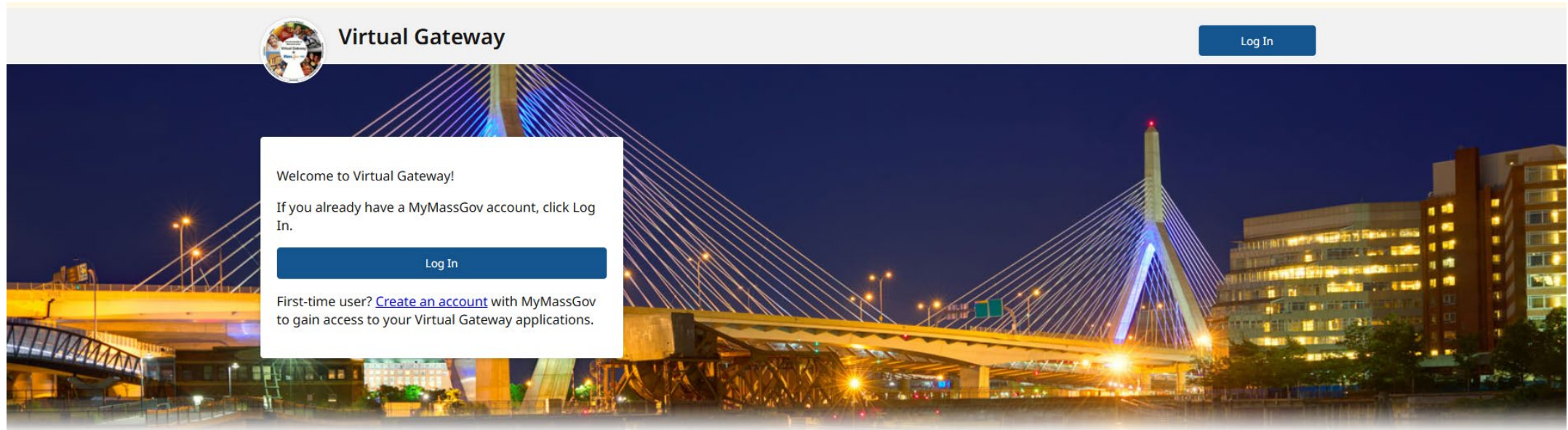




Creating an Account on the new MyMassGov

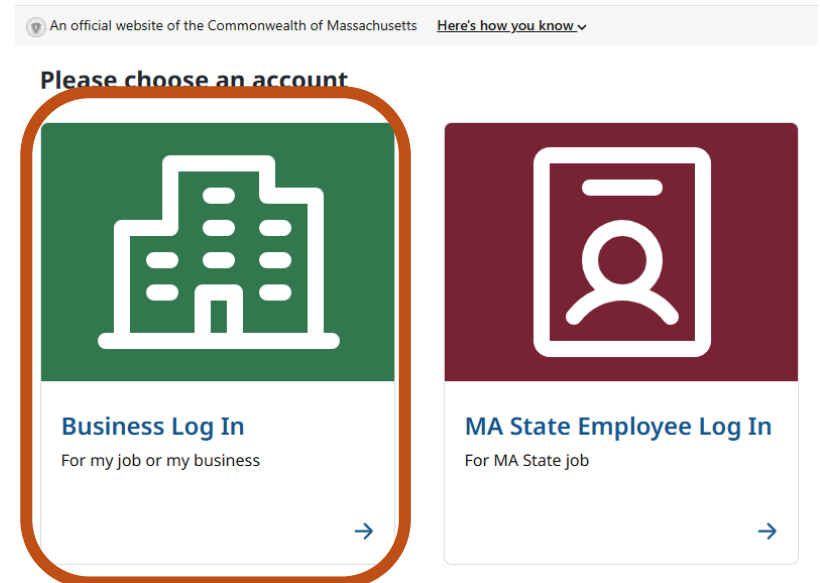
For DCF Providers and Partners

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




When logging in to the *NEW* MyMassGov for the first time, click the **CREATE AN ACCOUNT** button.

On the next screen, choose **Business Log In**.



