Commonwealth of Massachusetts
Executive Office of Health and Human Services

Creating a Business Account on MyMassGov to Access Virtual Gateway Applications Guide

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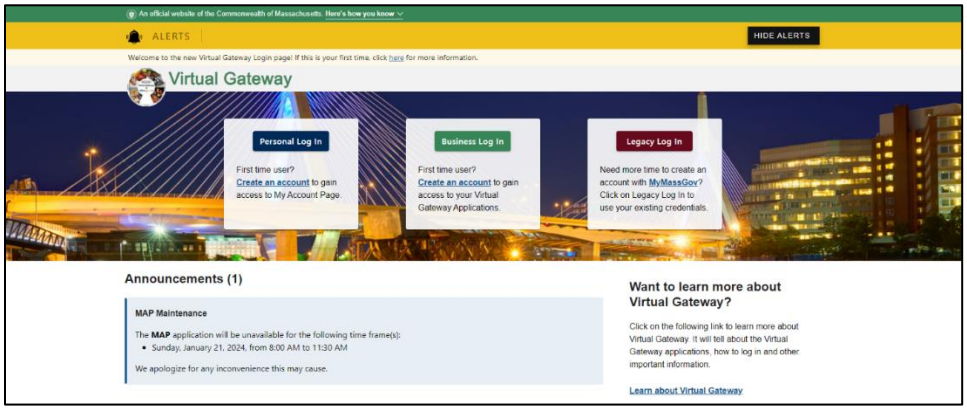
This reference guide will assist a first-time provider user who needs to create a MyMassGov account and set up multifactor authentication (MFA) to access their applications on the Virtual Gateway. MA State Employees should refer to the Log In as an MA State Employe section of this document for guidance on how they should log in.

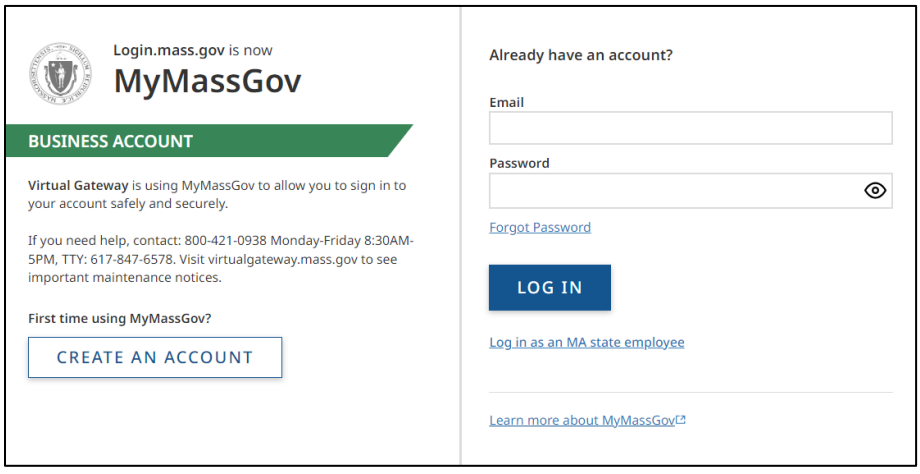
Note: Existing Virtual Gateway application users will need to create a MyMassGov Business account and set up multifactor authentication (MFA) to access their applications the first time they log in.

Create Business MyMassGov Account

1. Click the following link to access the Virtual Gateway website: https://virtualgateway.mass.gov/
2. Under **Business Log In** click the **Create an Account** link.



