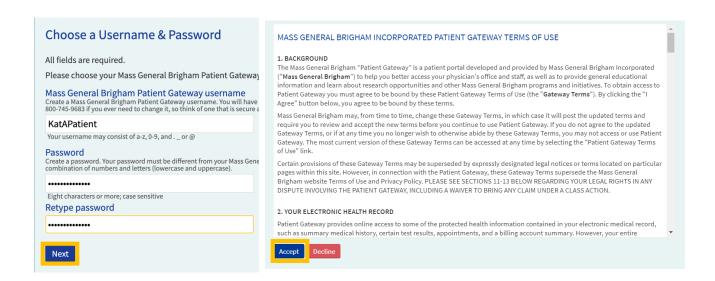# Enrolling in Patient Gateway with a Link or Activation Code

This tip sheet shows you how to enroll in Patient Gateway if you have received a link or activation code.
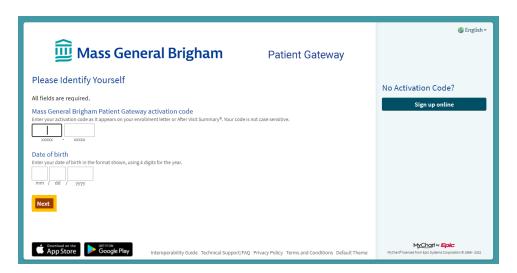
Enrolling with a Link from Your Doctor's Office

1. You may receive a text or email with the link. Click the link, and arrive at a signup screen.
2. Your email address will appear as your username. Change this if you'd like, or leave it if it's easy to remember.
3. Now create a password that is unique to Patient Gateway, one that you haven't used anywhere else.
4. Your password should be at least 8 characters.
5. For increased security, your password must include at least 1 number, at least one uppercase letter, and at least one special character such as an exclamation point, question mark, hash tag or percentage sign.
6. Click on the "i" next to "Create Password" to see hints. Enter your date of birth. Click "Submit."
7. On the next screen, review the Terms of Use and click "Accept"
8. You are now logged into Patient Gateway

Enrolling with an Activation Code

1. You may have an activation code from an After-Visit Summary, or an email from Patient Gateway.
2. Go to the Patient Gateway website and click "Enroll Now"
3. On the next page, under "Step 1," enter your activation code and date of birth.
4. Click "Next."

Using Two-Step Verification

This is an important security feature to protect your health information.

In addition to entering your password, you'll enter a temporary code sent directly to you by email or text. You can only log into Patient Gateway with both pieces of information. This means that even someone with your password cannot access your health information.

Two-Step Verification requires an email address or a mobile phone that can receive text messages.
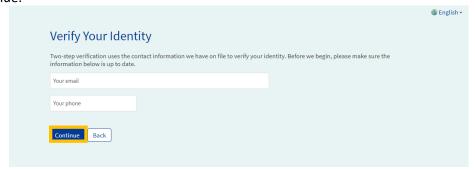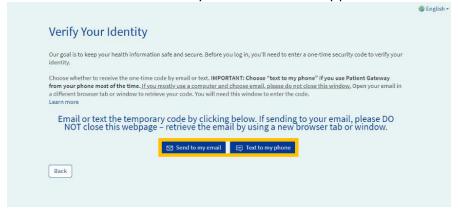

Setting Up Two-Step Verification

1. Look for "Verify Your Identity"
2. You will see the email address we already have on file. Add a mobile phone number if you have one.
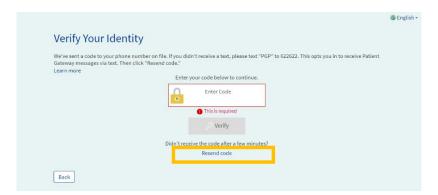
3. Click "Continue."

4. Request a one-time code. Click "Send to my email" or "Text to my phone"

5. If you click "Send to my email," open your email in another browser tab or window, or on another device. Keep this tab open. You will need it to enter the security code in the next step.

6. On the next screen, enter the code you received. The code is *not* case-sensitive.

7. Letters can be entered as upper case or lower case. If you haven't received a code, click "Resend code."
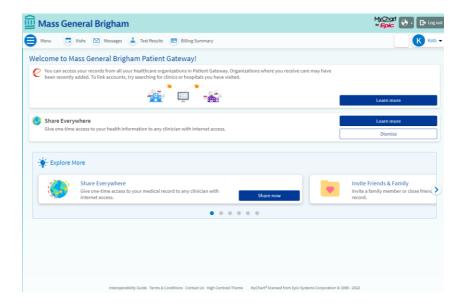

8. Before you click "Verify," notice that you can choose to select "Skip this step next time."

9. Enter the code and click "Verify."

Choose a Username & Password

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. You will have to contact your Mass General Brigham Patient Gateway help desk at 800-745-9683 if you ever need to change it, so think of one that is secure and easy to remember.

Your username may consist of a-z, 0-9, and . _ or @

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

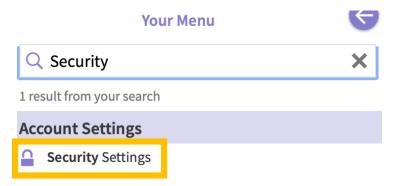Eight characters or more; case sensitive

Retype password

Next

10. On the next screen, create a username and password. Your username should be at least 8 characters.
11. Create a password that is unique to Patient Gateway, not one that you have used anywhere else.
12. Include at least 8 characters, and include at least 1 number, at least one uppercase letter, and at least one special character such as an exclamation point, question mark, hash tag or percentage sign.
13. Click on the "i" next to "Create Password" to see hints.
14. Enter your date of birth. Click "Submit."
15. On the next screen, update your email address and enable text notifications if you choose to enter your mobile phone number. Click "Sign in."
16. Review the Terms of Use and click "Accept."
17. You are now logged into Patient Gateway.

Turning Off Two-Step Verification

1. Go to "Your Menu." Type "Security" in the search bar.

Your Menu

🔍 Security ✕

1 result from your search

Account Settings

🔓 **Security** Settings

2. On the Security Settings page, click the red button that says, "Turn off two-step verification."
3. You'll need to follow the two-step verification one more time before turning this off, to confirm that you are the person making the request to turn this off.

Turning On Two-Step Verification

If you did not set up Two-Step Verification, but decide later that you would like to, you can turn this on at any time.

1. Go to "Your Menu." Type "Security" in the search bar
2. On the Security Settings page, click the button that says, "Turn on two-step verification"

Two-Step Verification Settings

Two-step verification is an additional level of security to help keep your account secure—even if someone has your password.

Turn on two-step verification

3. Verify your email and mobile number, if you have one, and then enter your password.
4. Click "Continue." Next, you will request a one-time code. Click "Send to my email" or "Text to my phone."
5. On the next screen, enter the code and click "Next"
6. Two-step verification will now be turned on.

To return to the home screen, click on the Mass General Brigham logo at the top of each page.

Need help? Call Patient Gateway Technical Support at 800-745-9683