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

 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

Password 

[Forgot Password](#)

LOG IN

[Log in as an MA state employee](#)

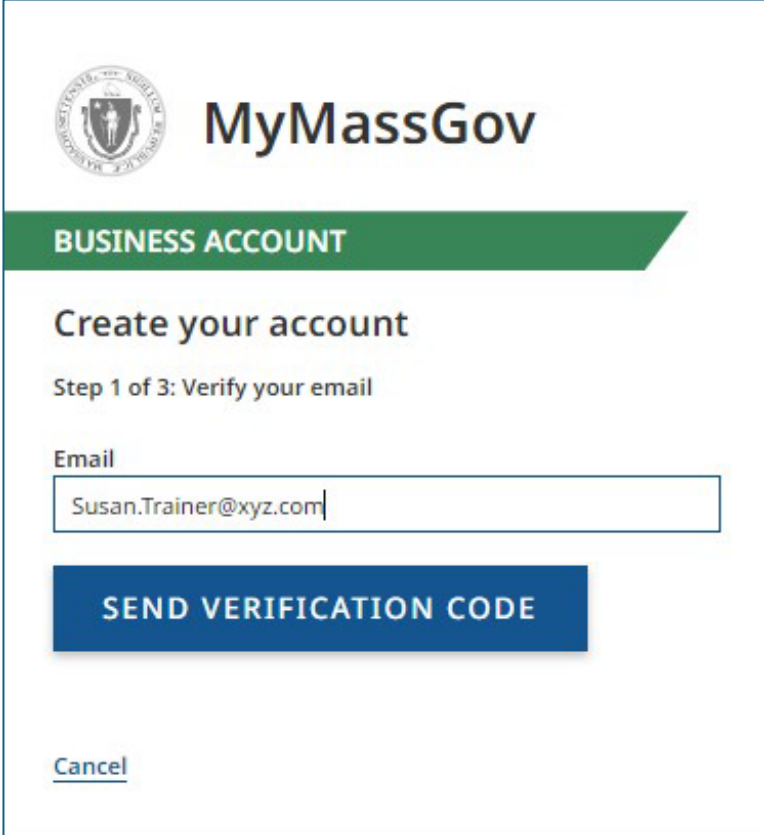
[Learn more about MyMassGov](#)

Create Your Account Step 1 of 3: Verify Your Email

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



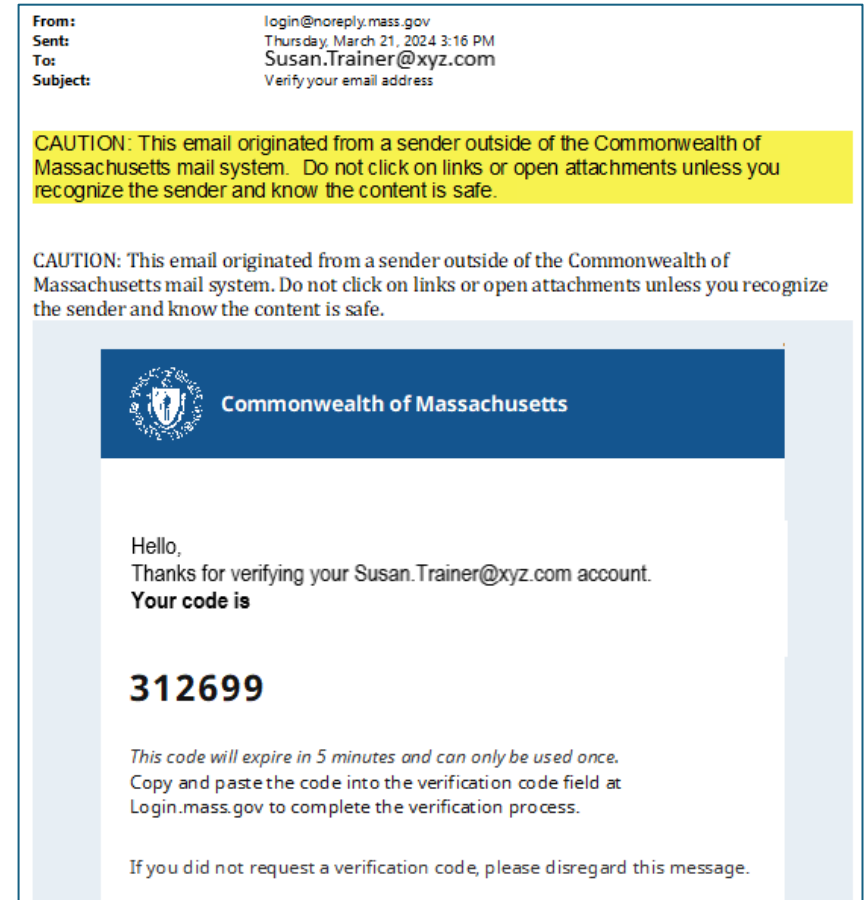
The screenshot shows the MyMassGov account creation interface. At the top left is the state seal of Massachusetts, and to its right is the text 'MyMassGov'. Below this is a green banner with the text 'BUSINESS ACCOUNT'. Underneath the banner, the heading 'Create your account' is displayed, followed by the sub-heading 'Step 1 of 3: Verify your email'. There is an 'Email' label above a text input field containing the email address 'Susan.Trainer@xyz.com'. Below the input field is a large blue button with the text 'SEND VERIFICATION CODE'. At the bottom left of the form area, there is a blue link labeled 'Cancel'.

