How to Enroll in Partners Patient Gateway

For further assistance, please call the Partners Patient Gateway support desk at 800-745-9683 – open 8 a.m. to 5 p.m., Monday-Friday.

Enrolling with a Text Message

If your doctor’s office sent a text message to your smartphone follow these steps.

Open the text message on your smartphone.
1. Click the URL sent by the doctor’s office – you will be redirected to the Partners Patient Gateway Signup in a web browser.
2. Choose and enter a Username and Password.
3. Enter your Date of Birth.
4. Agree to the Terms of Use.
5. Click Submit.

Enrolling with an Activation Code

If your doctor’s office emailed you a Patient Gateway activation code, follow these steps.

1. Click the link in the email from your doctor’s office. A new browser window should open and bring you to the first step for enrollment.

Dear Ken,

You are invited to enroll in Partners Patient Gateway. Patient Gateway is a convenient, efficient, and secure way to manage your health and communicate with your doctor’s office. In the near future you may be able to do a virtual visit from your portal account. Please follow the steps below to set up your personal account and start using Patient Gateway today.

Click this link to set up your Partners Patient Gateway account:

https://stage-mychart-partners.org/mychart-tot/basic/accesscheck.asp?findMethod=7b358b48d28b5939ba3d6e2d1b5e05b1e08d71478e9205651b665596ef4729

1. Enter your date of birth. Click Next. - If the link above is disabled, visit https://patientgateway.partners.org. Click "Enroll Now" to enter your Activation Code (WTFSC-DD-S28 Activation Code Expiration: 5/29/2020 2:36 PM) and date of birth.

2. The activation code section should already be filled out.
3. Enter your Date of Birth.
4. Click Next.
5. Choose and enter a **Username** and **Password**.
6. Choose your security question and enter the corresponding answer.
7. Click **Next**.
8. Turn email notifications on or off.
9. Confirm or update your email address.
10. Turn text message notifications on or off.
11. Enter the mobile telephone number you use for text messages.
12. Click Sign in.
13. Review and accept the terms of use. You will then be logged in and taken to your activated Partners Patient Gateway account.
**Self-Initiated Enrollment (No Activation Code)**

To complete the self-initiated enrollment process for Partners Patient Gateway, follow these steps.

2. Click **Enroll Now**.

3. On the next page, again click **Enroll Now**.

4. Enter your information – name, address, date of birth, etc. This will be used to confirm your identity in the next step of the process.
5. When you are done entering your information, click **Next**.
Partners uses Lexis Nexis, a secure third-party identity verification system, that will ask you a series of questions to confirm your identity based on the information you provided in the previous step.

6. Choose the correct response to each question and click Next.

![Image of Lexis Nexis identity verification system]

**NOTE:** Partners Healthcare does not track or have knowledge of your responses to these identity verification questions.

7. Choose and enter a **Username** and **Password**.
8. Choose your security question and enter the corresponding answer.
9. Click **Next**.
10. Turn email notifications on or off.
11. Confirm or update your email address.
12. Turn text message notifications on or off.
13. Enter the mobile telephone number you use for text messages.
14. Click Sign in.
15. Review and accept the terms of use. You will then be logged in and taken to your activated Partners Patient Gateway account.