How to Enroll in Patient Gateway

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

How to Enroll with a Text Message

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

1. **On your smartphone, open the text message sent by your doctor’s office.**
   Click the web address. You will be redirected to the Patient Gateway signup page 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**.
If your doctor’s office emails you a Patient Gateway activation code:

1. Open the email from your doctor’s office and **click the link** to set up your Patient Gateway account. A new browser window should open and bring you to the first step for enrollment.

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**.

6. Choose and enter a **Password**.

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 Patient Gateway account.
How to Enroll with No Activation Code

To complete the self-initiated enrollment process for 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**.

**NOTE:**
The Patient Gateway enrollment system does not track or have knowledge of your responses to these identity verification questions.

7. Choose and enter a **Username**.

8. Choose and enter a **Password**.

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 Patient Gateway account.