

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

Choose a Username & Password

All fields are required.

Please choose your Mass General Brigham Patient Gateway

Mass General Brigham Patient Gateway username
Create a Mass General Brigham Patient Gateway username. You will have 800-745-9683 if you ever need to change it, so think of one that is secure :

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 combination of numbers and letters (lowercase and uppercase).

Eight characters or more; case sensitive

Retype password

Next

MASS GENERAL BRIGHAM INCORPORATED PATIENT GATEWAY TERMS OF USE

1. BACKGROUND
The Mass General Brigham "Patient Gateway" is a patient portal developed and provided by Mass General Brigham Incorporated ("Mass General Brigham") 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 Patient Gateway Terms of Use (the "Gateway Terms"). By clicking the "I Agree" button below, you agree to be bound by these terms.

Mass General Brigham may, from time to time, change these Gateway Terms, in which case it will post the updated terms and require you to review and accept the new terms before you continue to use Patient Gateway. If you do not agree to the updated Gateway Terms, or if at any time you no longer wish to otherwise abide by these Gateway Terms, you may not access or use Patient Gateway. The most current version of these Gateway Terms can be accessed at any time by selecting the "Patient Gateway Terms of Use" link.

Certain provisions of these Gateway Terms may be superseded by expressly designated legal notices or terms located on particular pages within this site. However, in connection with the Patient Gateway, these Gateway Terms supersede the Mass General Brigham website Terms of Use and Privacy Policy. PLEASE SEE SECTIONS 11-13 BELOW REGARDING YOUR LEGAL RIGHTS IN ANY DISPUTE INVOLVING THE PATIENT GATEWAY, INCLUDING A WAIVER TO BRING ANY CLAIM UNDER A CLASS ACTION.

2. YOUR ELECTRONIC HEALTH RECORD
Patient Gateway provides online access to some of the protected health information contained in your electronic medical record, such as summary medical history, certain test results, appointments, and a billing account summary. However, your entire

Accept **Decline**

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.”

Mass General Brigham Patient Gateway

Please Identify Yourself

All fields are required.

Mass General Brigham Patient Gateway activation code
Enter your activation code as it appears on your enrollment letter or After Visit Summary[®]. Your code is not case sensitive.

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

Next

No Activation Code?
Sign up online

Download on the App Store | GET IT ON Google Play

Interoperability Guide | Technical Support/FAQ | Privacy Policy | Terms and Conditions | Default Theme

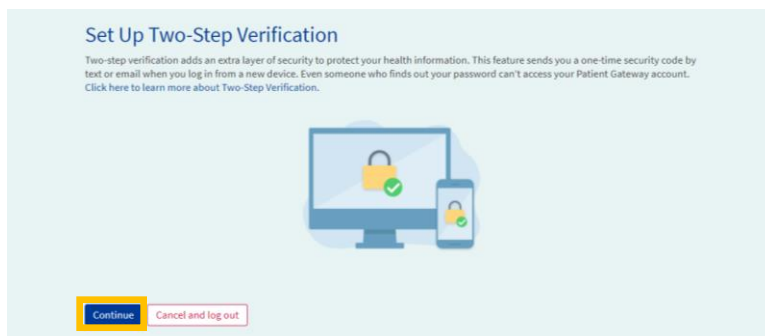
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Using Two-Step Verification

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."

The screenshot shows a light blue page titled "Verify Your Identity" with an "English" dropdown in the top right. Below the title is a paragraph: "Two-step verification uses the contact information we have on file to verify your identity. Before we begin, please make sure the information below is up to date." There are two input fields: "Your email" and "Your phone". At the bottom, there are two buttons: "Continue" (highlighted with a yellow box) and "Back".

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

The screenshot shows the "Verify Your Identity" page. It includes a paragraph: "Our goal is to keep your health information safe and secure. Before you log in, you'll need to enter a one-time security code to verify your identity." Below that is a paragraph: "Choose whether to receive the one-time code by email or text. IMPORTANT: Choose 'text to my phone' if you use Patient Gateway from your phone most of the time. If you mostly use a computer and choose email, please do not close this window. Open your email in a different browser tab or window to retrieve your code. You will need this window to enter the code. Learn more". There are two buttons: "Send to my email" (with an envelope icon) and "Text to my phone" (with a phone icon), both highlighted with yellow boxes. A "Back" button is at the bottom left.

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."

The screenshot shows the "Verify Your Identity" page. It includes a paragraph: "We've sent a code to your phone number on file. If you didn't receive a text, please text 'PGP' to 622622. This opts you in to receive Patient Gateway messages via text. Then click 'Resend code.' Learn more". Below that is a paragraph: "Enter your code below to continue." There is an "Enter Code" input field with a lock icon and a red error message "This is required". Below the input field is a "Verify" button. Below that is a paragraph: "Didn't receive the code after a few minutes?" and a "Resend code" button, which is highlighted with a yellow box. A "Back" button is at the bottom left.

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.

Mass General Brigham MyChart by Epic Logout

Menu Visits Messages Test Results Billing Summary Kathi

Welcome to Mass General Brigham Patient Gateway!

You can access your records from all your healthcare organizations in Patient Gateway. Organizations where you receive care may have been recently added. To link accounts, try searching for clinics or hospitals you have visited. [Learn more](#)

Share Everywhere
Give one-time access to your health information to any clinician with internet access. [Learn more](#) [Dismiss](#)

Explore More

Share Everywhere
Give one-time access to your medical record to any clinician with internet access. [Share now](#)

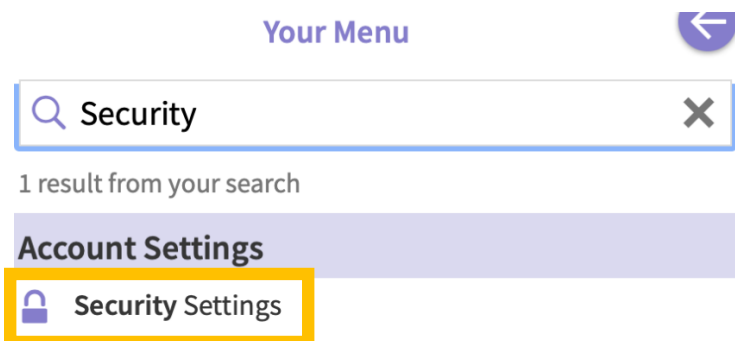
Invite Friends & Family
Invite a family member or close friend record. [Next](#)

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Turning Off Two-Step Verification

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



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

