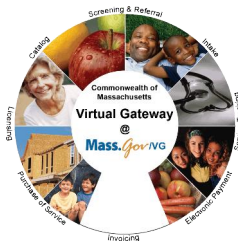


EOHHS Virtual Gateway



Virtual Gateway Updated Login and Manage My Account Pages

February 5, 2010



EOHHS Virtual Gateway Updated Login Pages



- Login Page, Updated format

- Login page has been updated to align with Mass.Gov format
- Provider users will see these changes
- Login process has not changed

Executive Office of Health and Human Services - Virtual Gateway

 Virtual Gateway 

Welcome to the Virtual Gateway

Login

Username

Password (Case sensitive)

[Forgot Password](#)

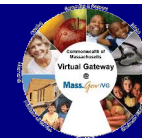
Important Messages

When logging in, you may be required to change your password and update your user profile.
For assistance with logging in, please visit www.mass.gov/vg/loginassistance.

Virtual Gateway Customer Service

Monday through Friday
8:30 am to 5:00 pm
800-421-0938 (Voice)
617-847-6578 (TTY for the deaf and hard of hearing)


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- Business Services Page, Updated format

- New look, same process!
- Business service(s) listed on left
- Use links on right for easy access to tools to manage account attributes
- Important Messages area displays same notices posted on login page

Executive Office of Health and Human Services - Virtual Gateway



Welcome Fran

Please select one of the following Business Services:
(Clicking on link will open in a new window.)

- [Catalog of Services](#)
- [Childrens Behavioral Health Initiative](#)

Important Messages

When logging in, you may be required to change your password and update your user profile. For assistance with logging in, please visit www.mass.gov/vg/loginassistance.

Manage My Account

- [Change My Password](#)
- [Answer My Secret Questions](#)
- [Update My Personal Information](#)
- [Logout](#)

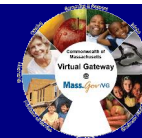
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EOHHS Virtual Gateway

Updated Account Management Pages



- Pages to manage user information (Manage My Account) follow current process but have a new look

Logged in as: Fran

Change Password

Existing/Temporary Password

New Password

Confirm New Password

Passwords **must** contain the following requirements:

- Between 8 and 16 characters
- At least one uppercase character (A, B, C, ...)
- At least one lowercase character (a, b, c, ...)
- At least one number (1, 2, 3, ...)

Passwords **cannot** contain:

- The words "test", "password" or "pass"
- Your first name, your last name, or your full name
- Your Virtual Gateway Username
- Your email address

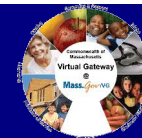
Manage My Account

- Change My Password
- Answer My Secret Questions
- Update My Personal Information
- Logout

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Users must enter Existing password to change password (temporary password if password was reset).



- Authentication Questions are now called Secret Questions

Logged in as: **Fran**

Secret Questions

At least 5 secret questions must be answered. These questions will be used if you forget your password or need to change it.

| | |
|-----------------------------|--|
| Secret Question 1 | What is your father's middle name? |
| Answer to Secret Question 1 | <input type="text"/> |
| Secret Question 2 | What was the name of your first grade teacher? |
| Answer to Secret Question 2 | <input type="text" value="TEACHER"/> |
| Secret Question 3 | What was the make of your first car? |
| Answer to Secret Question 3 | <input type="text" value="CAR"/> |
| Secret Question 4 | What was the color of your first car? |
| Answer to Secret Question 4 | <input type="text" value="COLOR"/> |
| Secret Question 5 | What was your high school mascot? |
| Answer to Secret Question 5 | <input type="text" value="MASCOT"/> |
| Secret Question 6 | What is the name of your elementary school? |
| Answer to Secret Question 6 | <input type="text" value="SCHOOL"/> |
| Secret Question 7 | What was your first pet's name? |
| Answer to Secret Question 7 | <input type="text" value="PET"/> |

Manage My Account

- [Change My Password](#)
- [Answer My Secret Questions](#)
- [Update My Personal Information](#)
- [Logout](#)

Virtual Gateway Customer Service

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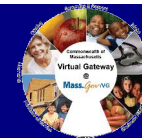
Authentication Questions now called Secret Questions.