3. First time using MyMassGov? Click the CREATE AN ACCOUNT button.

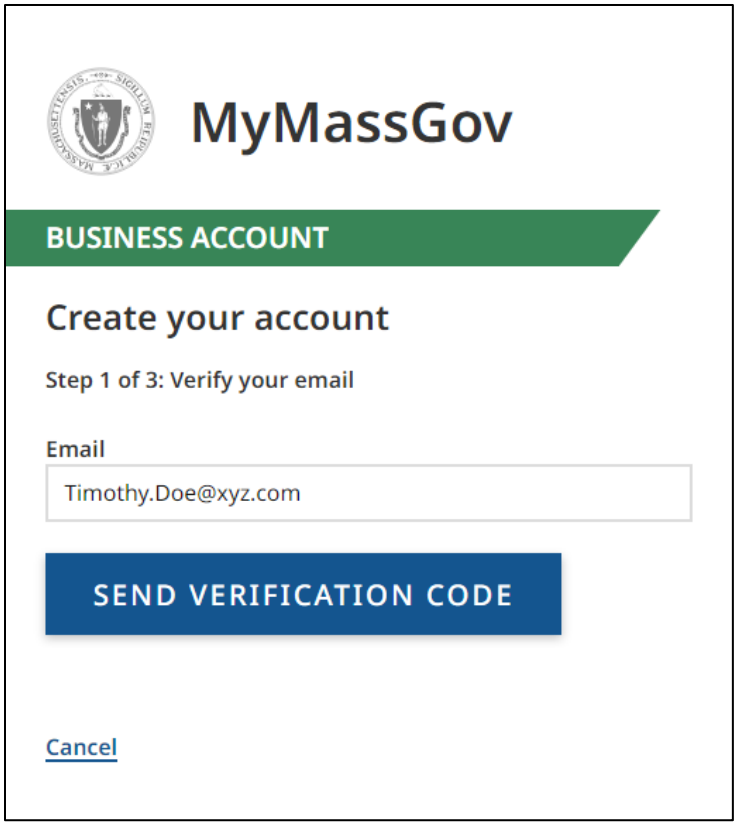


Consent to share MyMassGov profile information

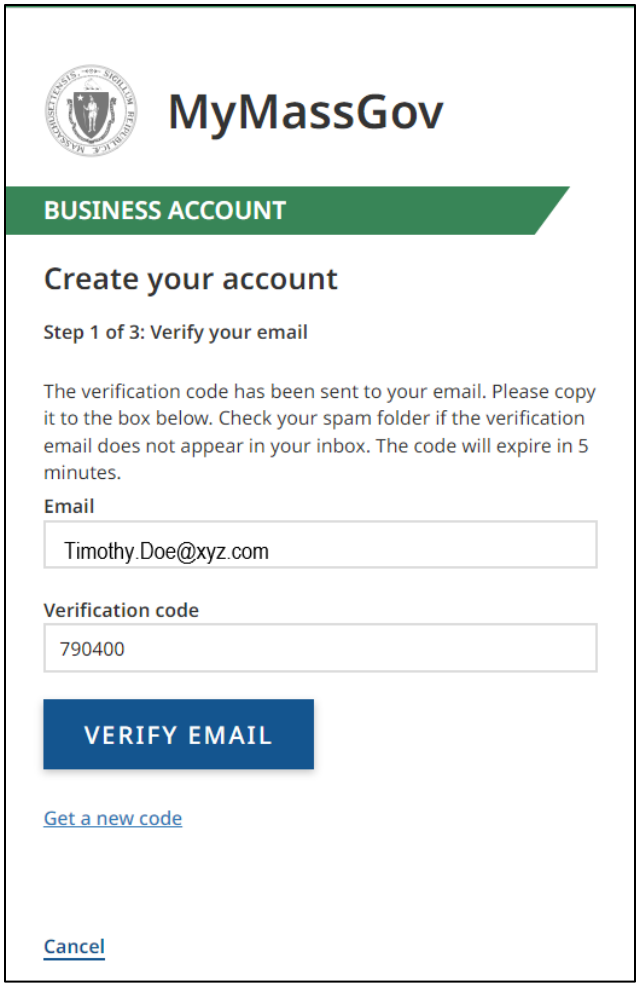
4. Click **Continue** button. Note: After giving consent, user will not see this page again when logging into account.

Create your account - Step 1 of 3: Verify your email

5. Enter Email
6. Click the SEND VERIFICATION CODE button.



7. You will receive an email with a one-time verification code (email from login@noreply.mass.gov with Subject: Verify your email address)
8. Copy or type the Verification Code into the Verification code field
9. Click VERIFY EMAIL

