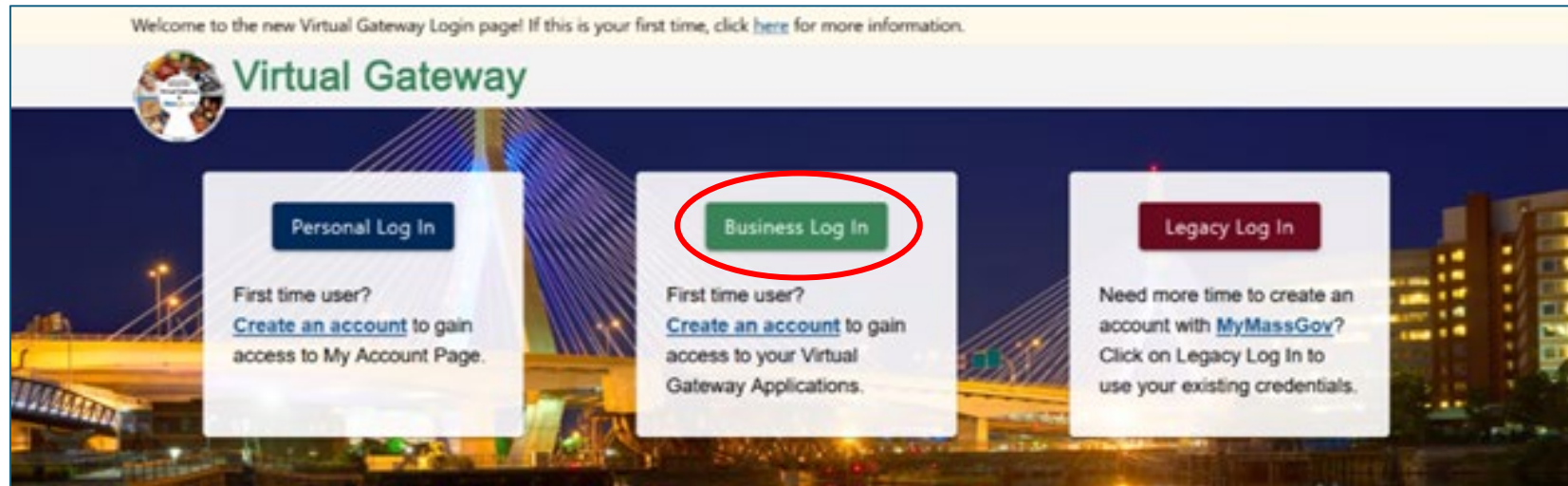




Logging into the Virtual Gateway(VG)

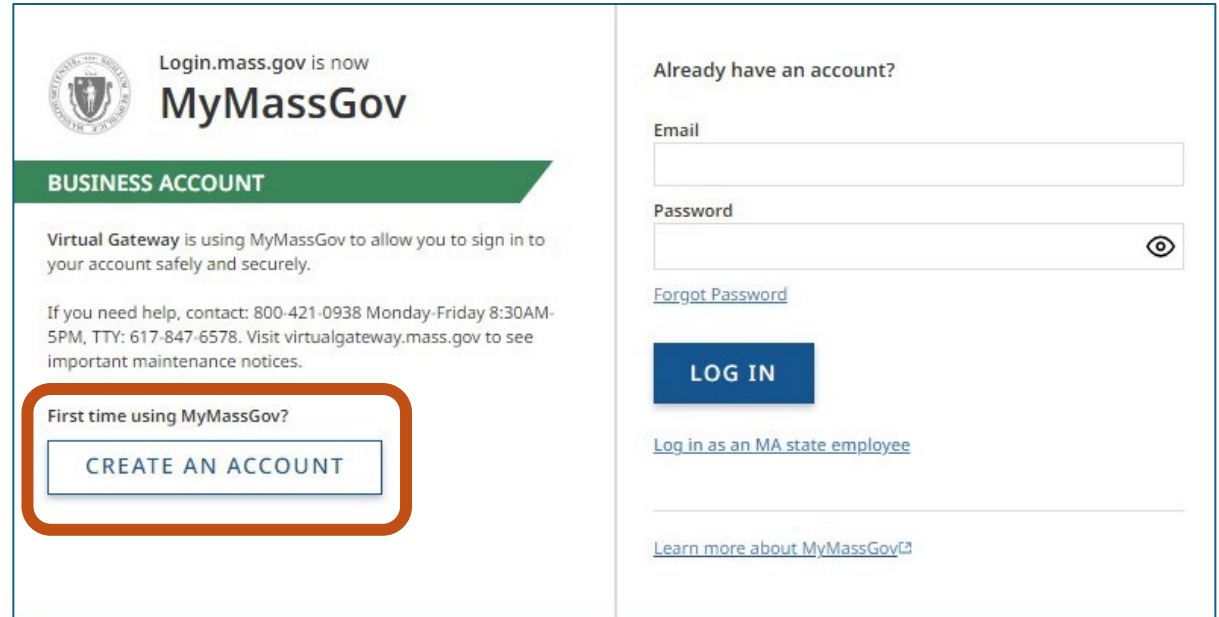
For DCF Providers and Partners

(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.