Create your account Step 1 of 3: Verify your Email

An email will be sent to the email address listed 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.



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

Verification code

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

First Name

Last Name

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 MyMassGov 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

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
 

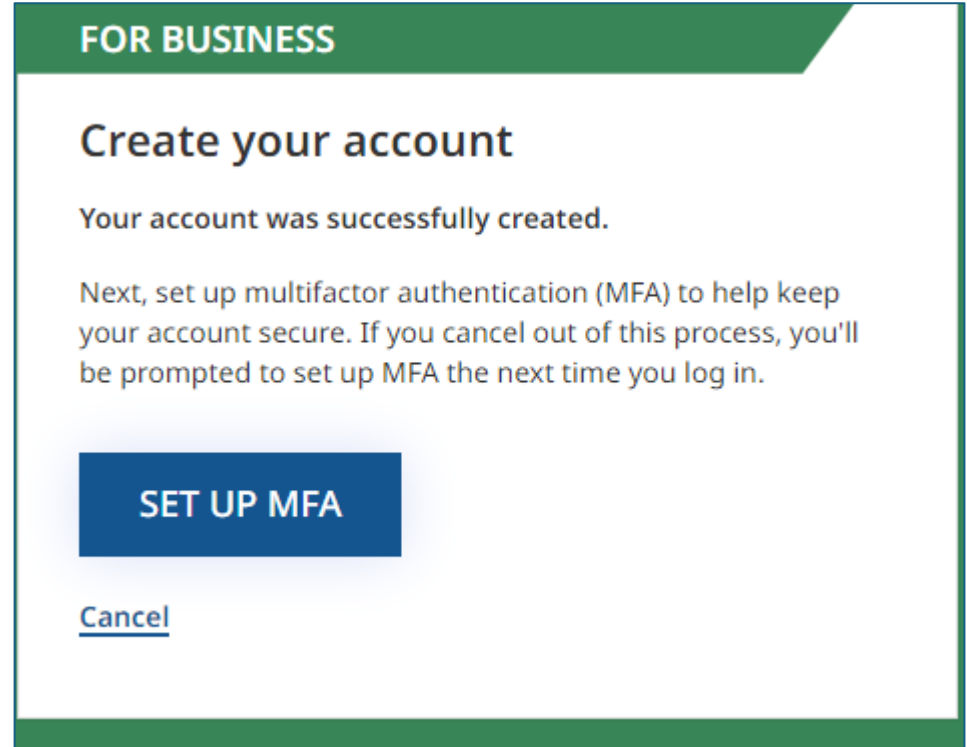
CREATE AN ACCOUNT

[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.