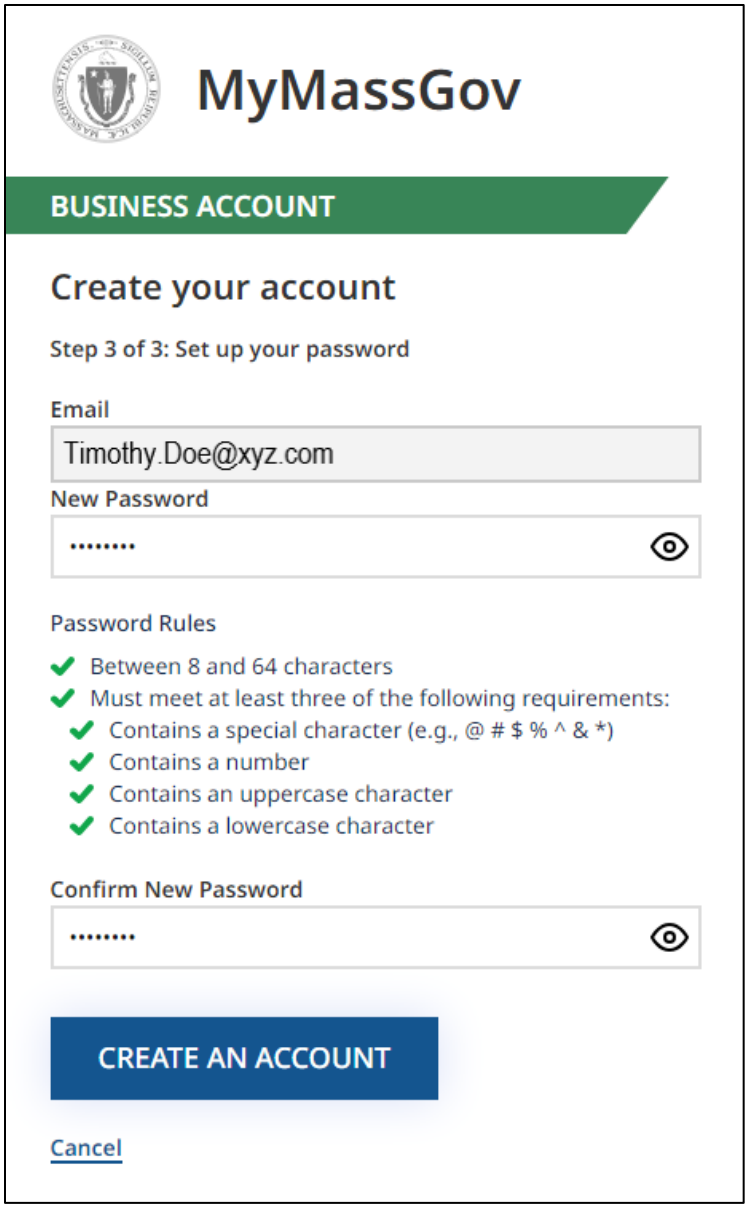


Create your account - Step 2 of 3: Add account details

10. Enter First Name
11. Enter Last Name
12. Click CONTINUE

Create your account - Step 3 of 3: Set up your password

13. Enter New Password
14. Confirm New Password
15. Click Create Account



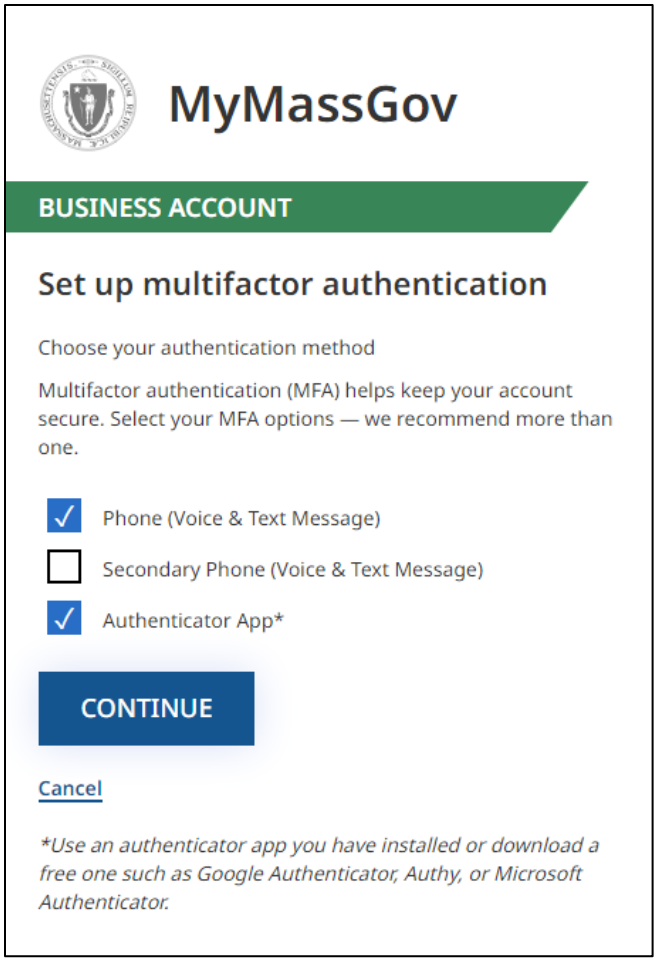
Your MyMassGov Business account has been created. The next step is to set up your multifactor authentication (MFA).

Set up Multifactor Authentication (MFA)

At the 'Choose your Authentication Method' screen, check the MFA option(s) you would like to use. You must choose at least one and can choose one, two, or all three. We recommend setting up at least two. You will set up each option separately.

- Authentication App*- Select this choice if you would like to verify using an authentication app
- Phone (Voice and Text Message)- Select this choice if you would like to verify using one phone number
- Secondary Phone (Voice and Text Message)- Select this choice if you would like to verify using two phone numbers

16. Select authentication method(s)
17. Click CONTINUE



OPTION 1: To setup an Authentication App:

Authentication App*

- At the 'Choose your authentication method' screen select 'Authentication app*'
- Click 'Continue'
- Link an authentication app- Use an authentication app you have installed or download a free one such as Google Authentication, Authy, or Microsoft Authenticator
- Open your authentication app
- Scan the QR code that appears under 'Scan this QR code with your app'
- If you have trouble scanning the code, click 'Having trouble' and enter the code flush left in the 'Enter your code' field
- Enter the code that appears in your authenticator app in the 'Enter your code' text field
- Click 'Continue'

OPTION 2: To setup a phone number:

Phone (Voice and Text Message)

- At the 'Choose your authentication method' screen select 'Phone (Voice and Text Messages)'
- At the 'Link your phone number' screen select the correct country code
- Enter the phone number you'd like to use to receive a one-time code
- Click either 'Text me' or 'Call me'
- Enter the code sent to your phone
- Click 'Verify code'
- If you don't receive a code or the code you received doesn't work or expires, select 'Get a new code' and a new code will be sent to your phone

OPTION 3: To setup a second phone number:

Phone (Voice and Text Message)

- Secondary Phone (Voice and Text Message)
- At the 'Choose your authentication method' window select both 'Phone (Voice and Text Message)' and 'Secondary Phone (Voice and Text Message)'
- After successfully setting up your first phone number as an authentication method, you will see a screen to link a secondary number
- Select the correct country code
- Enter a different second phone number you'd like to use to receive a one-time code
- Click 'Continue'
- Click either 'Text me' or 'Call me'
- Enter the code sent to your phone
- Click 'Verify code'
- If the code you received does not work or expires, click 'Get a new code' and enter it

18. Enter Code
19. Click VERIFY CODE

The next time you log in, you might be asked to verify your account using one of these methods. You'll be able to choose which one you'd like to use.

If you set up verification by authentication app:

- In the 'Verify your account' screen, click 'Authentication app'
- Enter the six-digit code you receive from your authentication app

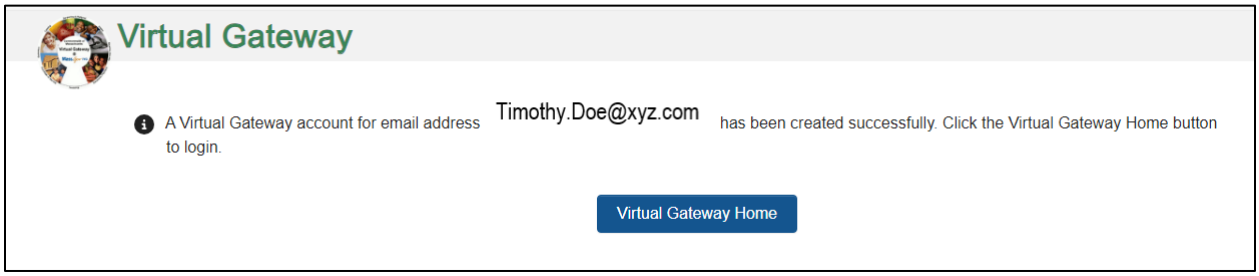
- Click ‘Continue’
- You will be logged into your account