The screenshot shows the MyMassGov login interface. On the left, the header includes the state seal and the text 'Login.mass.gov is now MyMassGov'. Below this is a green banner for 'BUSINESS ACCOUNT'. The main text states that Virtual Gateway uses MyMassGov for secure sign-in and provides contact information: 800-421-0938 (Monday-Friday 8:30AM-5PM) and 617-847-6578 (TTY). A link to 'virtualgateway.mass.gov' is also provided. A button labeled 'CREATE AN ACCOUNT' is highlighted with an orange border. On the right, there is a section for existing users with fields for 'Email' and 'Password' (with a toggle icon). A 'LOG IN' button is present, along with links for 'Forgot Password', 'Log in as an MA state employee', and 'Learn more about MyMassGov'.

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 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.



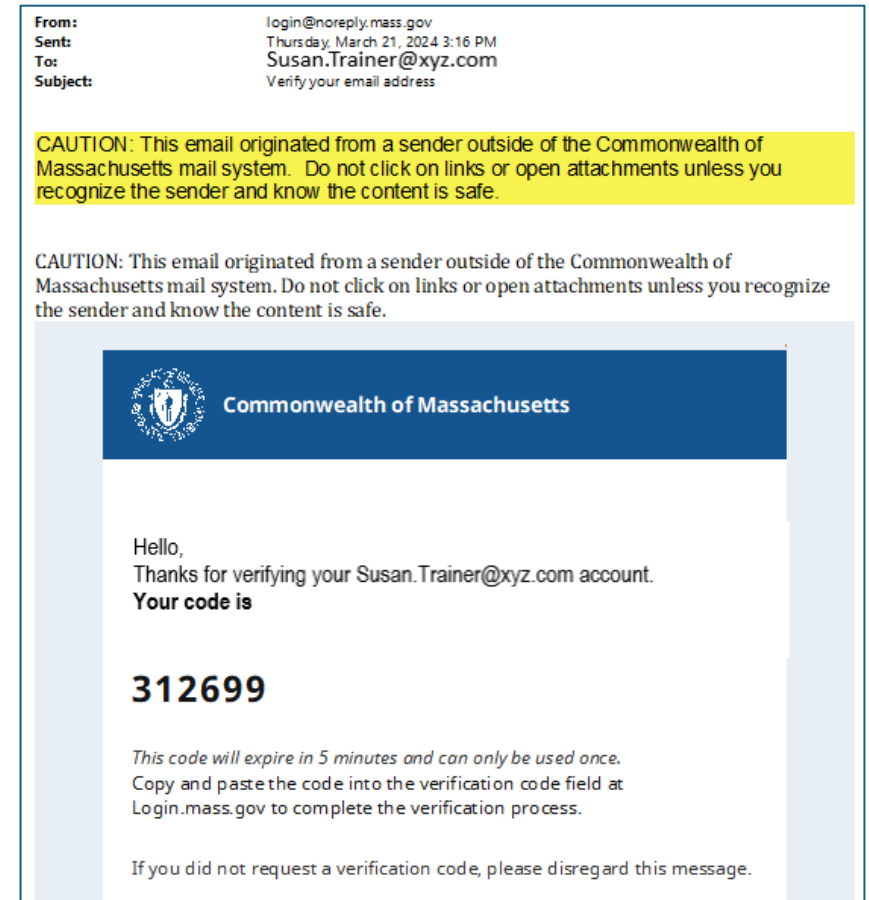
The screenshot shows the MyMassGov website interface for creating a business account. At the top left is the Commonwealth of Massachusetts seal. To its right is the text "MyMassGov". Below this is a green banner with the text "BUSINESS ACCOUNT". Under the banner, the heading "Create your account" is displayed, followed by the sub-heading "Step 1 of 3: Verify your email". There is an "Email" label above a text input field containing "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 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

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

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 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

.....

