Enrolling in Patient Gateway if You DO NOT Have a Link or Activation Code
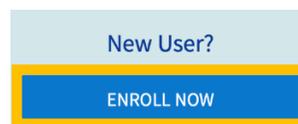
This tip sheet shows you how to enroll in Patient Gateway if you have do not have a link or activation code.

Enrolling Without an Activation Code or Link

1. Go to the Patient Gateway website at patientgateway.massgeneralbrigham.org.
2. On the right-hand side of the screen, look for "New User" Just below that, click "Enroll Now."

3. On the right-hand side of the next screen, click "Enroll Now" again.
4. On the next screen, enter all the required fields:
5. Add your medical record number if you have it.
6. Click the box that says, "I'm not a robot." Follow the instructions on the next screen by selecting images.
7. Click "Next" to continue.

Verifying Your Identity

The next section helps to verify your identity by using an Internet search tool that is completely separate from your health record.

This tool looks for public information on the Internet that may be related to you, such as places you've lived or cars you have driven. The tool then asks you questions about this information to confirm who you are.

This process is not at all related to your health record. Answer each question and click "Next." O n the next screen, you will see "Set up Two-Step Verification."

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."
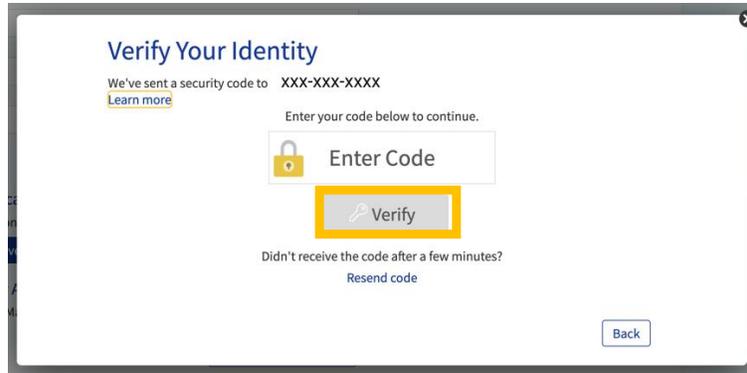
10. On the next screen, create a username and password. Your username should be at least 8 characters.
11. Create a password that is unique to Patient Gateway, not one that you have used anywhere else.
12. Include at least 8 characters, and include at least 1 number, at least one uppercase letter, and 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
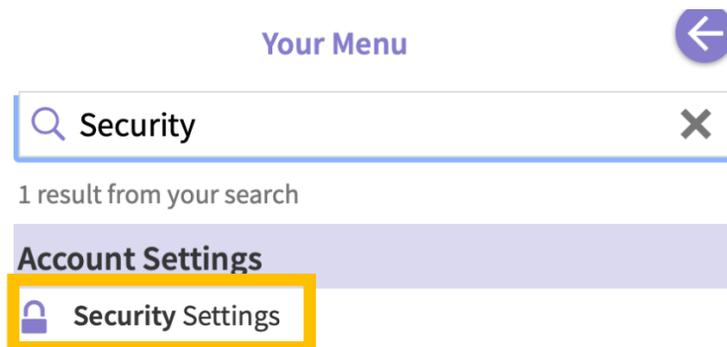
🔒 **Security** Settings

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