If you set up verification by phone number:

- At the ‘Verify your account’ screen, click ‘Phone (Voice and Text Messages)
- At the next screen, you’ll see the phone number you entered to be used for verification*
- If you set up two phone numbers, you’ll see both options here and can choose one
- Click ‘Text Me’ or “Call Me’
- Enter the six-digit code that was sent to the phone number shown. The code will expire in five minutes from the time it is sent.
- Click ‘Verify code’
- If the code you received does not work or expires, click ‘Get a new code’ and enter it

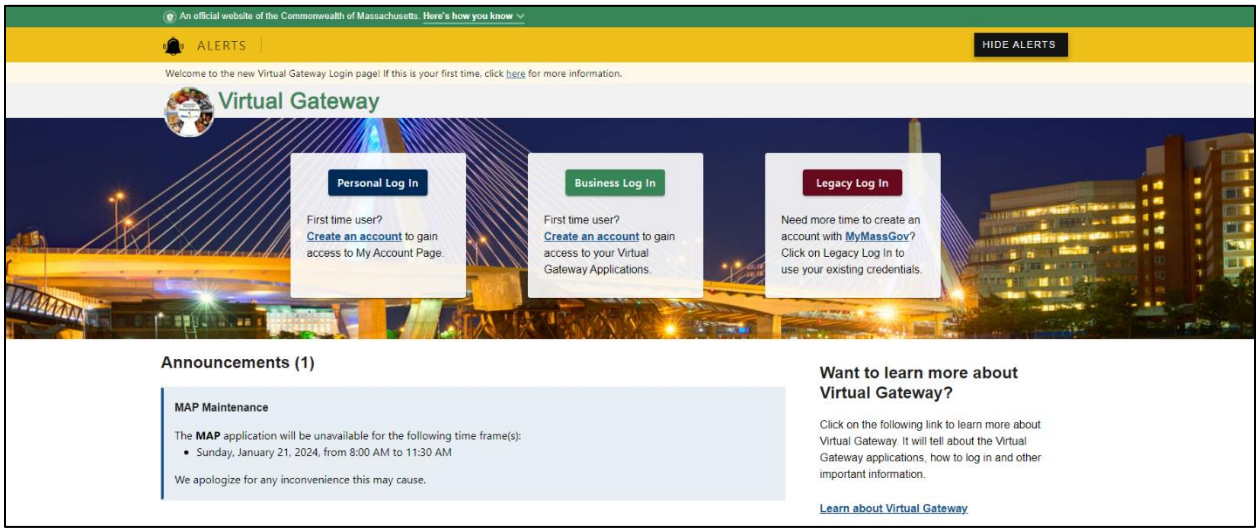
***NOTE**: *If the phone number you see on the screen to be used for verification is not correct, start over and make sure you’re logging into the correct account*.

The success page will appear letting you know your Virtual Gateway account has been created successfully and you can now log in.

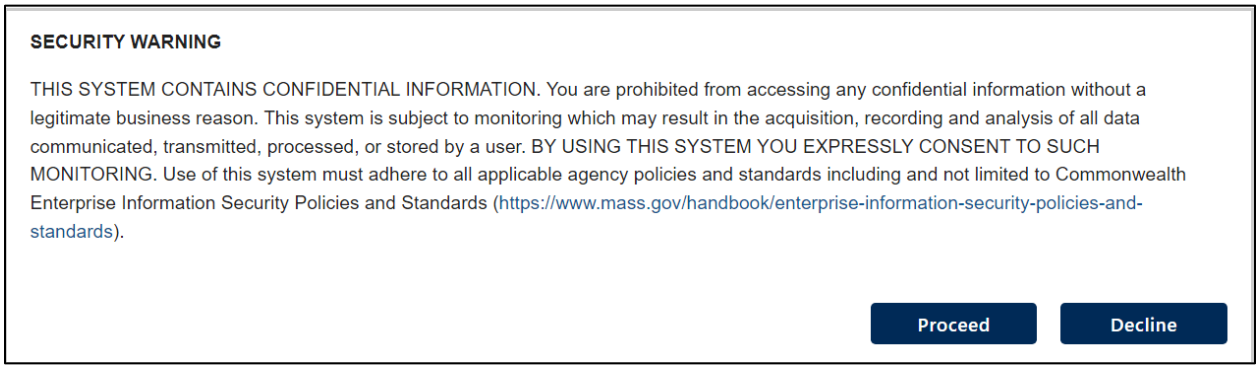


Log In to Virtual Gateway Application(s)

