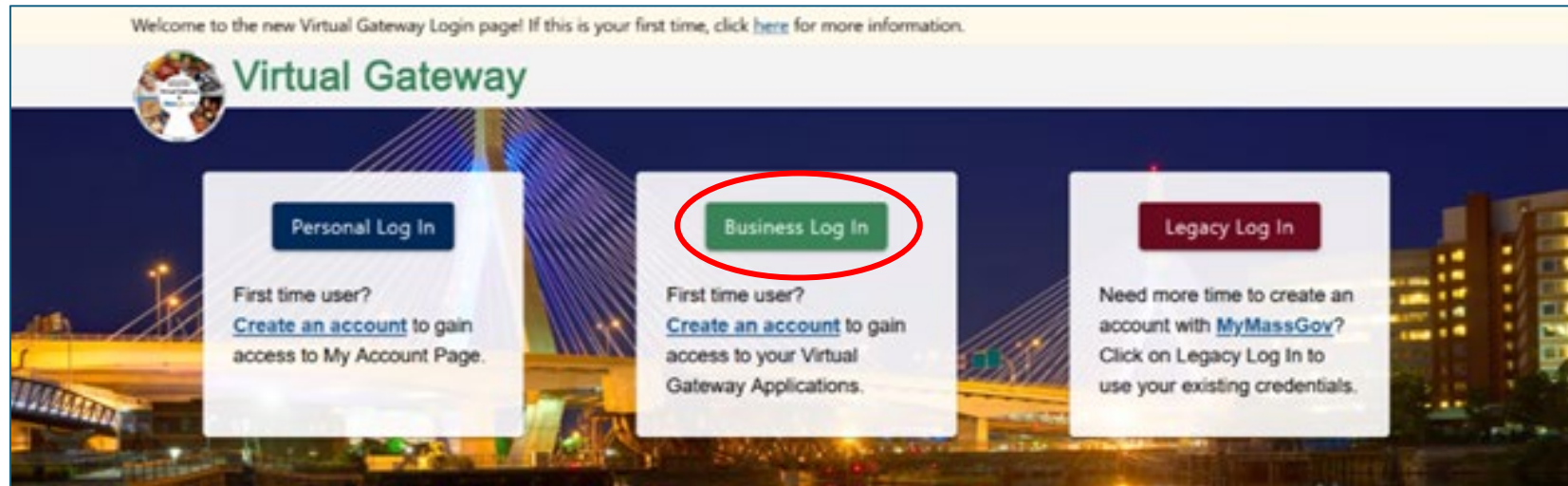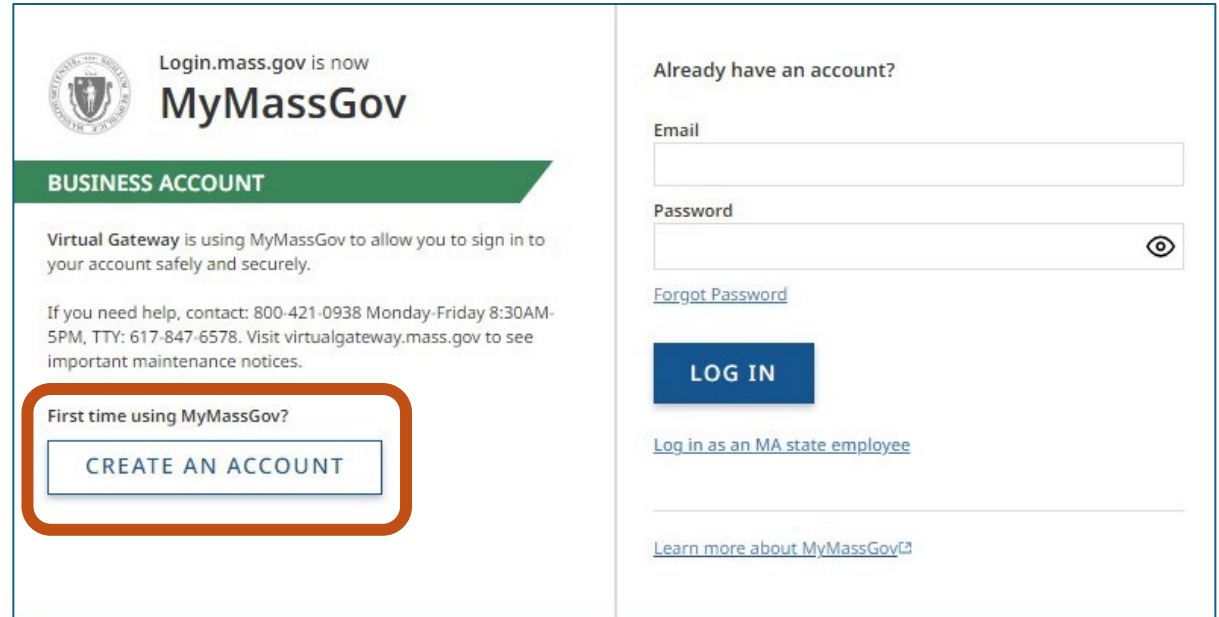# Logging into the Virtual Gateway(VG)

For DCF Providers and Partners

(DCF Partners includes attorney's, foster parents, volunteers and Mandated Reporters)

After clicking the Virtual Gateway link, you will click the
***"Business Log* In"** button.

