



## User Request Form (URF) – Frequently Asked Questions

---

1. [What is the User Request Form \(URF\)?](#)
2. [Who completes the User Request Form \(URF\)?](#)
3. [How do I add a new user?](#)
4. [How do I modify an existing user?](#)
5. [How do I deactivate an existing user from MCB Legal Blindness Report \(MCB\) Only?](#)
6. [How do I deactivate an existing user from all Virtual Gateway applications?](#)
7. [What is the four digit PIN?](#)
8. [What are the user roles available in MCB Legal Blindness Report \(MCB\)?](#)

### 1. What is the User Request Form (URF)?

The User Request form is the document used by eye doctors/neurologists to initiate requests for new access, request changes to existing access or request removal of access to the Massachusetts Commission for the Blind (MCB) Legal Blindness Report system.

### 2. Who completes the User Request Form (URF)?

The User Request form (URF) document is completed by the eye doctor/neurologist, who serves as the Access Administrator.

### 3. How do I add a new user?

To grant an eye doctor /neurologist access to the MCB Legal Blindness Report (MCB) initially, the eye doctor/neurologist would complete the User's profile information, and place an "X" in the "New User" column. Then select each user role by placing an "A" (Add) in each role. MCB Examiner is the only role available for and eye doctor or neurologist.

### 4. How do I modify an existing user?

To modify an eye doctors/neurologist's MCB Legal Blindness Report (MCB) access:

1. Complete each User's profile information
2. Place an "X" in the "Modify Existing User" column
3. Place an "X" in the Role Section for the desired role. Only choose one role. MCB Examiner is the only role available for and eye doctor or neurologist.

## User Request Form (URF) – Frequently Asked Questions

### 5. How do I deactivate an existing user from MCB Legal Blindness Report (MCB) Only?

When an eye doctor/neurologist's MCB access needs to be deactivated, place an "X" in the "Deactivate Existing User from MCB Legal Blindness Report (MCB)" column. When an eye doctor/neurologist needs to be deactivated from all Virtual Gateway Applications, place an "X" in the "Deactivate Existing User from the Virtual Gateway" column.

### 6. How do I deactivate an existing user from all Virtual Gateway applications?

When an eye doctor/neurologist needs to be deactivated from all Virtual Gateway Applications, place an "X" in the "Deactivate Existing User from the Virtual Gateway" column.

### 7. What is the four digit PIN?

The four digit Personal Identification Number (PIN) is used by the user to identify a user when calling Virtual Gateway Customer Service. The PIN must be 4 numbers (0-9) and be something that can be remembered, but not easily guessed. 1234 and 0000 may not be used

### 8. What are the user roles available in MCB Legal Blindness Report (MCB)?

The following User role profiles have been created to help facilitate appropriate selection of MCB Legal Blindness Report (MCB) roles. We have also separated roles for the MCB Agency user and the Examiner (eye doctor/neurologist). For each MCB Legal Blindness Report (MCB) user, select roles under each appropriate "Title" on the URF based on their job function. MCB Examiner is the only role available for and eye doctor or neurologist.

<u>Role</u>	<u>Description</u>	<u>Virtual Gateway Role Name/ Position on URF</u>
<b>MCB Examiner</b>	The eye doctor/neurologist who wishes to access the MCB Legal Blindness Report (MCB) on the Virtual Gateway for submitting a legal blindness report for the MCB.	MCB Examiner MCB_USER_ROLE
<b>MCB Agency User</b>	The MCB Agency staff who wish to access the MCB Legal Blindness Report (MCB) on the Virtual Gateway for submitting a legal blindness report for the MCB. This worker will have access to the inbox functionality, which will enable them to search, view and print submitted reports. In addition, a worker will have the ability to update the program eligibility status of individuals who applied for services through MCB	MCB Agency User MCB_REPORT_INBOX_ROLE MCB_USER_ROLE