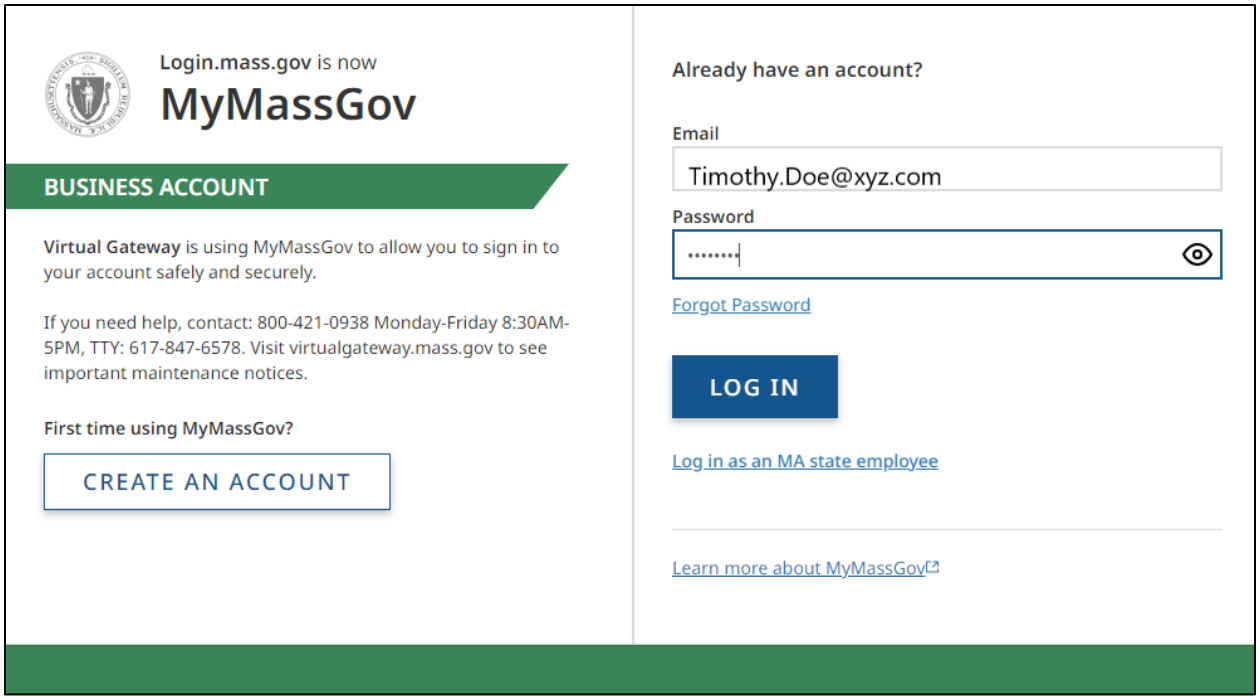
1. Click the Business Log In button



2. Read Security Warning
3. Click the Proceed button



4. Enter email
5. Enter password
6. Click LOG IN



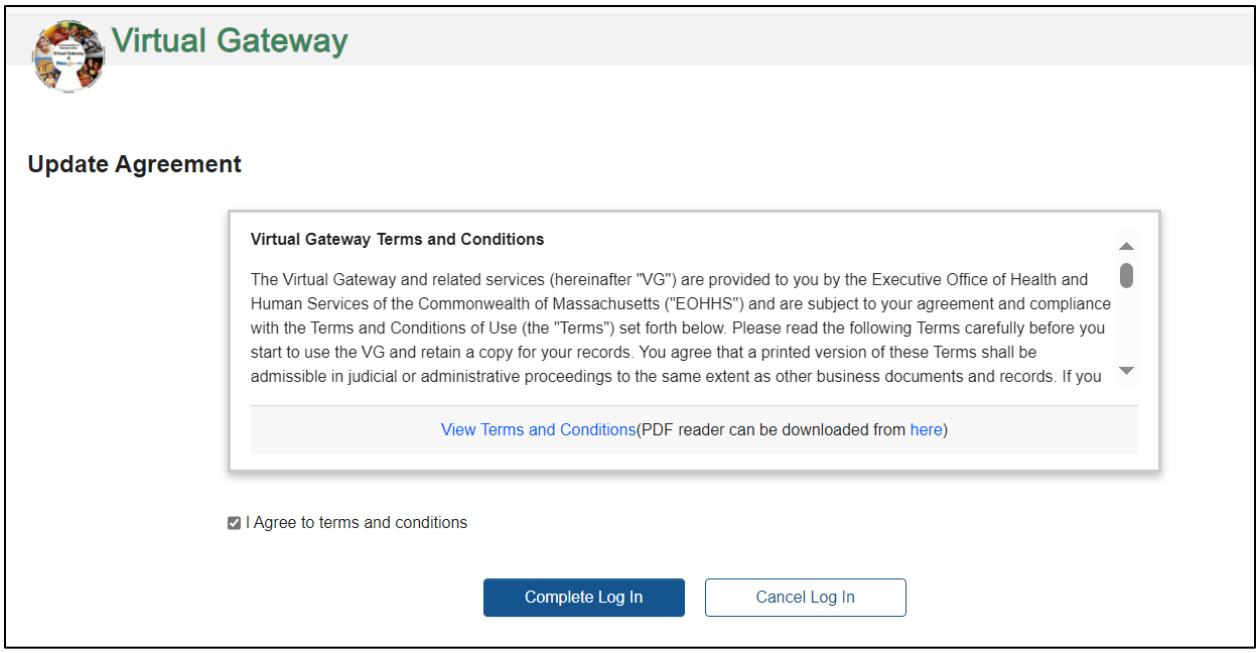
Consent to share MyMassGov profile information

20. Click **Continue** button. Note: After giving consent, user will not see this page again when logging into account.

Click verification method as listed on your screen (Authenticator app, Text Me, Call Me)

7. Enter verification code (authenticator app, phone, text message).
8. Click Verify.

The first-time logging into the Virtual Gateway you will be taken to the Accept/Update Agreement page. All Virtual Gateway users must accept the terms and conditions to proceed to the Applications page.