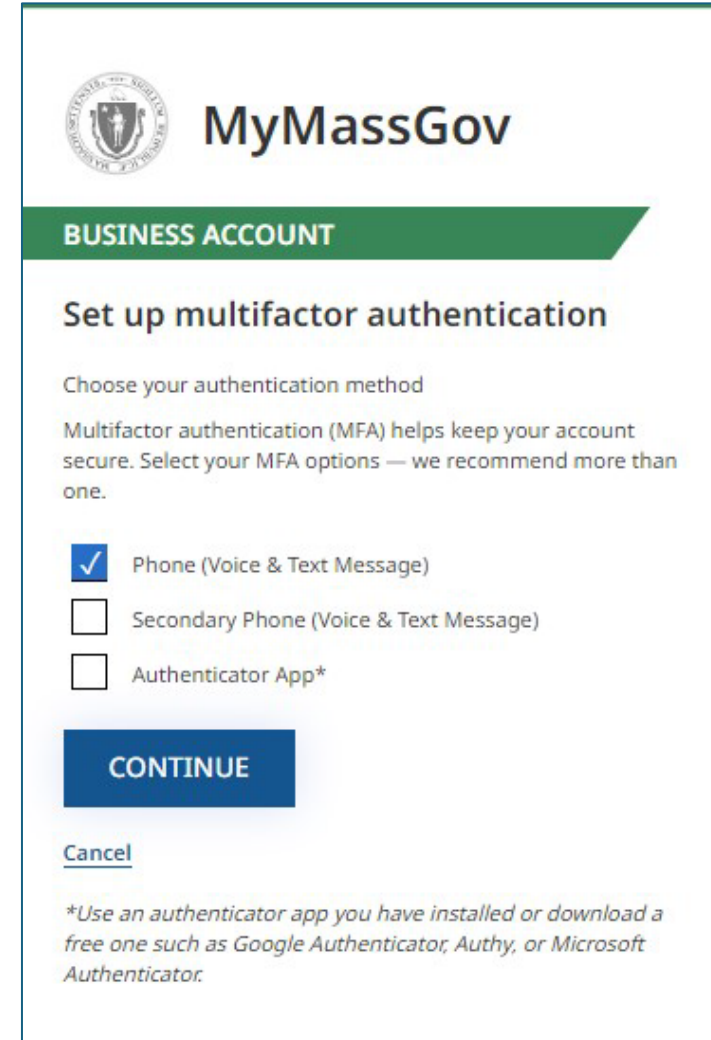
SET UP MFA

[Cancel](#)

Set-up Multifactor Authentication (MFA)

Choose your authentication method.