When logging-in to the [NEW](#) Virtual Gateway *for the first time* you will need to click the **CREATE AN ACCOUNT** button.

Create Your Account Step 1 of 3: Verify Your Email

You should have received an Email from the Virtual Gateway containing the email address on file for your Virtual Gateway account.

You must use that email address when creating your account. If a different email address is used, you will receive an error message that there is "No Username found for the registered email address".

- Type the Email Address in the Email field.

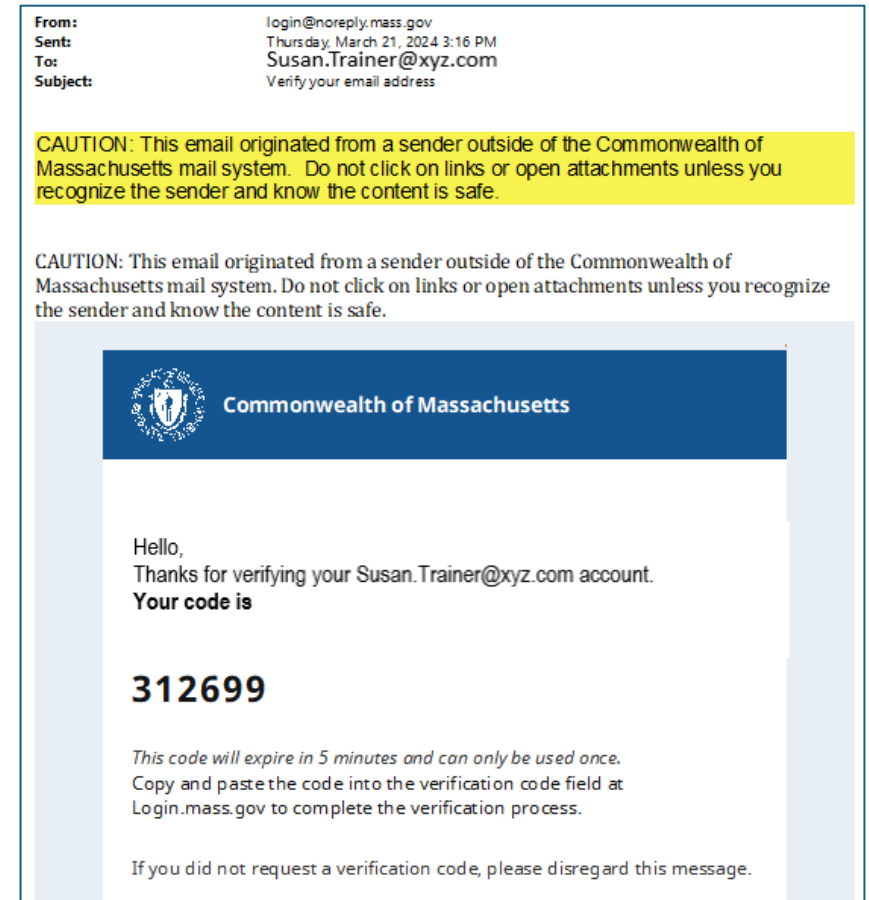- Click the "**SEND VERIFICATION CODE**" button.

Create your account Step 1 of 3: Verify your Email

An email will be sent <u>to the email address listed </u>with a Subject:
Verify your email address.(Sample to the right)

Monitor both your Inbox and JUNK/SPAM folders for an email from
login@noreply.mass.gov.

A 6-digit code is displayed in the email. The code will expire in 5 minutes and can only be used one time.

From: login@noreply.mass.gov
Sent: Thursday, March 21, 2024 3:16 PM
To: Susan.Trainer@xyz.com
Subject: Verify your email address

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Commonwealth of Massachusetts

Hello,
Thanks for verifying your Susan.Trainer@xyz.com account.
Your code is

312699

This code will expire in 5 minutes and can only be used once.
Copy and paste the code into the verification code field at Login.mass.gov to complete the verification process.

If you did not request a verification code, please disregard this message.

Create your account Step 1 of 3: Verify your Email

- Type or Copy/Paste the code into the verification field at Login.mass.gov to complete the verification process.

- Click the **VERIFY EMAIL** button.

The code will expire in 5 minutes, click the **Get a new code** link and follow instructions, if a new code is needed.

