

Reference Guide: Creating a My Account Page Personal Account on MyMassGov

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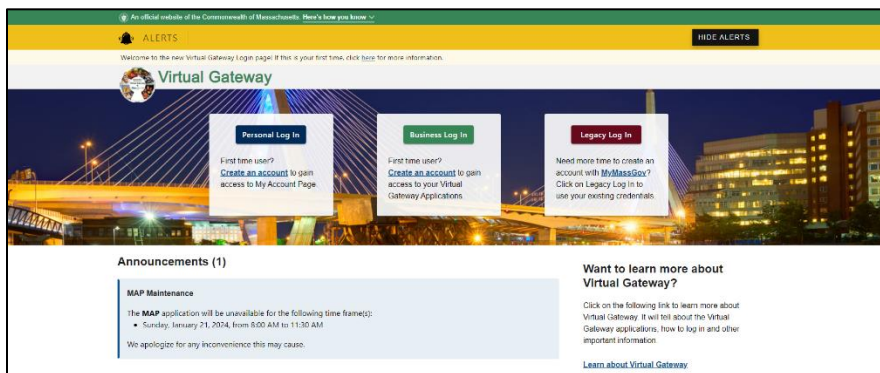
Last Updated: December 2, 2024

This reference guide will assist a first-time individual who needs to create a MyMassGov account and set up multifactor authentication (MFA) to self-register for a My Account Page (MAP) account on the Virtual Gateway. Any individual person who is receiving MassHealth related assistance should create a Personal MyMassGov account and self-register to view their personal health related information.

Note: If you already have a Virtual Gateway My Account Page account, refer to Create Personal MyMassGov Account and Setup Multifactor Authentication (MFA) sections along with the Log In to My Account Page. You do not need to self-register again.

Create Personal MyMassGov Account

1. Click the following link to access the Virtual Gateway website:
<https://virtualgateway.mass.gov/>
2. Under **Personal 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.



MyMassGov

PERSONAL ACCOUNT

Create your account


Step 1 of 3: Verify your email

Email

SEND VERIFICATION CODE

[Cancel](#)

7. You will receive an email with a one-time verification code*
8. Enter or copy the code in the 'VERIFY CODE' box
9. Enter Verification code
10. Click VERIFY CODE



MyMassGov

PERSONAL ACCOUNT

Create your account

Step 1 of 3: Verify your email

The verification code has been sent to your email. Please copy it to the box below. Check your spam folder if the verification email does not appear in your inbox. The code will expire in 5 minutes.

Email

Verification code

VERIFY CODE

[Get a new code](#)

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

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

The screenshot shows the MyMassGov 'Create your account' page. At the top left is the MyMassGov logo. Below it is a blue header with the text 'PERSONAL ACCOUNT'. The main heading is 'Create your account', followed by the sub-heading 'Step 2 of 3: Add account details'. There are three input fields: 'Email' with the value 'SamuelDoe@gmail.com', 'First Name' with the value 'Samuel', and 'Last Name' with the value 'Doe'. At the bottom, there is a blue 'CONTINUE' button and a 'Cancel' link.

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

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

The screenshot shows the MyMassGov 'Create your account' page. At the top left is the MyMassGov logo. Below it is a blue header with the text 'PERSONAL ACCOUNT'. The main heading is 'Create your account', followed by the sub-heading 'Step 3 of 3: Set up your password'. There are two input fields: 'Email' with the value 'SamuelDoe@gmail.com' and 'New Password' with a masked password '.....' and an eye icon. Below the 'New Password' field are 'Password Rules' listed with green checkmarks: 'Between 8 and 64 characters', 'Must meet at least three of the following requirements: Contains a special character (e.g., @ # \$ % ^ & *), Contains a number, Contains an uppercase character, and Contains a lowercase character'. There is also a 'Confirm New Password' field with a masked password '.....' and an eye icon. At the bottom, there is a blue 'CREATE ACCOUNT' button.

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

17. Select authentication method(s)

18. Click CONTINUE

MyMassGov

PERSONAL ACCOUNT

Set up multifactor authentication

Choose your authentication method

Multifactor authentication (MFA) helps keep your account secure. Select your MFA options — we recommend more than one.