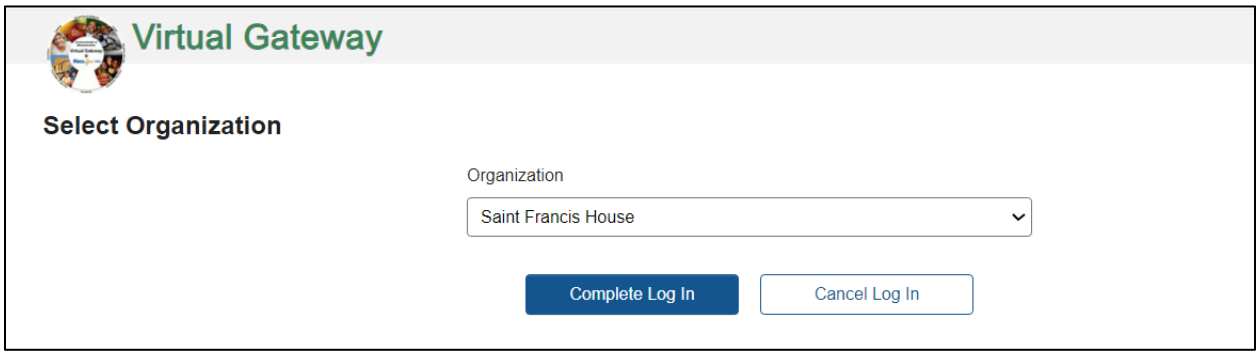
21. Review Terms and Conditions.
22. Check the checkbox next to 'I agree to terms and conditions
23. Click the Complete Log In button

Access to More Than One Organization

If you have access to more than 1 organization, you will be taken to the Select Organization page.

Note: Skip this section if you only have access to 1 organization

24. Select Organization from drop down menu
25. Click Complete Log In

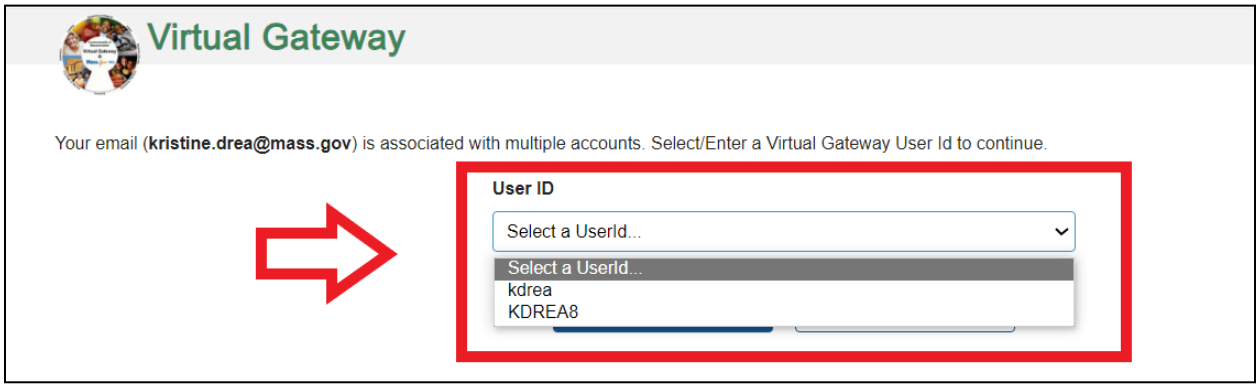


The Virtual Gateway Applications page appears.

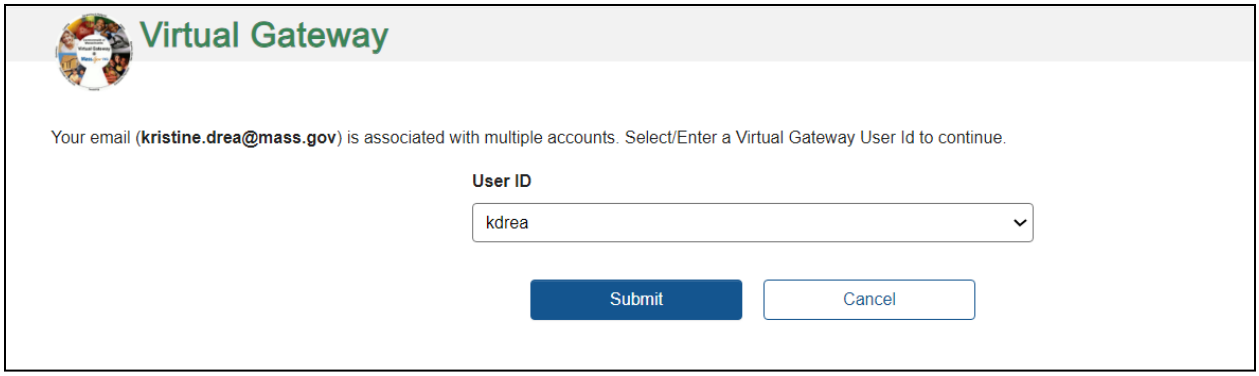
Congratulations! You have successfully created a MyMassGov business account, set up multifactor authentication and logged into Virtual Gateway to access the applications you have access to.

Access to More Than One Virtual Gateway User ID

26. User will be redirected to the **Select User ID** page. This page will display the email address that is associated to multiple accounts. The user selects a Virtual Gateway ID from the list. Note: A drop-down menu will list the VG User IDs associated to the email displayed on this page. The maximum number of IDs that can appear in this list is 4.