FOR BUSINESS

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

Susan.Trainer@xyz.com

Verification code

312699

VERIFY EMAIL

Get a new code

Create your account Step 2 of 3: Add Account Details

The Email field will pre-populate with the email address used in Step 1 of 3.

If the email address is incorrect, click the **Cancel** button.

- If email address is correct
  - Type your **First Name**
  - Type your **Last Name**
  - Click the **CONTINUE** button

FOR BUSINESS

Create your account

Step 2 of 3: Add account details

Email

Susan.Trainer@xyz.com

First Name

Susan

Last Name

Trainer

CONTINUE

Cancel

Create your account Step 3 of 3: Create your password

Follow the Password Rules as listed on the screen. When there is a checkmark next to each rule, you have met the password requirements.

- Enter **New Password**
- Enter Password to **Confirm New Password**
- Click the **CREATE AN ACCOUNT** button

Note: Your VG password will not expire. If at any time you feel your password has been compromised, use the Forgot Password link, on the login page, to create a new password.

FOR BUSINESS

Create your account

Step 3 of 3: Set up your password

Email
Susan.Trainer@xyz.com

New Password
••••••••

Password Rules

✔ 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
  ✔ Contains a lowercase character

Confirm New Password
••••••••

CREATE AN ACCOUNT

Cancel

Set-up Multifactor Authentication (MFA)

Click the SET UP MFA button
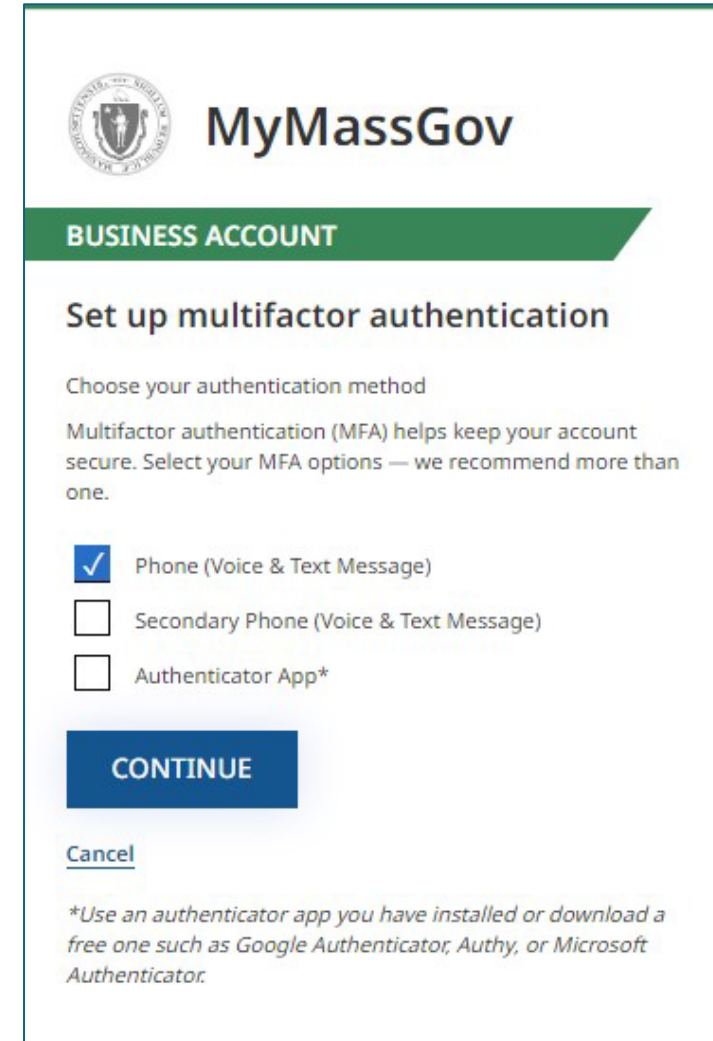
- If you cancel out of this process, you will be prompted to set up MFA the next time you log in.

FOR BUSINESS

Create your account

Your account was successfully created.

Next, set up multifactor authentication (MFA) to help keep your account secure. If you cancel out of this process, you'll be prompted to set up MFA the next time you log in.