Authenticator App*

Phone (Voice & Text Message)

Secondary Phone (Voice & Text Message)

CONTINUE

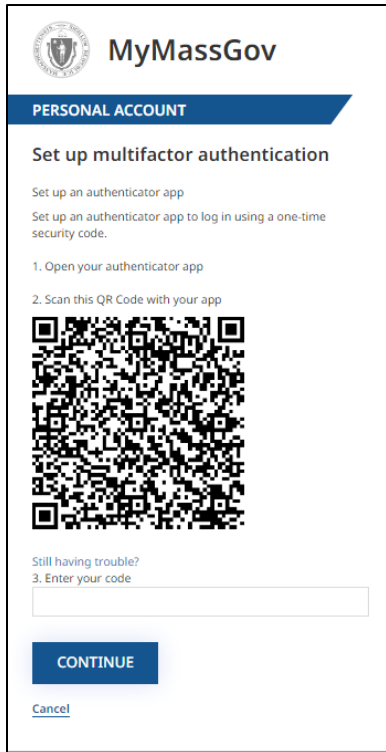
[Cancel](#)

*Use an authenticator app you have installed or download a free one such as Google Authenticator, Authy, or Microsoft Authenticator.

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

 MyMassGov

PERSONAL ACCOUNT

Set up multifactor authentication

Link your phone number

We'll send a one-time code to this number via text message or call you each time you log in.

Country Code
United States (+1) ▼

Phone number
XXX-XXX-XXXX

TEXT ME

CALL ME

[Cancel](#)


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

19. Enter Code

20. Click VERIFY CODE

 **MyMassGov**

PERSONAL ACCOUNT

Set up multifactor authentication

Link your phone number

We'll send a one-time code to this number via text message or call you each time you log in.

1-111-222-3333

Enter code or [send a new code](#)

XXXXX

VERIFY CODE

[Cancel](#)

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:

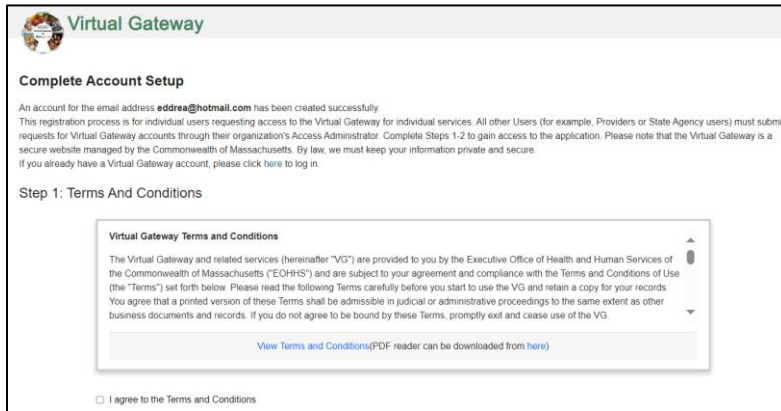
- At the 'Verify your account' screen, click 'Phone (Voice and Text Messages)'
- At the next screen, you'll see the phone number you entered to be used for verification*
- If you set up two phone numbers, you'll see both options here and can choose one
- Click 'Text Me' or "Call Me"
- Enter the six-digit 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*

Complete Account Setup

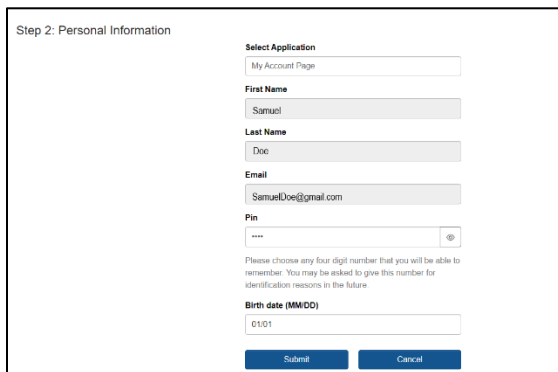
Step 1: Terms and Conditions

- 21. Read Virtual Gateway Terms and Conditions
- 22. Check the checkbox next to **I agree to the Terms and Conditions**