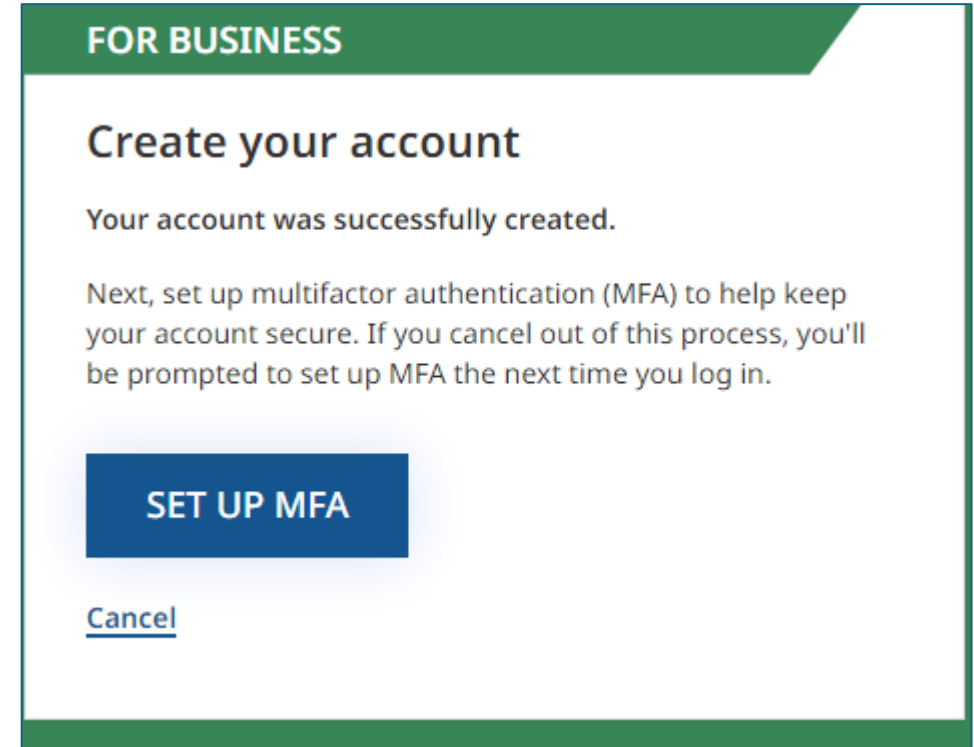
CREATE AN ACCOUNT

[Cancel](#)

Set-up Multifactor Authentication (MFA)

Click the SET UP MFA button

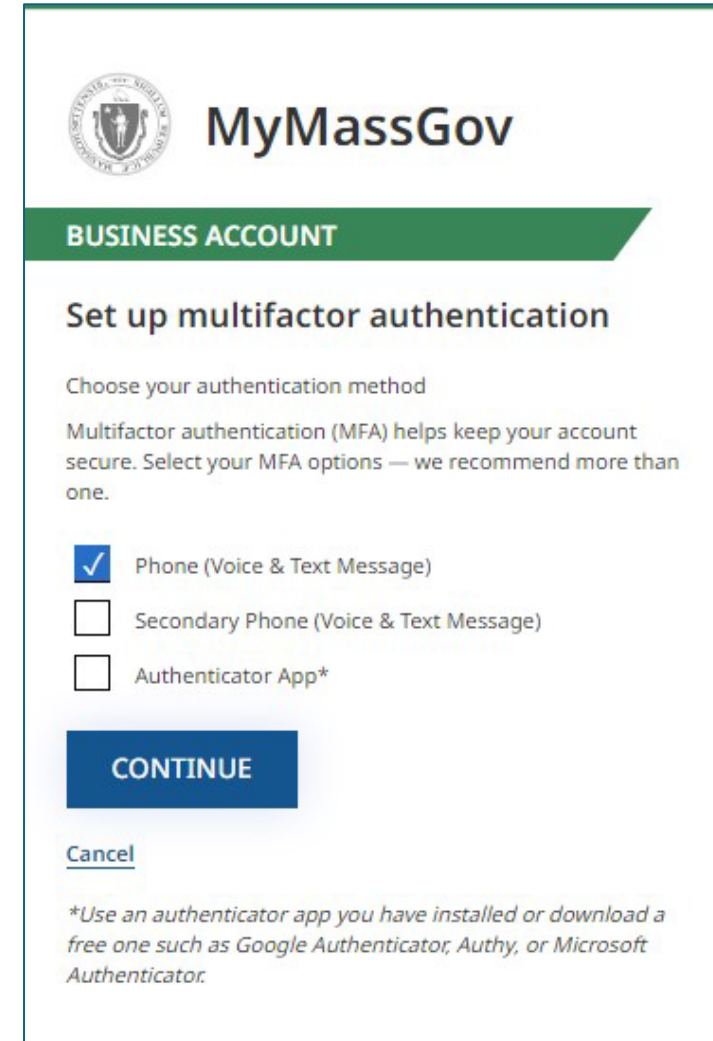
- If you cancel out of this process, you will be prompted to set up MFA the next time you log in.