SET UP MFA

Cancel
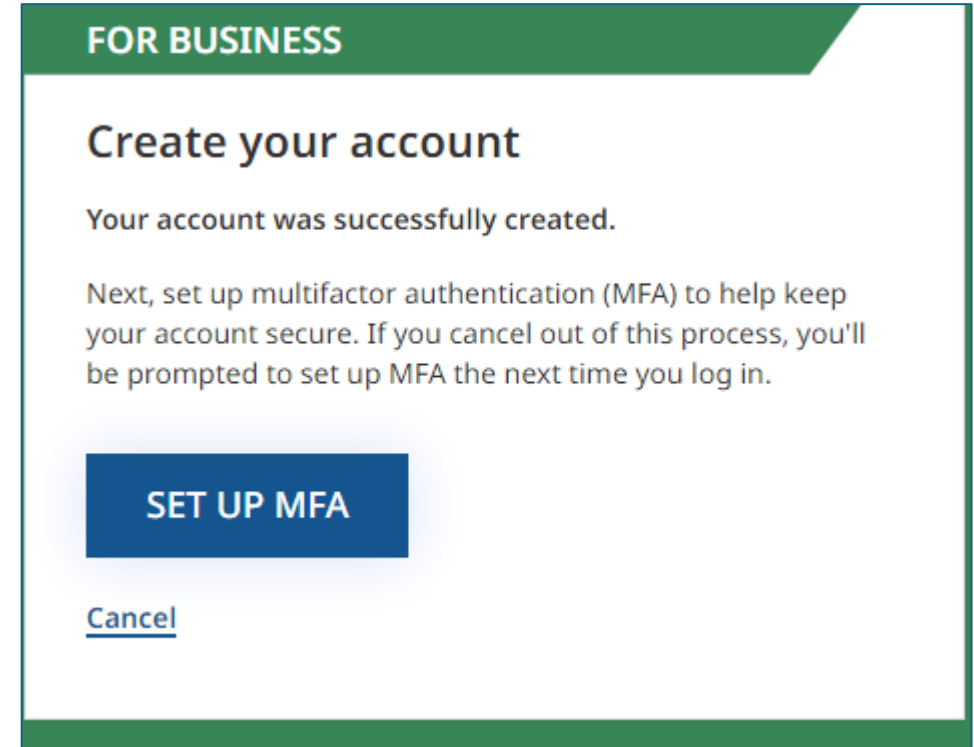
Set-up Multifactor Authentication (MFA)

Choose your authentication method.

- Select Phone (Voice & Text Message)
- Click the **CONTINUE** button.

Set-up Multifactor Authentication (MFA)

Once MFA has been successfully set up, you will be provided with the following message:

- Click the **Virtual Gateway Home** button to login.
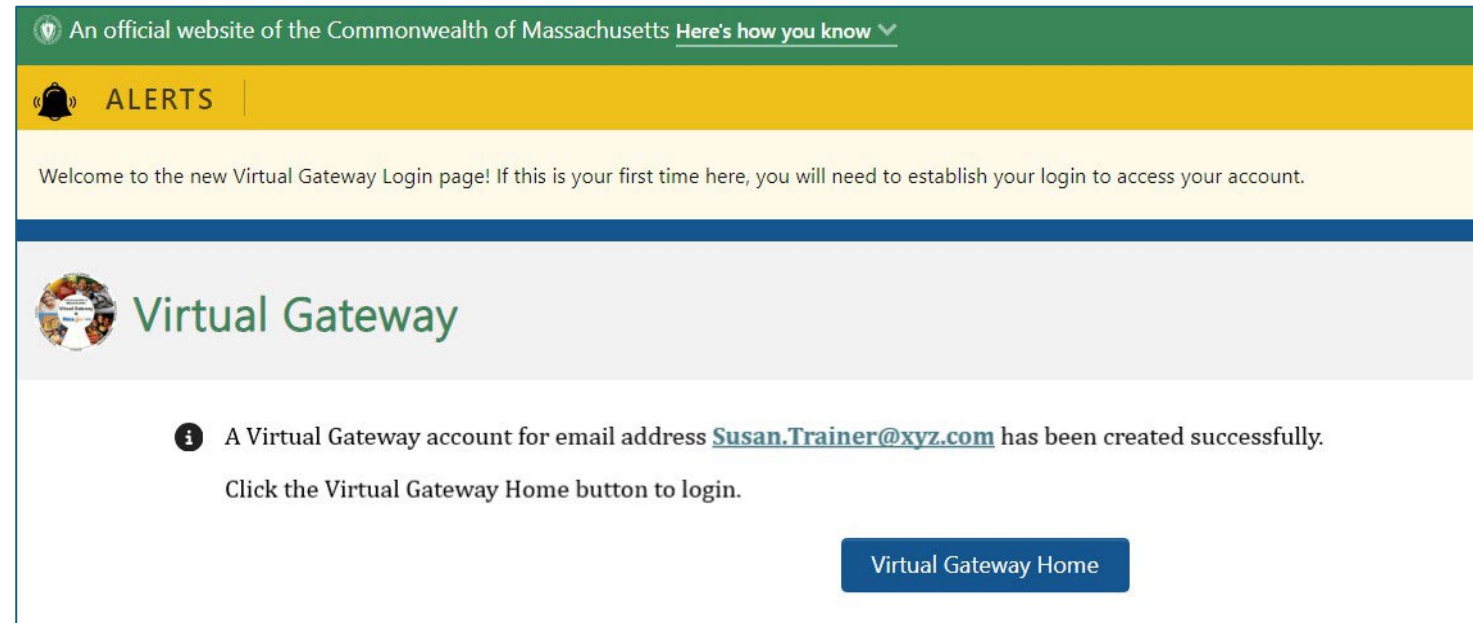
Login to Virtual Gateway

The Virtual Gateway Security Warning (disclaimer) will appear.

