



Summary of Job Aid

In order to access a Virtual Gateway’s business service, you must first log on to the Virtual Gateway (VG). From the Virtual Gateway’s website ([www.mass.gov/vg](http://www.mass.gov/vg)), click *Logon to Virtual Gateway* to log on to the Virtual Gateway. A successful logon will take you to the Virtual Gateway *Business Services page* where you can then access your specific business service application.

Refer to this job aid, Logon Assistance Job Aid, for more information on how to access the Virtual Gateway as a first time user and also how to manage your Virtual Gateway account.

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Logon Process for the Virtual Gateway (VG)

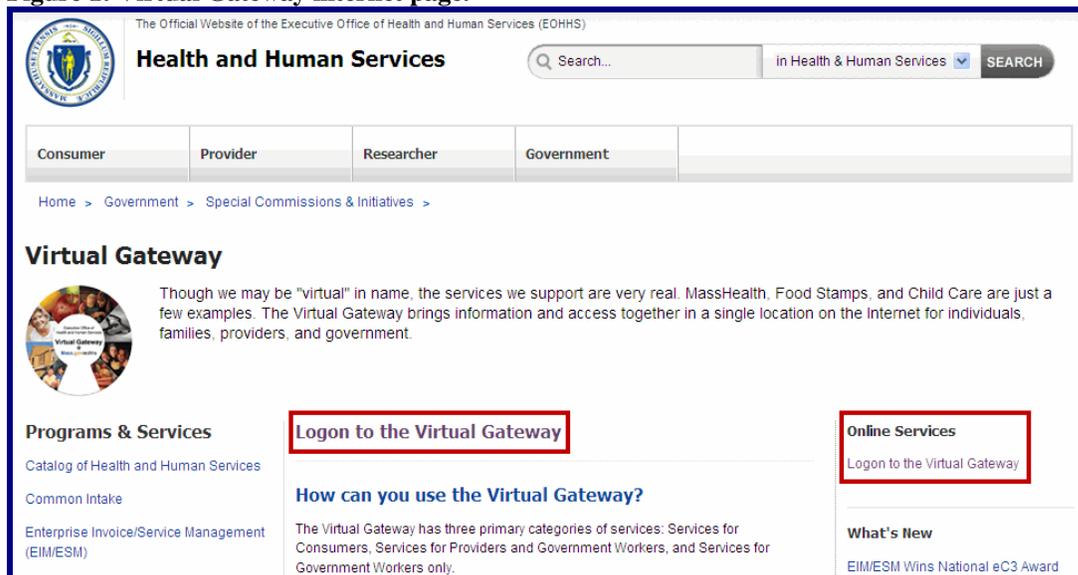
The following steps guide you through logging in to the Virtual Gateway (VG):

There are two links on the Virtual Gateway web page that will take you to the *Welcome Virtual Gateway User* page:

- Logon to the Virtual Gateway link
- Online Services > Logon to the Virtual Gateway

1. Access the Virtual Gateway home page at [www.mass.gov/vg](http://www.mass.gov/vg) and click the **Logon to the Virtual Gateway** link:

Figure 1: Virtual Gateway internet page.