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

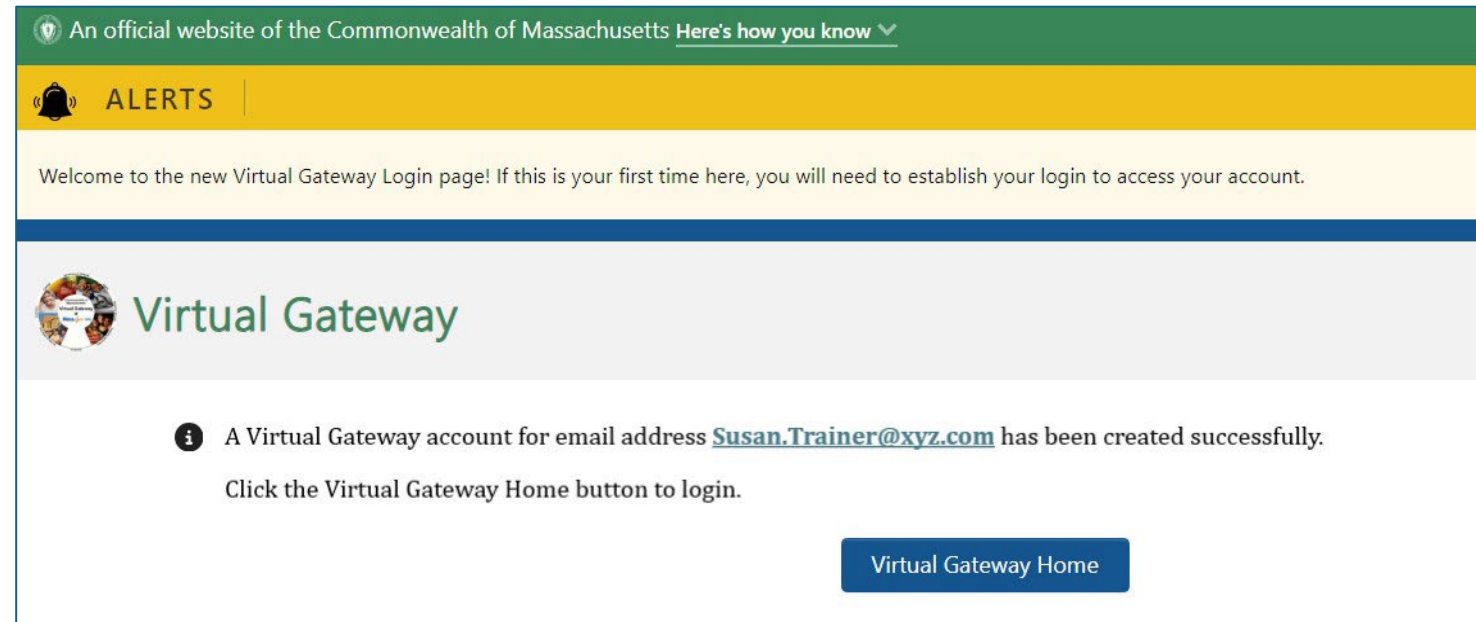


The screenshot shows the MyMassGov Business Account MFA setup interface. At the top left is the MyMassGov logo, which includes the state seal of Massachusetts. Below the logo is a green banner with the text "BUSINESS ACCOUNT". The main heading is "Set up multifactor authentication". Below this, there is a sub-heading "Choose your authentication method" followed by a paragraph explaining that MFA helps keep the account secure and that multiple options are recommended. There are three radio button options: "Phone (Voice & Text Message)" (which is selected with a blue checkmark), "Secondary Phone (Voice & Text Message)", and "Authenticator App*". Below the options is a blue "CONTINUE" button. At the bottom left, there is a "Cancel" link. At the bottom right, there is a footnote: "*Use an authenticator app you have installed or download a free one such as Google Authenticator, Authy, or Microsoft Authenticator."


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.




An official website of the Commonwealth of Massachusetts [Here's how you know](#) ▾

 ALERTS

Welcome to the new Virtual Gateway Login page! If this is your first time here, you will need to establish your login to access your account.

 Virtual Gateway

 A Virtual Gateway account for email address Susan.Trainer@xyz.com has been created successfully.

Click the Virtual Gateway Home button to login.

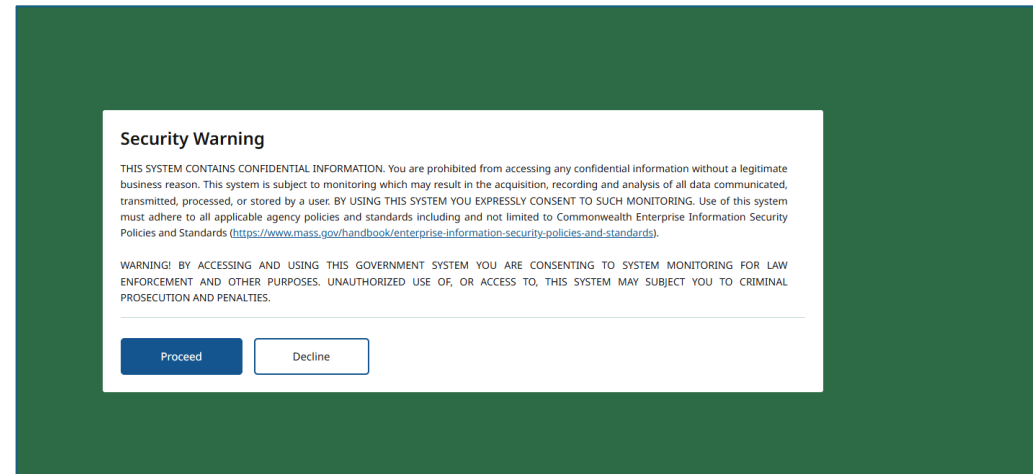
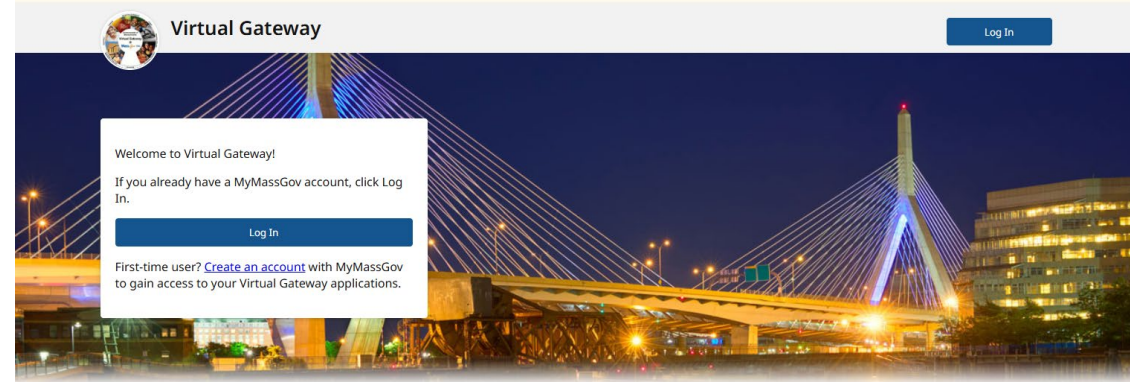
[Virtual Gateway Home](#)

Login to Virtual Gateway

The Virtual Gateway Security Warning (disclaimer) will appear.

Click the **Proceed** button to accept the Virtual Gateway Security Warning (disclaimer).

