

15 minutes prior to your appointment time, please follow the steps below (**depending on what device you choose to use**) to access your Virtual Visit. **If you need over the phone support to assist in the setup process, please call the Brigham Virtual Care Team at 617-582-4714, Monday through Friday from 9:00am-5:00pm.**

You will need an active Patient Gateway account for this visit. For any Patient Gateway related questions (i.e. Username and Password questions) please call **800-745-9683**.

Please follow these best practices prior to/during your Virtual Visit:

- Restart your device the night before or morning of your visit.
- Ensure you have strong internet connection.
- Close out of any open applications.
- ALLOW camera and microphone access when prompted to do so.
- If experiencing any issues please log out of Patient Gateway and log back in.
- Do not click the red End Call button.

Steps to Access Virtual Visit Appointments

Using your iPad/iPhone:

1. Open your **'Partners Patient Gateway'** app
2. Log into Partners Patient Gateway with your username and password
3. Click on the **'Appointments'** button
4. Look for your Virtual Visit Appointment scheduled for **the specific date and time**.
5. Click on the appointment to open it and then click the **orange 'Begin Virtual Visit' button**.
6. It may ask if you want to open this out of Partners Patient Gateway, if so click **"continue"** and **"confirm"**
7. Click on **'Check-in'**. This should bring you to the Virtual Waiting Room. From here you should wait until your provider initiates the call with you through the app.

Using your Mac Computer:

1. Log in to the Partners Patient Gateway website on Safari, Google Chrome, or Firefox.
2. Log into Partners Patient Gateway with your username and password
3. Click on the **'Visits'** button and then **'Appointments & Visits'** button on the top menu bar.
4. Look for your Virtual Visit Appointment scheduled for **the specific date and time**.
5. Click on the **'Details'** button to open the appointment and then click the **orange 'Begin Virtual Visit' button**.
6. Click on **'Check-in'**. This should bring you to the Virtual Waiting Room. From here you should wait until your provider initiates the call with you through the app.

Using your Windows Computer:

1. Log in to the Partners Patient Gateway website on Google Chrome, or Firefox.
2. Log into Partners Patient Gateway with your username and password
3. Click on the **'Visits'** button and then **'Appointments & Visits'** button on the top menu bar.
4. Look for your Virtual Visit Appointment scheduled for **the specific date and time**.
5. Click on the **'Details'** button to open the appointment and then click the **orange 'Begin Virtual Visit' button**.

6. Click on 'Check-in'. This should bring you to the Virtual Waiting Room. From here you should wait until your provider initiates the call with you through the app.

Using you Android phone/Tablet

7. Log in to the Partners Patient Gateway website on Google Chrome, or Firefox
8. Log into Partners Patient Gateway with your username and password
9. Click on the 'Visits' button and then 'Appointments & Visits' button on the top menu bar.
10. Look for your Virtual Visit Appointment scheduled for **the specific date and time.**
7. Click on the 'Details' button to open the appointment and then click the **orange 'Begin Virtual Visit' button.**
11. Click on 'Check-in'. This should bring you to the Virtual Waiting Room. From here you should wait until your provider initiates the call with you through the app.

Thank you,

Brigham Virtual Care Team

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[Brigham Virtual Care Website](#)