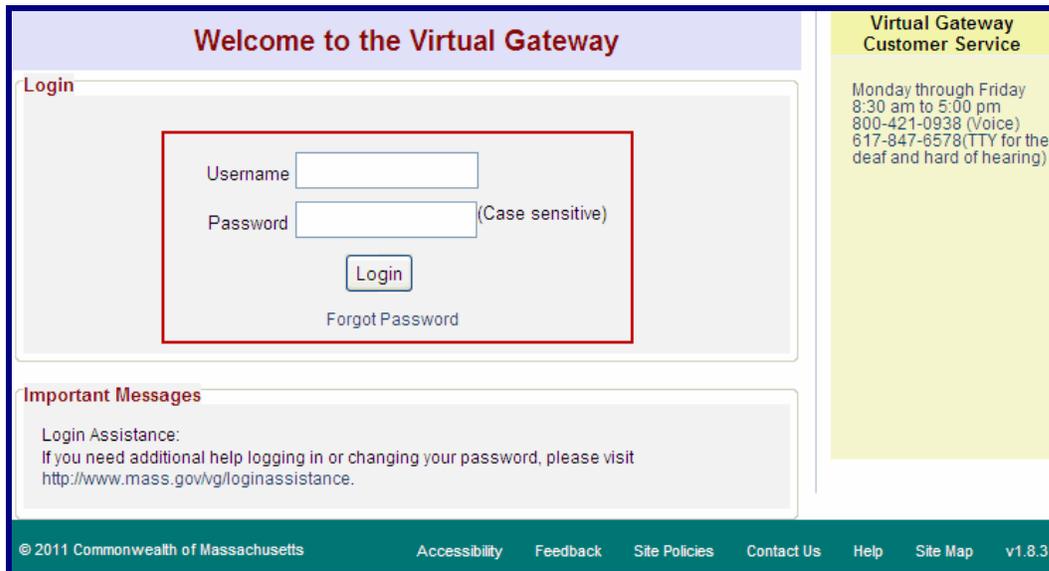


2. From the *Welcome Virtual Gateway User* page, enter your Virtual Gateway Username (user ID) and Password.

**Notes:**

- If you are an *existing* user, enter your *current* password.
- If you are a *new user*, enter the *temporary* password you received from the Virtual Gateway in your New User email.

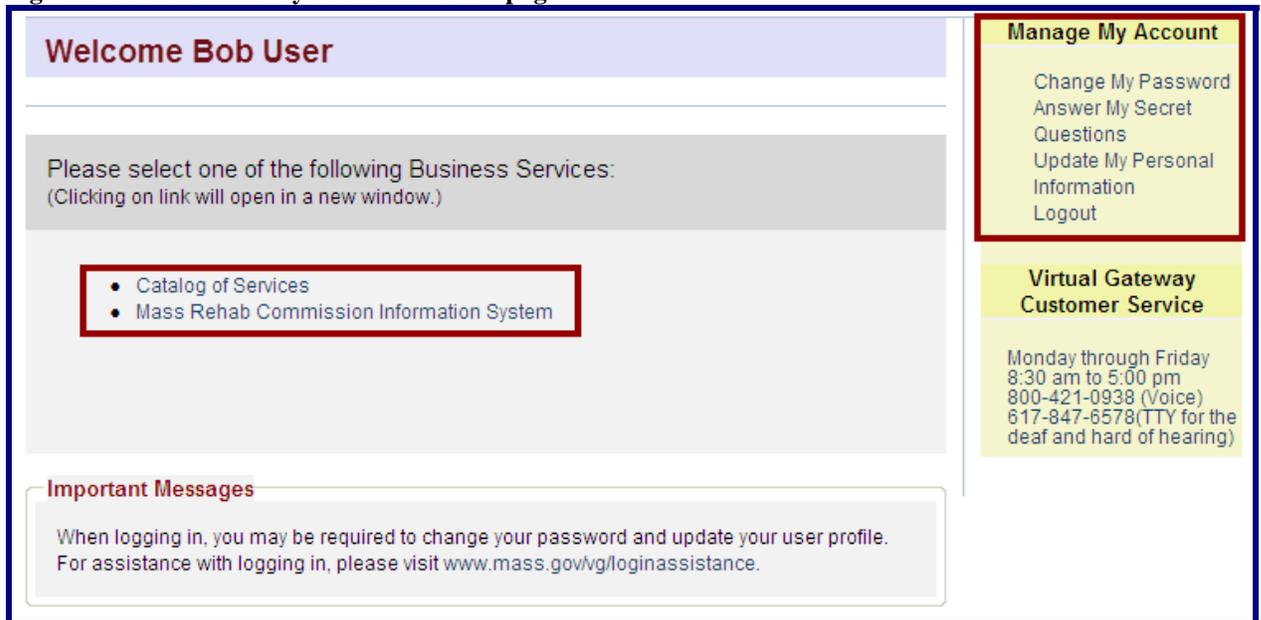
**Figure 2: Welcome to the Virtual Gateway Login page.**



3. Click the **[Login]** button.

*If* you do not need to change your password, the following *Business Service* page will appear; it provides you access to your specific business service(s). \*\*

**Figure 3: Virtual Gateway Business Service page.**





**Business Service Page:**

- “Manage My Account;” links are listed on the right hand side to allow for easy updates/changes to your account information or logout of the VG.
- Important Messages area at bottom displays the same messages you see on the Login Page.