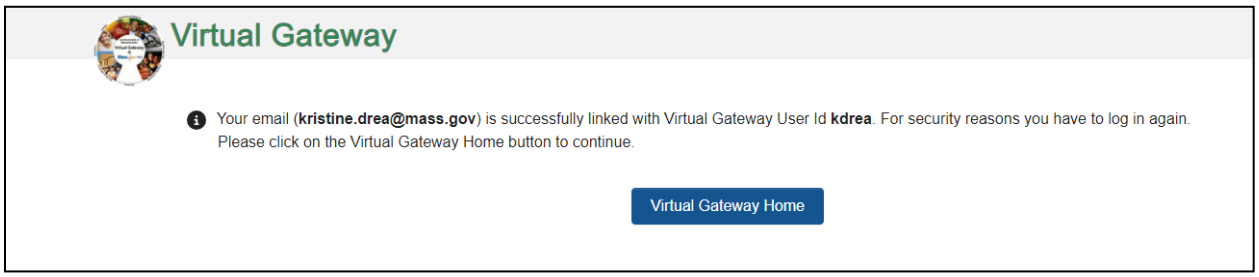


27. User selects the VG User ID that they want to link to/access. Note: User will need to link each time they need to access a different VG User ID.
28. Click the **Submit** button.



The user receives the successfully linked message. Once the VG User ID has been linked, the user will need to log into their account again, as directed on the screen.

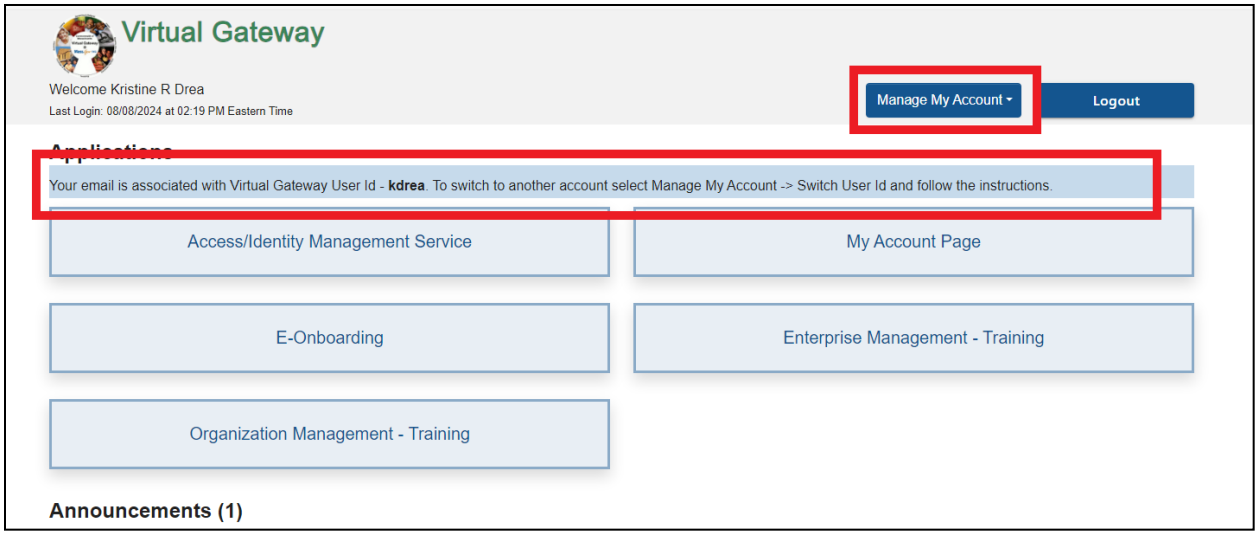
29. Click the **Virtual Gateway Home** button.



30. Follow Steps above to log into your other account(s). If within the same session, you will not need to enter a verification code. If a verification code if needed, it will generate through the authenticator app, voice or text.

The Virtual Gateway Applications page appears. This page will display the following message/or similar message:

'Your email is associated with Virtual Gateway User Id - **kdrea**. To switch to another account select Manage My Account -> Switch User Id and follow the instructions.'

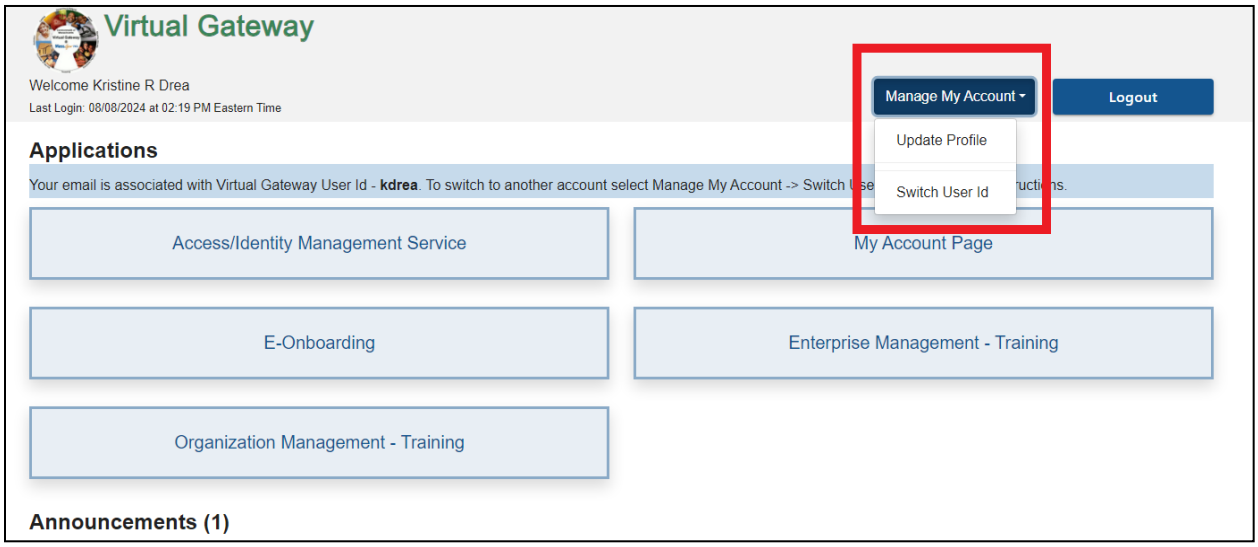


How to Switch Accounts (Log In under different VG User ID)

