

check names or job titles. BOA and BLA staff will check forms for appropriate signatures or appropriate explanations. If an assessor has signed where the accounting officer's signature is required or vice versa, for example, forms will not be approved until legal and guideline requirements are met, one way or another. If you are using someone else's username & password, Gateway will assume you are that person, just as a DLS staff person would assume a written signature is that of the person signing. If any issues arise relative to that form and that signature, legally the electronic checkbox is equivalent to a hand written signature.

Detailed instructions for preparing and signing forms are available in BOA's annual Recap PDF:

http://www.mass.gov/dor/docs/dls/boa/fy12_recap/fy12recapandproformauserguide.pdf

- 7 New officials, forgotten passwords – Each community has two or more local account administrators, typically the city/town clerk, IT director, or town administrator. They can add or update new officials in the Local Officials Directory. Once in the Directory, administrators can select them in Security and create new accounts as described in <http://www.mass.gov/dor/docs/dls/ghelp/security.pdf>. Users with valid email addresses in the Local Officials Directory can send themselves a temporary password by clicking on the Forgot Password link.



The answer to the default Password Hint is still beans. Users will want to select their own Password Hint and answer.

A screenshot of a web form titled "Get Password Hint" in a blue button. Below the title, there is a "Password Hint" label and a dropdown menu with the text "What is your favorite food?". Underneath, it says "Enter your Answer and press Get Password button". There is an "Answer" label and an empty text input field. At the bottom, there is a blue button labeled "Get Password".

- 8 “Replacing” vs. “Updating” Local Officials – When people and jobs change, new entries occur in the Local Officials Directory and Gateway accounts need to be deactivated and opened. Instead of having to delete and then enter a new official, the system tries to make it easier by allowing a user to change the name and contact info of an existing official. If the last name is different, when that user clicks Save the system prompts

Do you want to update the existing official or create a new official?

Replace Official

Correct Existing Official

Clicking “Replace Official” deletes the former official and inactivates their Gateway account while adding the new official. Clicking “Correct Existing Official” is for misspellings or name changes (e.g. marriages) for the same person.

What can go wrong? When “Correct Existing” is used when the user really wanted to “Replace”, the new official often ends up with an account username that has someone else’s name. More importantly, the system thinks they have signed forms long before they assumed the new job.

- 9 Districts - Assessors in communities associated with tax rate-generating districts should automatically have access to Gateway's District Tax Rate module if District Tax Rate Forms in Security is set to Save or Submit for those assessors. The system knows which communities are associated with each district. District personnel who wish to work on the tax rate can also have Gateway accounts, but must be part of the Local Officials Directory (LOD) to have an account. Talk to the city/town clerk or call Gateway Support to be added to LOD.

- 10 Who do you call?

General BLA help (guidelines, form content or edits, requirements):
bladata@dor.state.ma.us

BOA help (guidelines, form content or edits, requirements): contact community advisor first, use boadata@dor.state.ma.us for general inquiries

IT help (system errors, account maintenance, other technical issues): email dlsitgroup@dor.state.ma.us or phone 617-626-2350

Land Of Low Value - call the Municipal Finance Law Bureau at 617-626-2400 or email dlslaw@dor.state.ma.us