\*\* If you are associated with more than one organization/work location, you may be directed to the following page prior to the *Business Service* page:

1. Click the appropriate organization/work location from the drop down list and click [Select] to continue.
2. You will be directed to the appropriate business service page.

Figure 4: Select Organization page.

**Terms and Conditions, Change Password, and Secret Questions**

The *Terms and Conditions, Change Password, and Secret Questions* page appears *if* you are a new user. You *must* complete all three sections on this page before clicking the [Submit] button at the bottom of the page.

**Terms and Conditions**

1. [New Users] Read the Terms and Conditions and select the [I Accept] button.

**Note:** Users are required to agree to the Virtual Gateway Terms and Conditions upon first login. If you choose to select I Do NOT Accept, you will not be able to access the Virtual Gateway.

Figure 5: Terms and Conditions page.



Logged in as: jdoe

**Terms and Conditions**

**Virtual Gateway Terms and Conditions**  
The Virtual Gateway and its related business services are provided subject to your agreement and compliance with the terms and conditions of use set forth below. Please read the following carefully. If you do not agree to be bound by these terms and conditions, promptly exit this application.

1. Applicability: These Terms and Conditions of Use shall apply to all users who access to and

I Accept     I Do NOT Accept

### Change Password

1. Read the password requirements on the *Change Password* section. *The format for your password must match the minimum password requirements listed in this section.*
2. Enter your **[Existing Password]**. *Reminder: This will be the **temporary** password you received from the Virtual Gateway in your New User email.*
3. Enter **[New Password]** and **[Confirm New Password]**.

**Note:**

In order to successfully change your password, you must adhere to the minimum password requirements listed on this page.

**Tip:** If resetting a password, do not enter passwords that you have recently used.

**Figure 6: Change Password page.**

**Change Password**

Existing Password

New Password

Confirm New Password

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Passwords **must** contain the following requirements:

- Between 8 and 16 characters
- At least one uppercase character (A, B, C, ...)
- At least one lowercase character (a, b, c, ...)
- At least one number (1, 2, 3, ...)

Passwords **cannot** contain:

- The words "test", "password" or "pass"
- Your first name, your last name, or your full name
- Your Virtual Gateway Username
- Your email address

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### Secret Questions

1. Answer at least 5 of the secret questions (they are not case sensitive). Select responses that will be easy for you to remember.
2. Click the [Submit] button to save your responses for the entire page.

Figure 7: Secret Questions page.

**Secret Questions**

At least 5 secret questions must be answered. These questions will be used if you forget your password or need to change it.

|                             |  |
|-----------------------------|--|
| Secret Question 1           | What is your father's middle name?             |
| Answer to Secret Question 1 | <input type="text"/>                           |
| Secret Question 2           | What was the name of your first grade teacher? |
| Answer to Secret Question 2 | <input type="text"/>                           |
| Secret Question 3           | What was the make of your first car?           |
| Answer to Secret Question 3 | <input type="text"/>                           |
| Secret Question 4           | What was the color of your first car?          |
| Answer to Secret Question 4 | <input type="text"/>                           |
| Secret Question 5           | What was your high school mascot?              |
| Answer to Secret Question 5 | <input type="text"/>                           |
| Secret Question 6           | What is the name of your elementary school?    |
| Answer to Secret Question 6 | <input type="text"/>                           |
| Secret Question 7           | What was your first pet's name?                |
| Answer to Secret Question 7 | <input type="text"/>                           |

You will be redirected to the *Business Service* page.

The Virtual Gateway Customer Service team is available to help if you have any questions or run into problems (see contact information on the last page).

