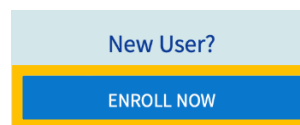


Enrolling in Patient Gateway if You DO NOT Have a Link or Activation Code

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.”



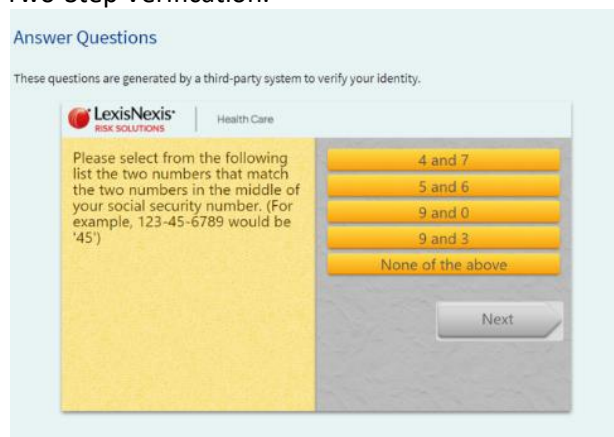
3. On the right-hand side of the next screen, click “Enroll Now” again.
4. On the next screen, enter all the required fields:
5. Add your medical record number if you have it.
6. Click the box that says, “I’m not a robot.” Follow the instructions on the next screen by selecting images.
7. Click “Next” 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.” On the next screen, you will see “Set up Two-Step Verification.”

A screenshot of a web form titled "Answer Questions". Below the title, it says "These questions are generated by a third-party system to verify your identity." The form is divided into two main sections. On the left, there is a yellow box with text: "Please select from the following list the two numbers that match the two numbers in the middle of your social security number. (For example, 123-45-6789 would be '45')". On the right, there are five yellow buttons with the following text: "4 and 7", "5 and 6", "9 and 0", "9 and 3", and "None of the above". Below these buttons is a grey button with the text "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

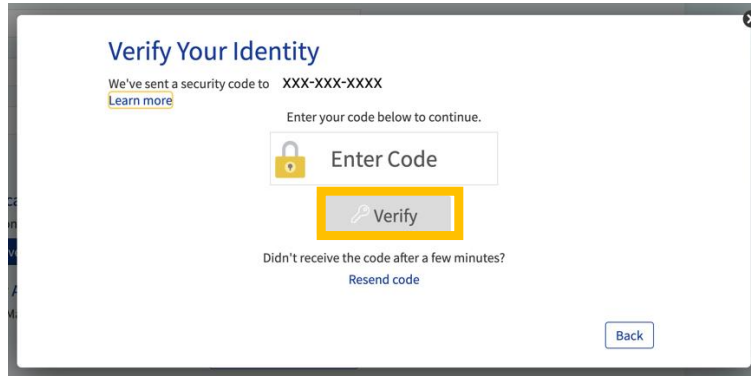
1. Look for "Verify Your Identity"
2. You will see the email address we already have on file. Add a mobile phone number if you have one.
3. Click "Continue."
4. Request a one-time code. Click "Send to my email" or "Text to my phone"

The first screenshot shows the 'Verify Your Identity' page with input fields for 'Your email', 'Your phone', and 'Password'. The 'Continue' button is highlighted with a yellow box. Below the input fields is a link that says 'Back to the home page.'.

The second screenshot shows the 'Verify Your Identity' page with instructions: 'It is our goal to make sure your health information is safe and secure. Before you log in, you'll need to enter a one-time use security code to verify your identity. [Learn more](#)'. Below this, it says 'Email or text the temporary code by clicking below. If sending to your email, please DO NOT close this webpage - retrieve the email by using a new browser tab or window.' Two buttons, 'Send to my email' and 'Text to my phone', are highlighted with a yellow box. A 'Back' button is at the bottom right.

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."





Verify Your Identity

We've sent a security code to XXX-XXX-XXXX
[Learn more](#)

Enter your code below to continue.

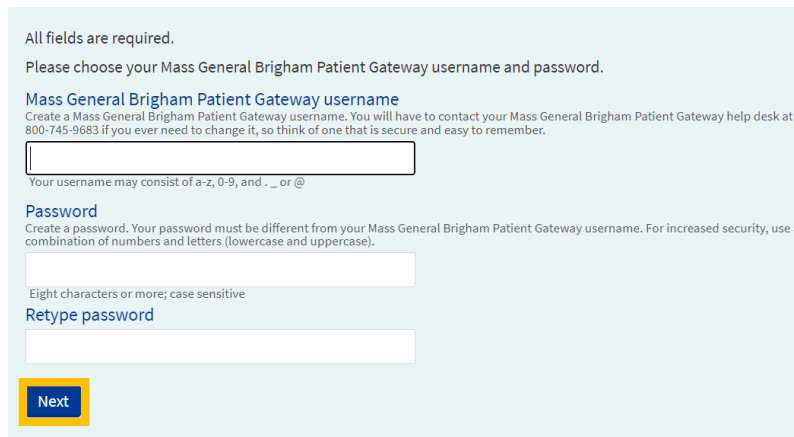




Didn't receive the code after a few minutes?
[Resend code](#)

[Back](#)

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.



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

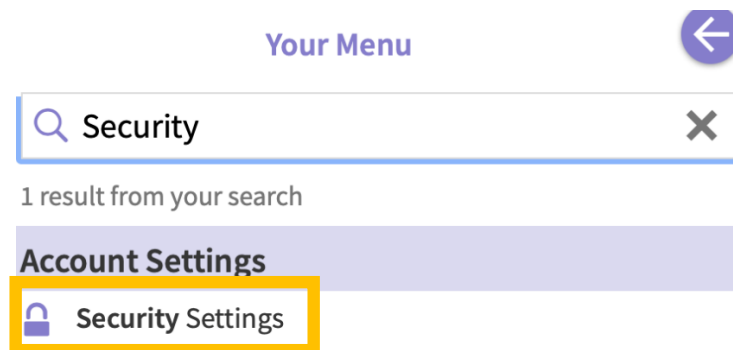
[Next](#)

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.



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

