



Accessing Reports	Understanding Report Parameters																
<p>Accessing a Report:</p> <p>The Virtual Gateway User Report will be sent via e-mail, and can be accessed and/or saved in a few steps:</p> <ol style="list-style-type: none"> 1.) Open and save the report: <ol style="list-style-type: none"> a.) Double-click on the report (the attachment in the e-mail). This should allow you to open, save, or cancel. b.) Click Save and designate a name and location for the file. File type will default to “All Files.” 2.) View as an Excel file: <ol style="list-style-type: none"> a.) Find the file within your file directory structure. b.) Click on the file name and right click to reveal an “Open with” option. c.) Select Open with Excel to view the file as an Excel document. d.) You may then manipulate the document in various ways and/or print it as you normally would an Excel file. <i>(Note that simply opening the document in step 1b above will not provide such flexibility.)</i> 	<p>Understanding Report Parameters:</p> <p>Many of the data elements on the report will be familiar to you: name, e-mail, phone, etc. For fields whose meanings are less obvious, a key is included below:</p> <table border="1" data-bbox="1014 488 1961 1377"> <thead> <tr> <th>Field Name</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>VG Org ID</td> <td>All providers doing business on the Virtual Gateway have a VG Org ID, used to identify users and provide security. In some cases, it is possible for one provider to have multiple Org IDs if there is a hierarchical structure in place.</td> </tr> <tr> <td>IDM Last Login</td> <td>This field will indicate when the user last logged in or made a change to his/her account. The field is not populating properly; corrections are pending.</td> </tr> <tr> <td>Inactive</td> <td>If a user is “inactive” this field will indicate “yes.” Inactive users are prevented from accessing Virtual Gateway services.</td> </tr> <tr> <td>Locked Status</td> <td>If a user’s account is locked, this field will indicate “yes.” Accounts are locked after several unsuccessful attempts to log in.</td> </tr> <tr> <td>Password Expiration</td> <td>This is the date of the next password expiration for the user.</td> </tr> <tr> <td>Business Service</td> <td>A user may have multiple listings in this column depending on his/her security role(s).</td> </tr> <tr> <td>User Role</td> <td>User roles limit what a user can and cannot do within a service. Consult the EIM/ESM User Request Form for more EIM/ESM role information.</td> </tr> </tbody> </table>	Field Name	Details	VG Org ID	All providers doing business on the Virtual Gateway have a VG Org ID, used to identify users and provide security. In some cases, it is possible for one provider to have multiple Org IDs if there is a hierarchical structure in place.	IDM Last Login	This field will indicate when the user last logged in or made a change to his/her account. The field is not populating properly; corrections are pending.	Inactive	If a user is “inactive” this field will indicate “yes.” Inactive users are prevented from accessing Virtual Gateway services.	Locked Status	If a user’s account is locked, this field will indicate “yes.” Accounts are locked after several unsuccessful attempts to log in.	Password Expiration	This is the date of the next password expiration for the user.	Business Service	A user may have multiple listings in this column depending on his/her security role(s).	User Role	User roles limit what a user can and cannot do within a service. Consult the EIM/ESM User Request Form for more EIM/ESM role information.
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Questions and Answers	
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What names will appear on my report?	Your report will include the names of all users within your organization as well as any sub-organizations. Users with EIM/ESM roles as well as other VG service roles will appear.
When should a user be deactivated?	Users should always be deactivated if they are no longer part of your organization. Otherwise they could have access to sensitive client and financial information.
How do I request that a user be deactivated?	Please complete a User Request Form (URF) for each Virtual Gateway service from which the user must be deactivated OR complete the Virtual Gateway User Account Deactivation Request Form. Forms and instructions can be found at www.Mass.Gov/vg , select 'Becoming a Virtual Gateway User'.
How can a lock on a user account be removed?	The access administrator or the user must call Virtual Gateway Customer Service at 1-800-421-0938.
Why do some accounts created before 2006 have a 2006 "created" date?	Conversion to the new Virtual Gateway security system in April of 2006 resulted in users with pre-existing accounts showing as having been created in 2006.
Virtual Gateway Customer Service 1-800-421-0938	