Click the **Proceed** button to accept the Virtual Gateway Security Warning (disclaimer).
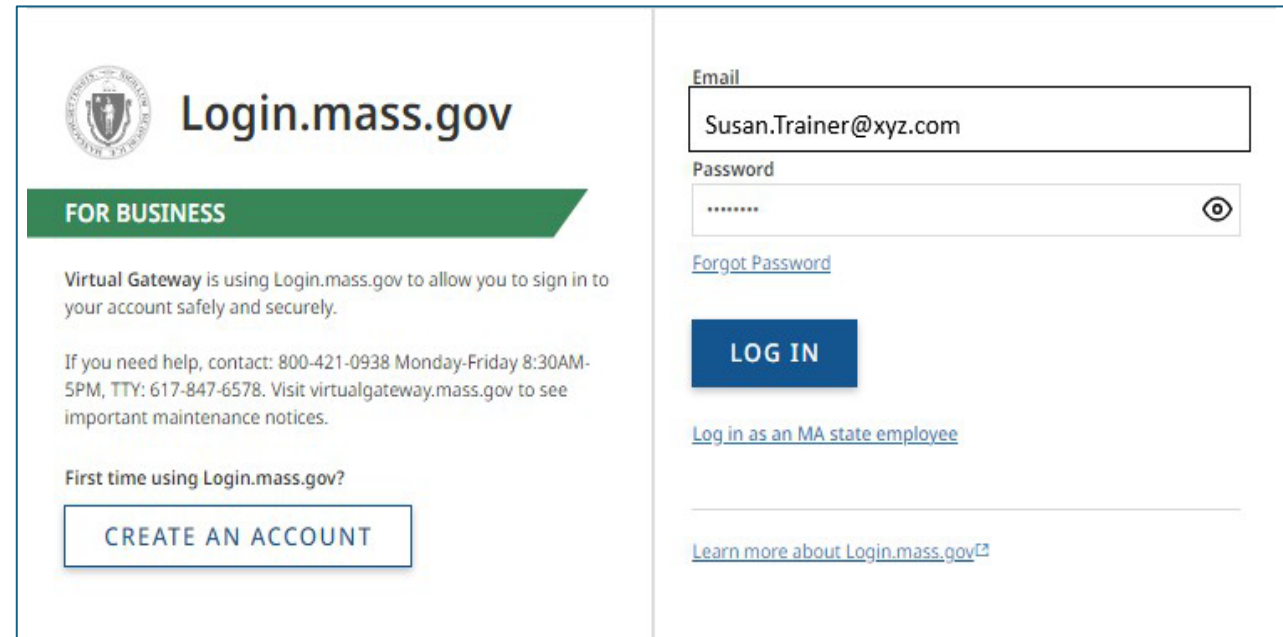
- If the Decline button is clicked, you will be returned to the Virtual Gateway Home page.
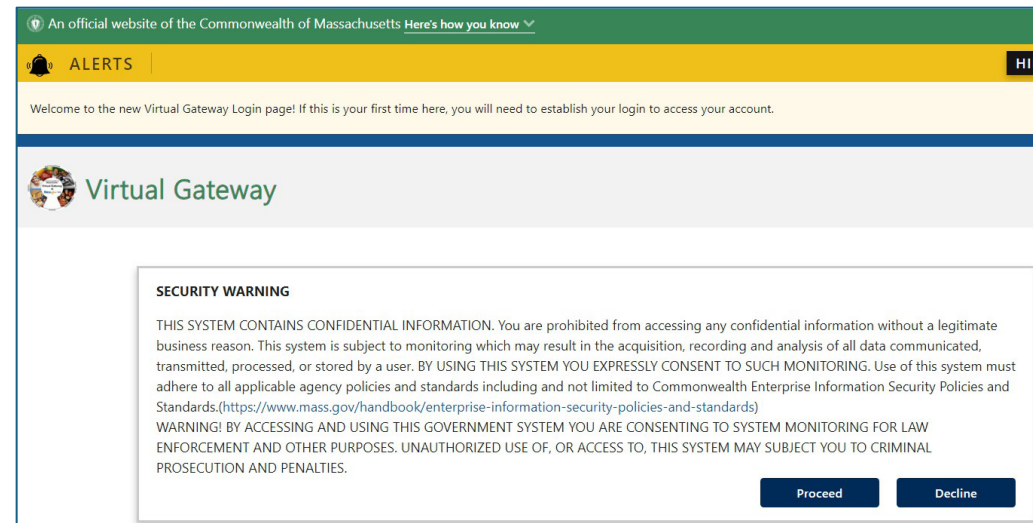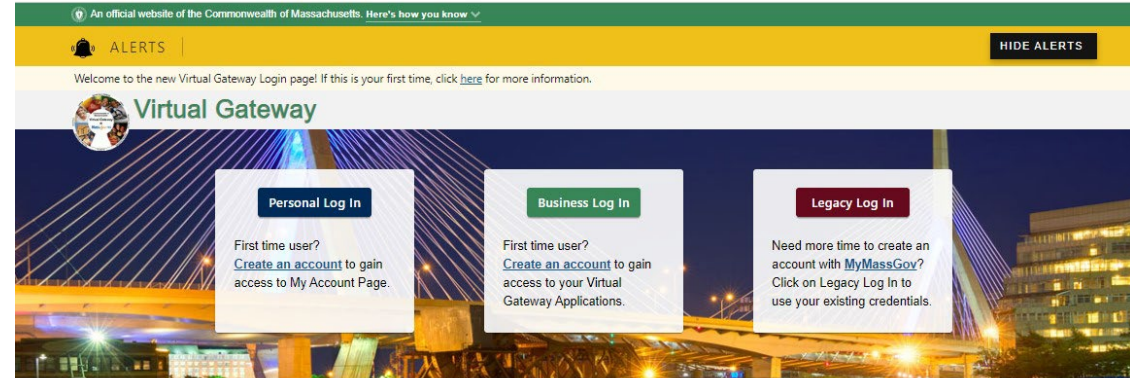
Login to Virtual Gateway