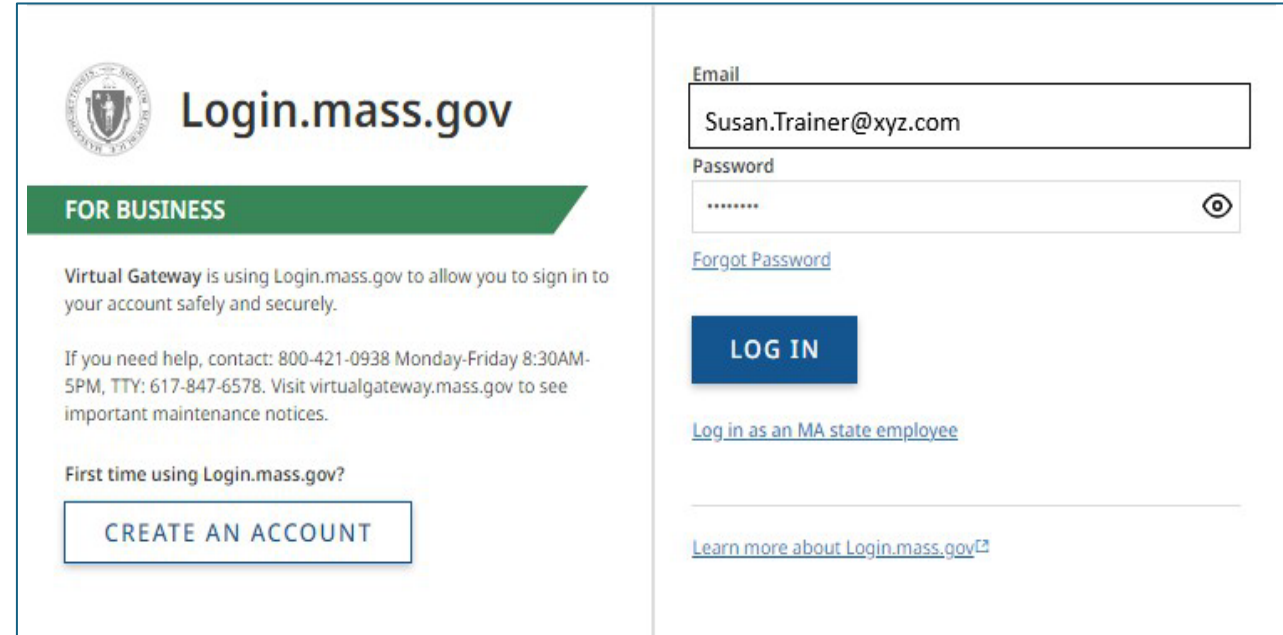
- If the Decline button is clicked, you will be returned to the Virtual Gateway Home page.



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.

