



## Welcome to the EOHHS Virtual Gateway

### New Users Day-One Guide

#### How to access Massachusetts Commission for the Blind (MCB) Legal Blindness Report...

Enter the Virtual Gateway URL in your web browser: <https://gateway.hhs.state.ma.us/portal/dt>

#### Logging into the MCB Legal Blindness Report service the first time...

##### User Names and Passwords

Virtual Gateway Operations will assign and email you a user ID and temporary password. When you log into the system for the first time, you will be prompted to change your temporary password.

Please visit: <http://www.mass.gov/VG/Loginassistance> and click on the link “[Login help for Providers and State Agency staff](#)” to access Virtual Gateway business services or help and more information regarding the password format.

Remember, username and passwords are case-sensitive.

If you have forgotten your password, use the [Forgot password?](#) link provided on the login page (also refer to [Virtual Gateway Forgot Password Job Aid](#)) or call Virtual Gateway Customer Service.

Please be prepared to answer your security questions and provide your full email address.

#### Need Help?



##### Contact the Virtual Gateway

##### Customer Service Center

Phone: (800) 421-0938

TTY: (617) 847-6578

Monday – Friday

(8:30 a.m. – 5 p.m.)

*If your question related to the deployment or on-boarding of the MCB Legal Blindness Report, please contact MCB directly.*

Please be prepared to provide the following...

- Name, organization, phone number, and e-mail address
- Page/field you were working on (if applicable)
- Description of the issue or error message (if applicable)
- How critical is the issue? Is it preventing you from doing your work?

**Important Reminder:** Please leave a voicemail message if calling Virtual Gateway Customer Service after hours.

Please visit [www.Mass.Gov/vg/mcb](http://www.Mass.Gov/vg/mcb) for user guides, newsletters, and other informational materials.