Questions shown here are for example only...not the questions providers see.

You will be asked to answer two Secret Questions if you are forgot your password.

EOHHS Virtual Gateway

Updated Account Management Pages



- Account Attributes page is now the Edit Personal Information page

Logged in as: Fran

Edit Personal Information

First Name

Middle Initial (Optional)

Last Name

Please note: Changing your name does not update your user ID. Each user ID is unique and has already been assigned to your account. If you would like to have your user ID changed to match your name change, please contact your Access Administrator to deactivate your current account and create a new one with your name change.

PIN

Birth Month

Birth Day

Email

Area Code (Optional)

Phone Number (Optional)

Extension (Optional)

Manage My Account

- Change My Password
- Answer My Secret Questions
- Update My Personal Information
- Logout

Virtual Gateway Customer Service

Monday through Friday
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SSN field is now called PIN (Personal Identification Number)

No information has been changed on your account, only the name of the field has changed

EOHHS Virtual Gateway

Updated Login Pages



- Forgot Password?

Executive Office of Health and Human Services - Virtual Gateway

 Virtual Gateway 

Welcome to the Virtual Gateway

Login

Username

Password (Case sensitive)

Virtual Gateway Customer Service

Monday through Friday
8:30 am to 5:00 pm
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Important Messages

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You can reset your own password...without even needing to call Customer Service!



EOHHS Virtual Gateway

Updated Login Pages



- Forgot Password page , enter your Username

Executive Office of Health and Human Services - Virtual Gateway

 Virtual Gateway  Mass.gov

Forgot Password

Enter Username

Username

If you have forgotten your username, please call Virtual Gateway Customer Service.

Important Messages

When logging in, you may be required to change your password and update your user profile.
For assistance with logging in, please visit www.mass.gov/vg/loginassistance.

Virtual Gateway Customer Service

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EOHHS Virtual Gateway

Updated Login Pages



- Forgot Password , Answer two of your Secret Questions

Executive Office of Health and Human Services - Virtual Gateway

 Virtual Gateway  Mass.gov

Forgot Password

Answer Questions

Question 1: What was the color of your first car?
Answer 1:

Question 2: What was the name of your first grade teacher?
Answer 2:

Virtual Gateway Customer Service

Monday through Friday
8:30 am to 5:00 pm
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Important Messages

When logging in, you may be required to change your password and update your user profile.
For assistance with logging in, please visit www.mass.gov/vg/loginassistance.



- Forgot Password page , retrieve the Temporary Password from the email message from Virtual Gateway

Executive Office of Health and Human Services - Virtual Gateway



Virtual Gateway



Forgot Password

Confirmation

Your password has been reset. You should receive an email shortly with your new password.

This message may be blocked by your spam/junk filter. Please be sure to check your spam/junk folder.

Click "**Submit**" to return to the login page.

Submit

Important Messages

When logging in, you may be required to change your password and update your user profile. For assistance with logging in, please visit www.mass.gov/vg/loginassistance.

Virtual Gateway Customer Service

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- Forgot Password page , login with Temporary Password

Change Password

Existing Password

New Password

Confirm New Password

Use the *Temporary Password* from the Virtual Gateway Password Reset email in the Existing Password field.

Passwords **must** contain the following requirements:

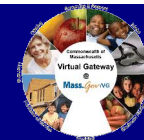
- Between 8 and 16 characters
- At least one uppercase character (A, B, C, ...)
- At least one lowercase character (a, b, c, ...)
- At least one number (1, 2, 3, ...)

Passwords **cannot** contain:

- The words "test", "password" or "pass"
- Your first name, your last name, or your full name
- Your Virtual Gateway Username
- Your email address

In order to successfully change your password, you must follow the password requirements listed on this page.

Submit Cancel



- Call Virtual Gateway Customer Service if you need help...
 - ✓ Logging into the Virtual Gateway
 - ✓ Cannot remember your Virtual Gateway Username
 - ✓ Have problems using Forget Password
 - ✓ Need other technical assistance accessing the CBHI CANS tool

Virtual Gateway Customer Service
Monday – Friday, 8:30 a.m. to 5:00 p.m.
1-800-421-0938

617-847-6578 (TTY for deaf and hard of hearing)