- Enter the **Email Address** used to create the account
- Enter your **Password**.
- Click the **LOG IN** button.

If you have forgotten your password, click the
Forgot Password link to reset your password.

Login to Virtual Gateway

- Enter the **Email Address** used to create the account
- Enter your **Password**.
- Click the **LOG IN** button.

If you have forgotten your password, click the Forgot Password link to reset your password.

Login.mass.gov is now

MyMassGov

BUSINESS 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

Susan.Trainer@xyz.com

Password

········
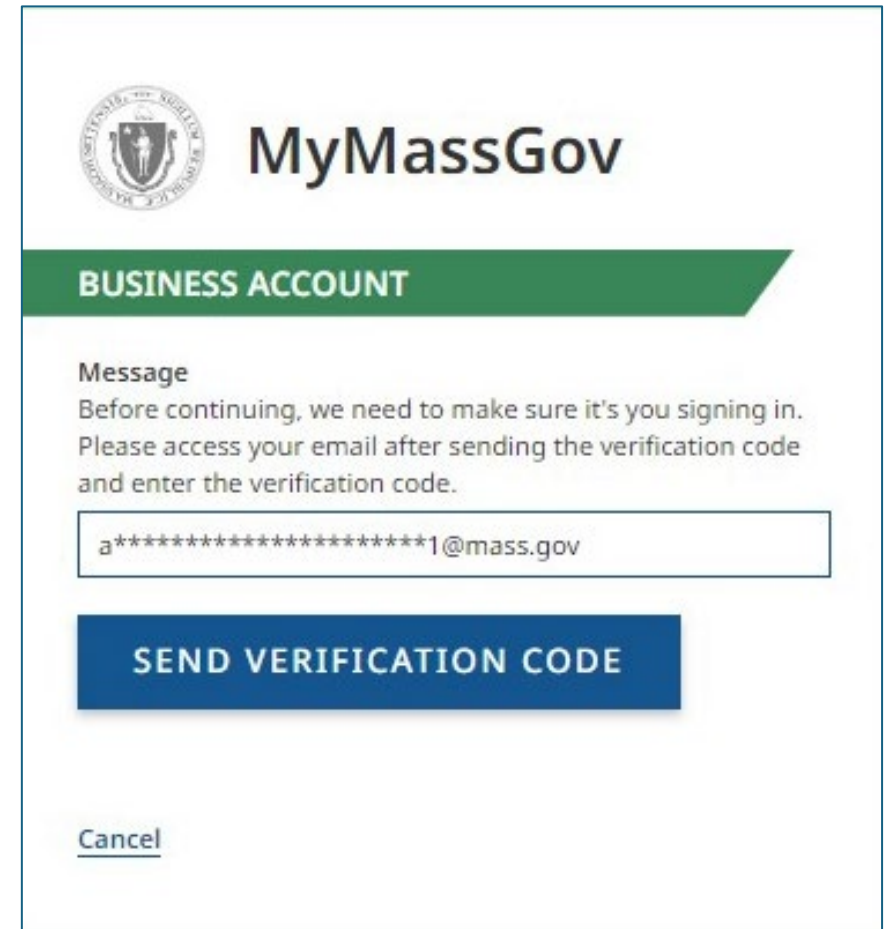
Forgot Password

LOG IN
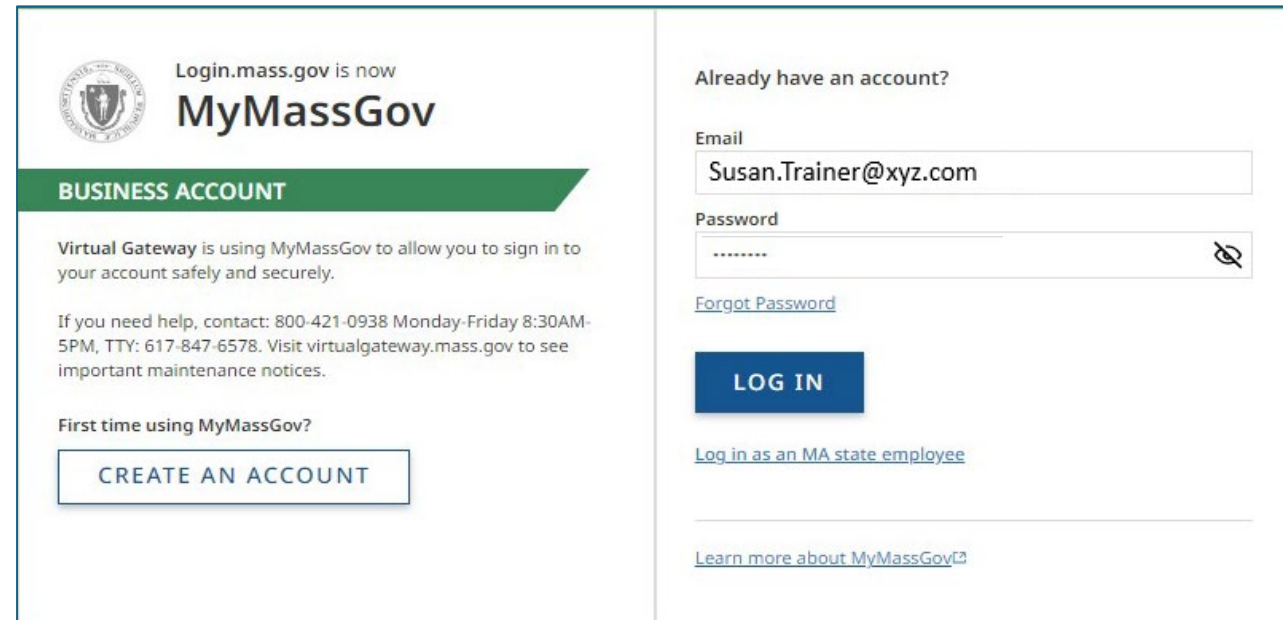
Log in as an MA state employee

Learn more about MyMassGov

Login to Virtual Gateway

You were asked to select the Phone (Voice & Text) option when setting up MFA.

- Click **Send Verification Code**

Note: *You will need to enter a verification code each time you login to the Virtual Gateway.*

MyMassGov

BUSINESS ACCOUNT

Message
Before continuing, we need to make sure it's you signing in. Please access your email after sending the verification code and enter the verification code.

a*********************1@mass.gov

SEND VERIFICATION CODE

Cancel

Login to Virtual Gateway

You will see the last 4-digits of the telephone number that the code will be sent to.

You will receive a 6-digit code.

- Enter the code, or click "Get a new code", if you do not receive one
- Click the **VERIFY CODE** button

Note: You will need to enter a verification code each time you login to the Virtual Gateway.

FOR BUSINESS

Verify your account

We have the following number on record for you. We can send a code via text message or call you.