31. Click **Manage My Account**.

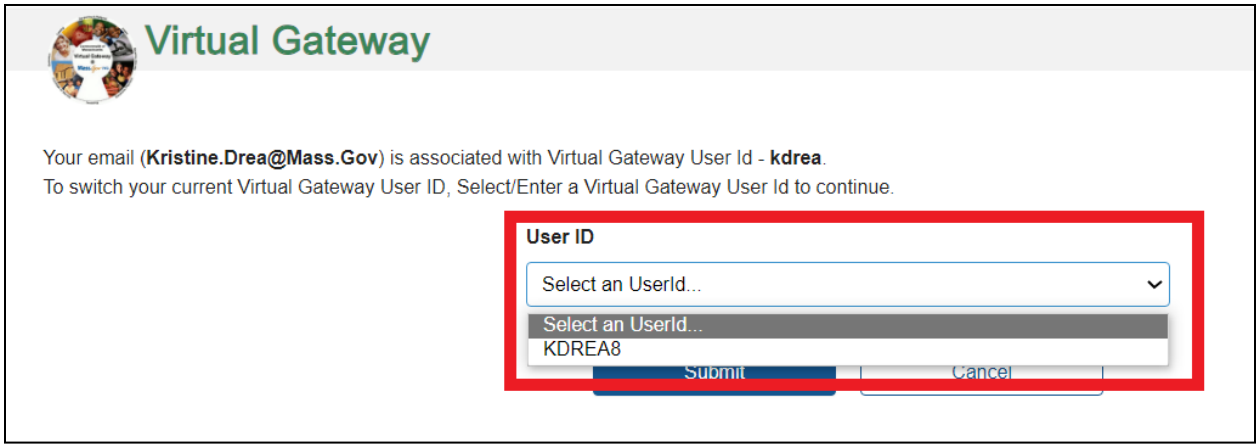
The menu will display Update Profile and Switch User Id.

32. Click **Switch User Id**.

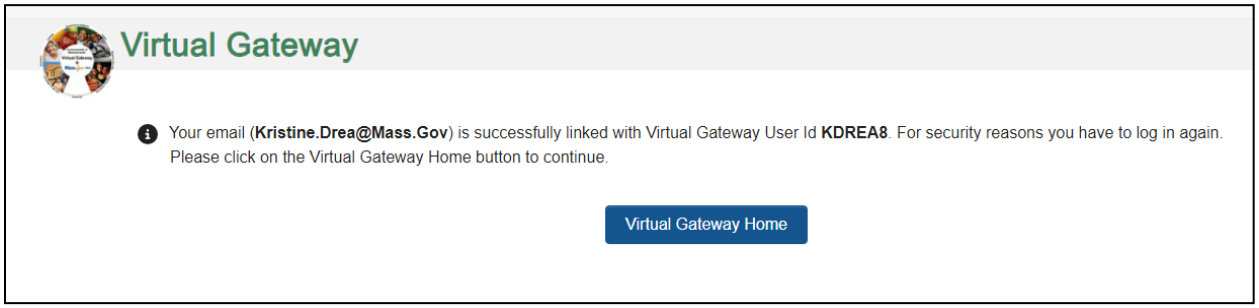


User will be taken to User ID page.

33. Click drop-down menu for User ID. The User IDs not currently linked will appear in the drop-down menu. Notice that ID currently logged in is not listed and that is because that ID is currently associated/linked – as noted in message on screen.
34. Select a different User ID from list.
35. Click the **Submit** button.



The user is now associated to the selected VG User ID.



User will need to log in again after linking.

36. Click the **Virtual Gateway Home** button.
37. Follow Steps above. If within the same session, you will not need to enter a verification code. If a verification code if needed, it will generate through the authenticator app.
38. Click on application to access.

Resetting your password

Forgot your MyMassGov Password?

If you have forgotten your password or want to reset it, complete the following steps:

- Click the following link to access the Virtual Gateway website: https://virtualgateway.mass.gov/
- Click the Business Log In button.
- Click 'Proceed' to accept the Security Warning.
- On the MyMassGov page under the **Already have an account?** area (right side of page) where you would normally enter your email and password, click on the 'Forgot password' link.
- Enter your email address.
- Select 'Send verification code'.
- Check your email for a message containing a verification code. If you don't see it in your inbox, be sure to check your spam folder.
- Enter the code you received.
- Select 'Verify code'.

NOTE: Once a code is sent, it is good for 5 minutes. If you do not enter it within that timeframe, you will need to click on the 'Send new code' link to receive another code for verification.

- Enter a new password.

NOTE: Your password must meet the password requirements listed on the page. Once a checkmark is next to each requirement, your password has met the requirements.

- Re-enter your password to confirm it.
- Click 'Continue'.

You will be logged in and can click on the My Account Page application link on the Applications page.

Remember to use the new password you just created the next time you log in.

Virtual Gateway Customer Service

If assistance is needed, contact Virtual Gateway Customer Service.

Virtual Gateway Customer Service: (800) 421-0938 - TTY (617) 847-6578

Monday - Friday 8:30 am - 5:00 pm