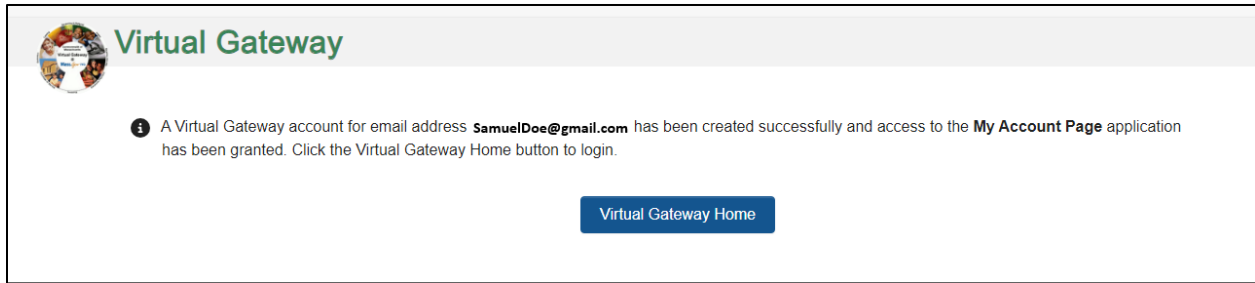
Step 2: Personal Information

- 23. Select My Account Page from the Select Application field
- 24. Enter PIN
- 25. Enter Birth date (MM/DD)
- 26. Click Submit



Your Virtual Gateway My Account Page account has been set up and you have been granted access.

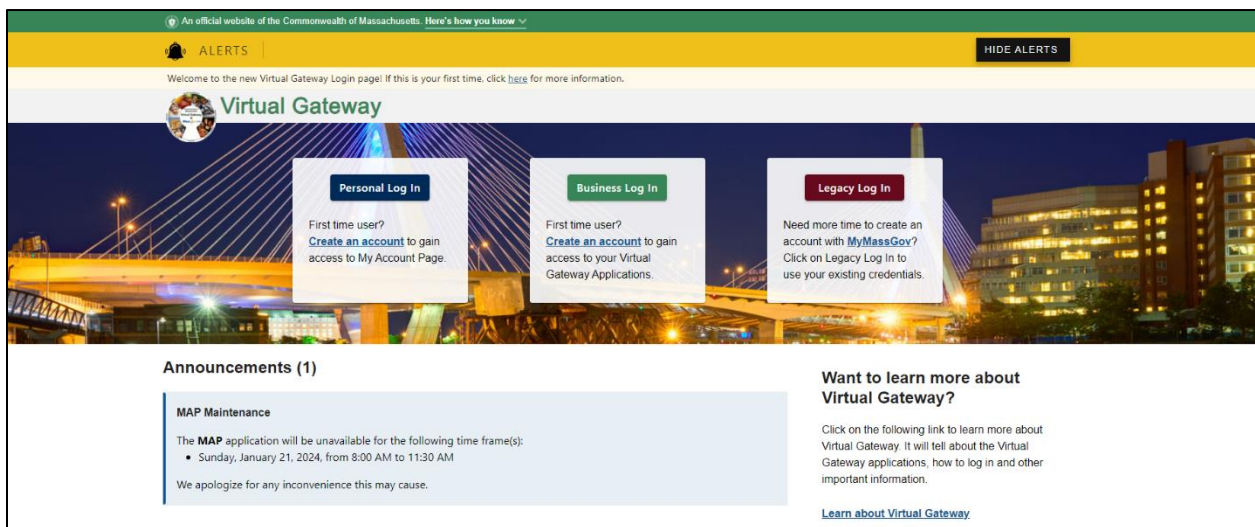
- 27. Click Virtual Gateway Home button to return to the Virtual Gateway website to log in.



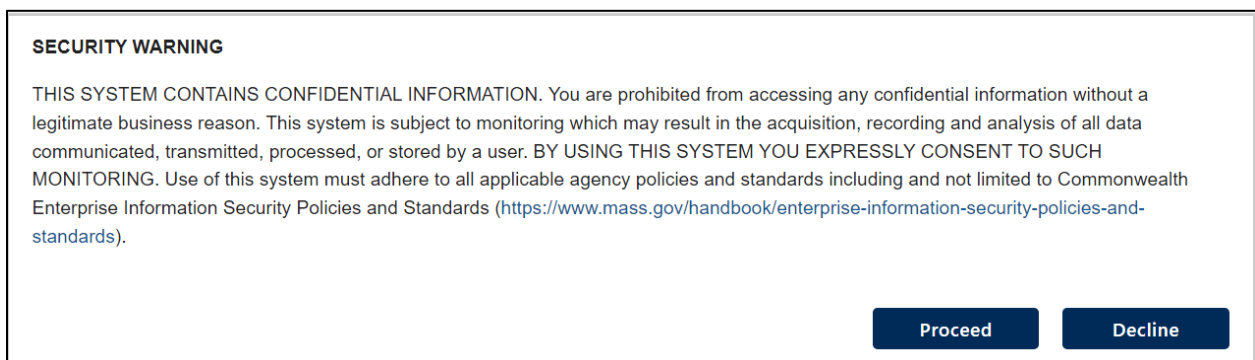
You will receive a 'Congratulations on Creating Your Virtual Gateway Account!' email from Virtual Gateway (virtual.gateway@state.ma.us) after seeing the screen above.