XXX-XXX-0125

Enter code or Get a new code
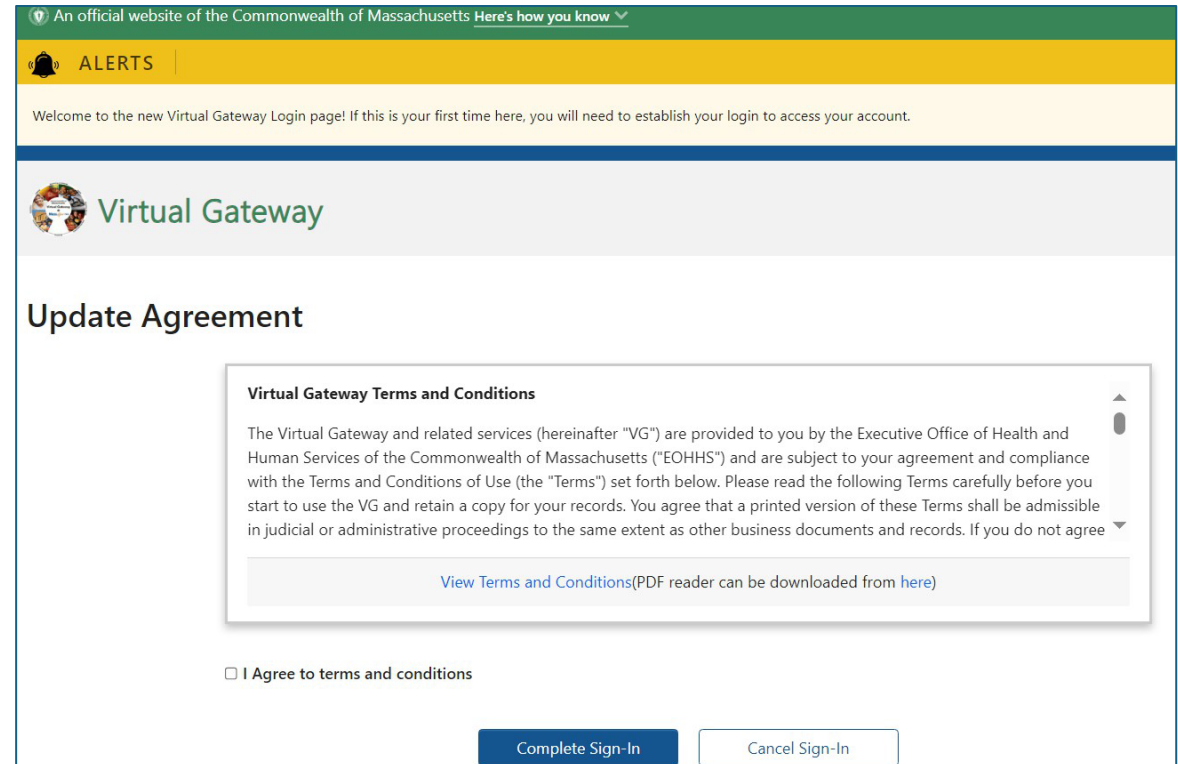
175833

VERIFY CODE

Cancel

Accept Terms and Conditions

Non-state employee users: Will be required to accept the Virtual Gateway Terms and Conditions the *first time* they login.

State employee users: Terms and Conditions have been updated. You will be required to accept these updated Virtual Gateway Terms and Conditions the first time you login.

Click "View Terms and Conditions" to review Virtual Gateway Terms and Conditions (use PDF format if necessary)

- Click the **I Agree to terms and conditions** checkbox.
- Click the **Complete Sign In** button.

Success, You're in!

A successful login will take you to the Accessible Applications page. This page will list the Virtual Gateway applications that you have access to using this ID and Email.

If you have access to other Organization applications via the VG you will see a page to select the appropriate Org.
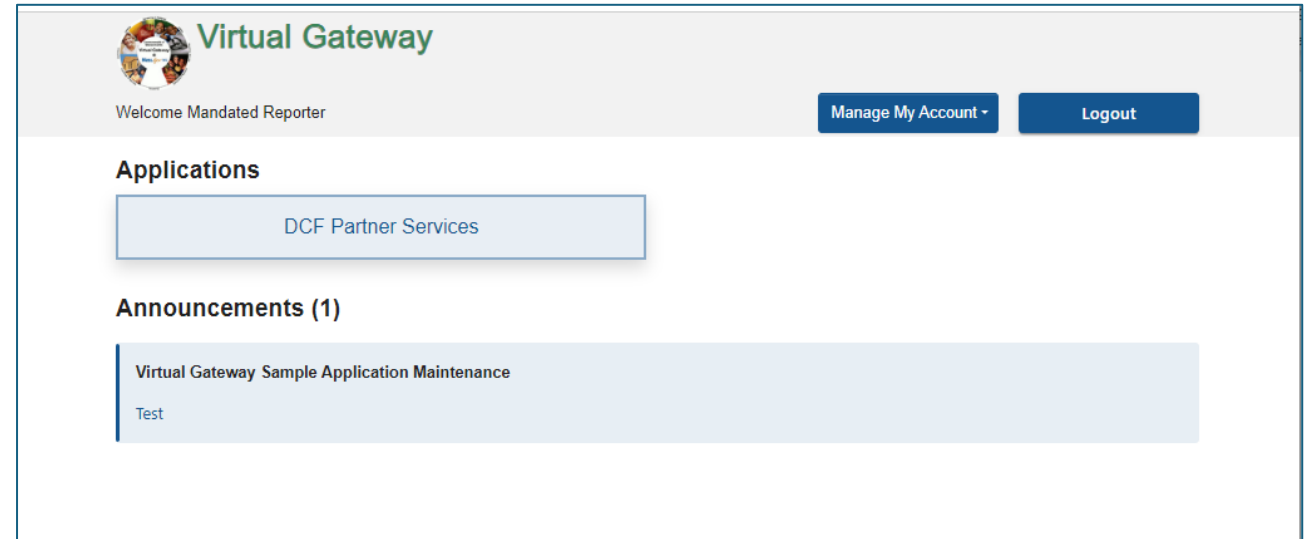
Congratulations!
You have successfully registered and logged-in to the new Virtual Gateway