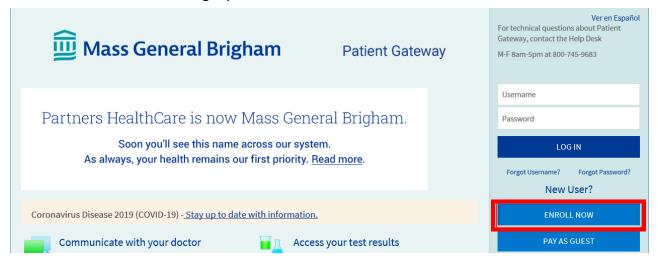# Patient Gateway Self-Enrollment

Mass General Brigham Patient Gateway is a convenient tool that allows patients and providers to communicate securely. Use this tip sheet for instructions on how to enroll on your own.

Creating Your Account

1. Go to: https://patientgateway.massgeneralbrigham.org
2. Click **Enroll Now** to begin your enrollment.

3. Click **Enroll Now** under <u>No Enrollment Code?</u> On the right hand side of your screen.

4. On the next screen, enter your demographic information, completing all required fields.
5. In the next step, we will verify your identity using questions from a third-party verification system. **Please note:** online enrollment is not available for patients under the age of 18. To access Mass General Brigham Gateway on the behalf of a minor, please contact the patient's doctor's office to request and complete an authorization form.

Once the steps above are complete and you have attested to the terms of use, you will be logged into your account. Patient Gateway allows you to send messages to your doctor, view your test results, schedule appointments and more. To review your preferences, please go to the Profile menu.

Trouble Logging in? If you need assistance logging in, you can review the FAQs or submit an online support request by going to https://patientgateway.massgeneralbrigham.org and clicking the "Technical Support" link on the bottom of the page. The Mass General Brigham Patient Gateway Technical Support Team will get back to you as soon as possible. Please note response times vary by volume. There is also a Help Desk line open M-F 8am-5pm at 800-745-9683.