Log In to My Account Page

1. Click the Personal Log In button



2. Read Security Warning
3. Click the Proceed 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.



MyMassGov

PERSONAL ACCOUNT

Consent to share MyMassGov profile information


MyMassGov creates and maintains a profile that is used across state agency websites. By clicking "CONTINUE", you are agreeing to our creating and maintaining this profile and sharing the information in it, including personal information about you, with participating agencies of the Commonwealth.

[Learn more about how we protect your privacy.](#)

CONTINUE

[Cancel](#)

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



Login.mass.gov is now
MyMassGov

PERSONAL ACCOUNT

Virtual Gateway is using MyMassGov to allow you to sign in to your account safely and securely.


If you need help, contact: 800-421-0938 Monday-Friday 8:30AM-5PM, TTY: 617-847-6578. Visit virtualgateway.mass.gov to see important maintenance notices.

First time using MyMassGov?

CREATE AN ACCOUNT

Already have an account?

Email

Password 

[Forgot Password](#)

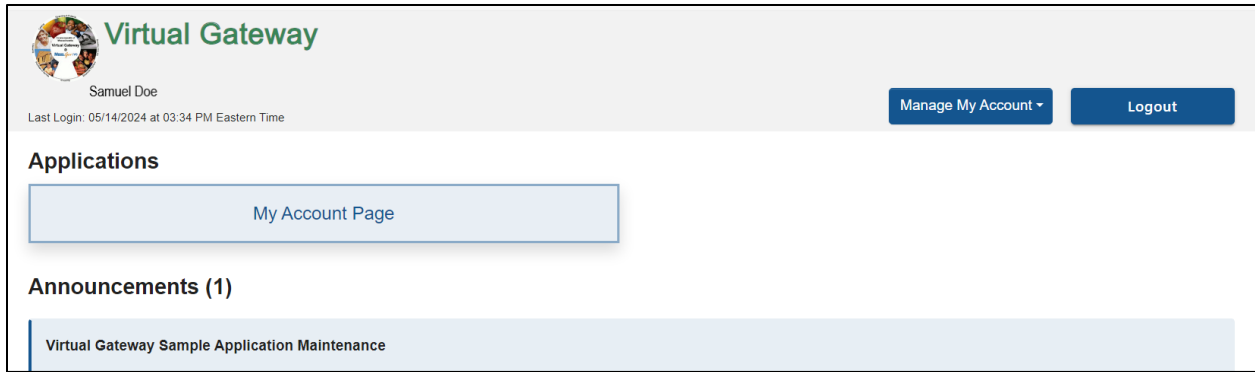
LOG IN

[Learn more about MyMassGov](#)

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

The Virtual Gateway Applications page appears.

10. Click on My Account Page button to access.



Congratulations! You have successfully created a Personal account, set up multifactor authentication and logged into the Virtual Gateway's My Account Page.

Access to More Than One Virtual Gateway User ID

1. 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.
2. 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.
3. 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.

4. Click the Virtual Gateway Home button.
5. 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 is 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 - SDOE. 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)

1. Click Manage My Account.

The menu will display Update Profile and Switch User Id.

2. Click Switch User Id.

User will be taken to User ID page.

3. 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.
4. Select a different User ID from list.
5. Click the Submit button.

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

User will need to log in again after linking.

6. Click the Virtual Gateway Home button.
7. Follow Steps above. If within the same session, you will not need to enter a verification code. If a verification code is needed, it will generate through the authenticator app.
8. 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 Personal 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