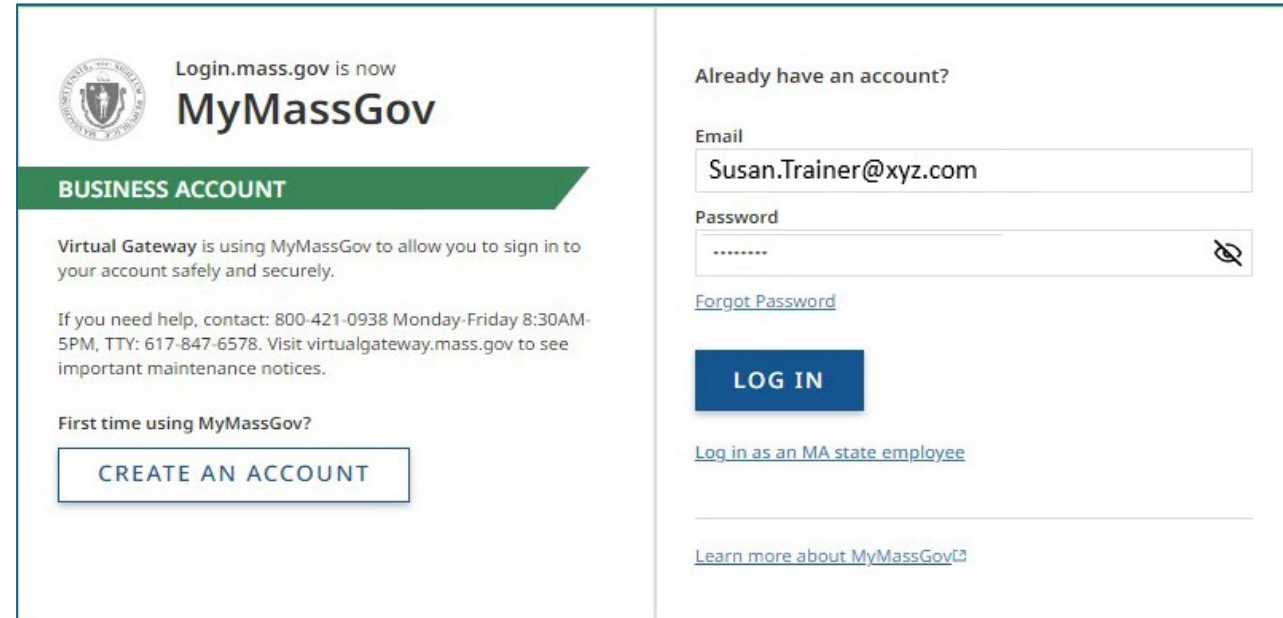


The screenshot shows the Login.mass.gov interface. On the left, there is a logo for the Commonwealth of Massachusetts and the text "Login.mass.gov". Below this is a green banner that says "FOR BUSINESS". The main text reads: "Virtual Gateway is using Login.mass.gov to allow you to sign in to your account safely and securely." It also provides contact information: "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." There is a link for "First time using Login.mass.gov?" and a "CREATE AN ACCOUNT" button. On the right, there are input fields for "Email" (containing "Susan.Trainer@xyz.com") and "Password" (with a masked password "....." and a visibility icon). Below the password field is a "Forgot Password" link. A blue "LOG IN" button is prominently displayed. At the bottom right, there is a link "Log in as an MA state employee" and another link "Learn more about Login.mass.gov".

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.



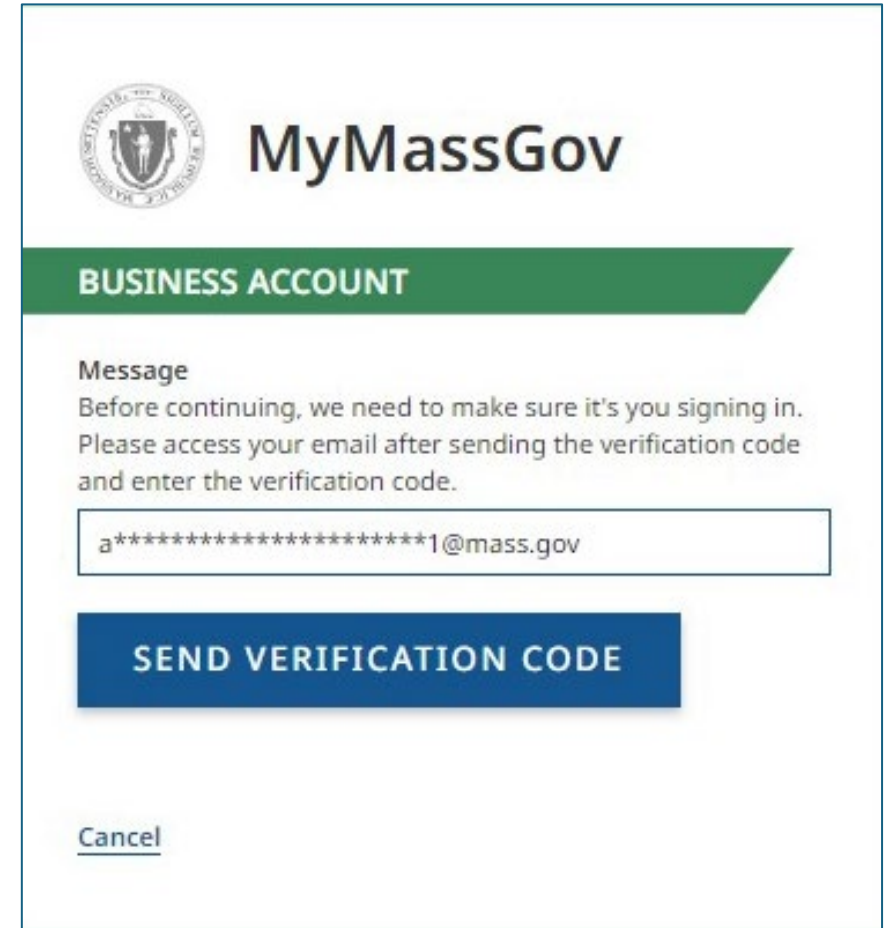
The screenshot shows the MyMassGov login interface. At the top left is the state seal of Massachusetts. To its right, the text reads "Login.mass.gov is now MyMassGov". Below this is a green header with the text "BUSINESS ACCOUNT". The main content area contains the following text: "Virtual Gateway is using MyMassGov to allow you to sign in to your account safely and securely." followed by contact information: "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." Below this is a section for "First time using MyMassGov?" with a "CREATE AN ACCOUNT" button. On the right side, there is a form for existing users. It starts with the question "Already have an account?". Below this are two input fields: "Email" with the value "Susan.Trainer@xyz.com" and "Password" with a masked password "....." and a toggle icon. A "Forgot Password" link is positioned below the password field. A blue "LOG IN" button is located below the "Forgot Password" link. At the bottom of the form area, there is a link "Log in as an MA state employee" and a link "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.*