### Password and Security Notes and Tips

- Any time you change your password, forget your password, or call Virtual Gateway Customer Service with a password question, you will need to answer some of the seven secret questions or provide other security information as verification. Questions are chosen at random.
- Use passwords and responses that you are likely to remember, and be sure to **not** post this information where others can access it.
- If you feel your password has been compromised, change your password immediately.
- If you receive the error message “Invalid user name & password. Please try again,” retype your Username and Password and click the [Submit] button. If after several attempts you still receive this message, call Virtual Gateway Customer Service for assistance.
- You cannot reuse recently-used passwords.

### Manage My Account – Change My Password

You are asked to enter your Existing Password if you:



- Wish to change your password
- You forgot your password and you logged in using the temporary password supplied when you clicked the [Forgot Password](#) link (enter the temporary password as your existing password)
- VG Customer Service reset your password and you are logging in using a temporary password (enter the temporary password as your existing password)

*Note:* When your password expires, you will automatically be directed to the *Change My Password* page to update you password.

~~ **Changing your password before the expiration date** ~~

Figure 8: Manage My Account page.



1. Log in to the Gateway. The *Business Services* page will display.
2. Using the [Manage My Account](#) section on the right side of the page, click the [**Change My Password**] link.
3. Enter your current password and the new password you wish to use.
4. Click the [**Submit**] button.

*Note:* The *Change Password* button is now called the *Submit* button.  
The *Business Services* page will display.

~~ **Forgot your password?** ~~

1. From the *Welcome Virtual Gateway User* login page, click the [Forgot Password](#) link.
2. Enter your Username and click the [**Submit**] button.
3. Enter the answers to the secret questions and click the [**Submit**] button.

The *Forgot Password* page will appear with a confirmation message stating that your password has been reset and that you will receive an email with your *new password*.

4. Click the [**Submit**] button.  
The *Welcome Virtual Gateway User* page appears.
5. Once you receive your new password via email, log in using your Username and *new Password*.

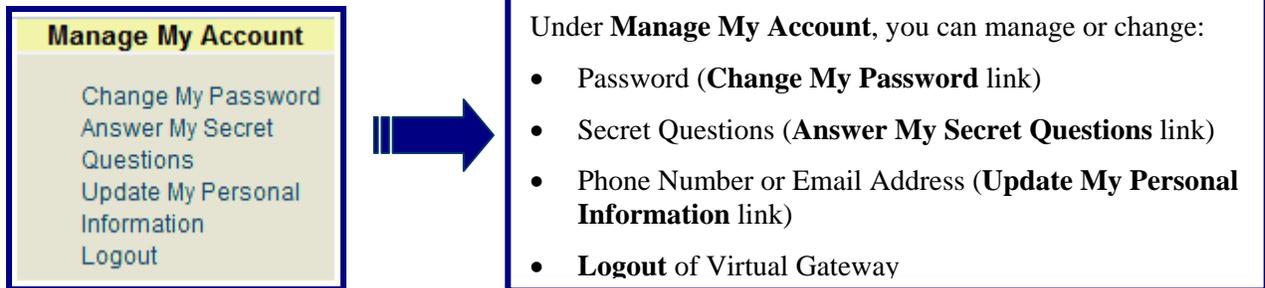
~~ **Managing My Account Information** ~~

1. Log in to the Virtual Gateway using your Username and Password.
2. Under the [Manage My Account](#) section on the right side of the page, select the appropriate link to change your account information. Follow all instructions provided.



The *Manage My Account* section displays on right side of page.

Figure 9: Manage My Account page.



**Note:** The **Update My Personal Information** used to be called Account Attributes. The SSN field is now called PIN (Personal Identification Number); it's the same field, just a new title. You do not need to change the information in this field (unless you wish to). Requesting a PIN rather than SSN provides more choices and more security for our users.

3. Click the [**Save**] button to save any changes.

This returns you to the *Business Services* page.

**Questions or Need Assistance?**

**Call Virtual Gateway Customer Service**

1-800-421-0938

617-847-6578 - TTY for the deaf and hard of hearing

8:30 am to 5:00 pm Monday through Friday