The screenshot shows the MyMassGov interface for a Business Account. At the top left is the state seal of Massachusetts, and to its right is the text "MyMassGov". Below this is a green header bar with the text "BUSINESS ACCOUNT". Underneath is a "Message" section with the text: "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." Below the message is a text input field containing the email address "a*****1@mass.gov". A large blue button with the text "SEND VERIFICATION CODE" is positioned below the input field. At the bottom left of the form, there is a link labeled "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](#)

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.

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

ALERTS

Welcome to the new Virtual Gateway Login page! If this is your first time here, you will need to establish your login to access your account.

Virtual Gateway

Update Agreement

Virtual Gateway Terms and Conditions

The Virtual Gateway and related services (hereinafter "VG") are provided to you by the Executive Office of Health and Human Services of the Commonwealth of Massachusetts ("EOHHS") and are subject to your agreement and compliance with the Terms and Conditions of Use (the "Terms") set forth below. Please read the following Terms carefully before you start to use the VG and retain a copy for your records. You agree that a printed version of these Terms shall be admissible in judicial or administrative proceedings to the same extent as other business documents and records. If you do not agree

[View Terms and Conditions](#)(PDF reader can be downloaded from [here](#))

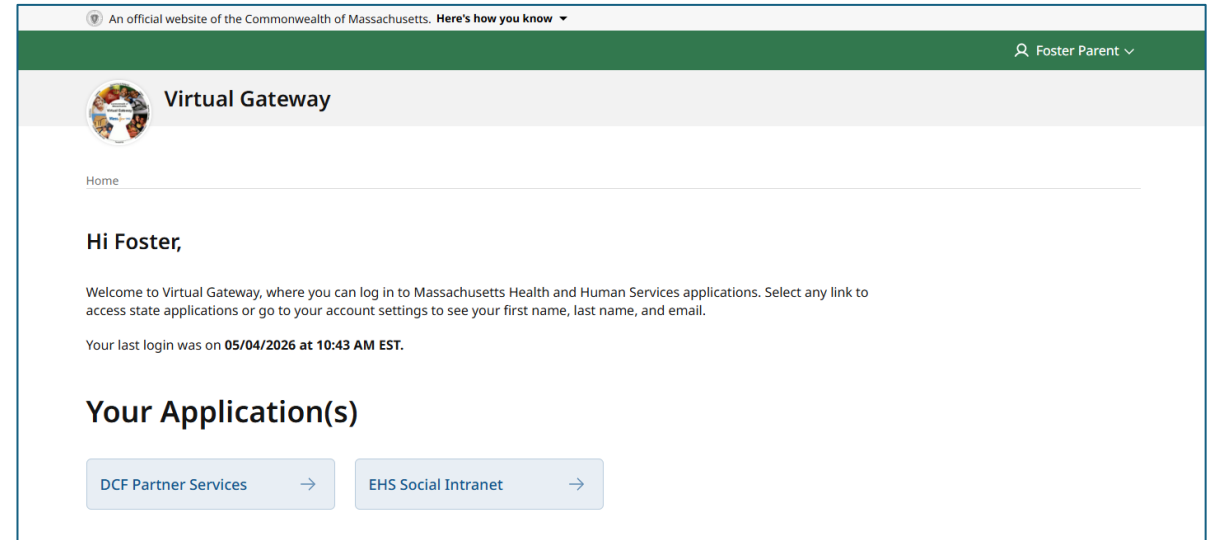
I Agree to terms and conditions

[Complete Sign-In](#) [Cancel Sign-In](#)

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