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 interface for setting up multifactor authentication. At the top is the MyMassGov logo and a green banner labeled 'BUSINESS ACCOUNT'. The main heading is 'Set up multifactor authentication'. Below this, it says 'Choose your authentication method' and provides a brief explanation of MFA. Three options are listed with checkboxes: 'Phone (Voice & Text Message)' (checked), 'Secondary Phone (Voice & Text Message)', and 'Authenticator App*'. A blue 'CONTINUE' button is prominently displayed. Below the button is a 'Cancel' link. At the bottom, a footnote explains the asterisk in the Authenticator App option, recommending Google Authenticator, Authy, or Microsoft Authenticator.

 **MyMassGov**

BUSINESS ACCOUNT

Set up multifactor authentication

Choose your authentication method

Multifactor authentication (MFA) helps keep your account secure. Select your MFA options — we recommend more than one.

☒ Phone (Voice & Text Message)

☐ Secondary Phone (Voice & Text Message)

☐ Authenticator App*

CONTINUE

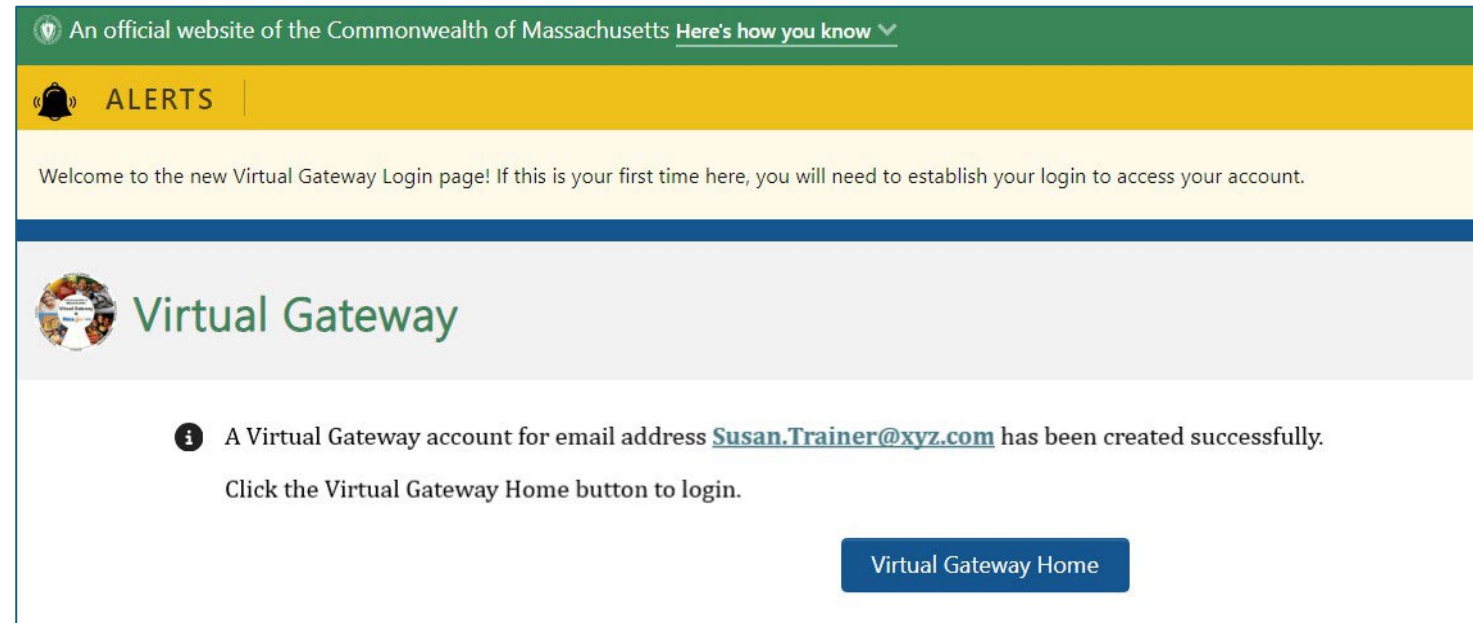
[Cancel](#)

**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.

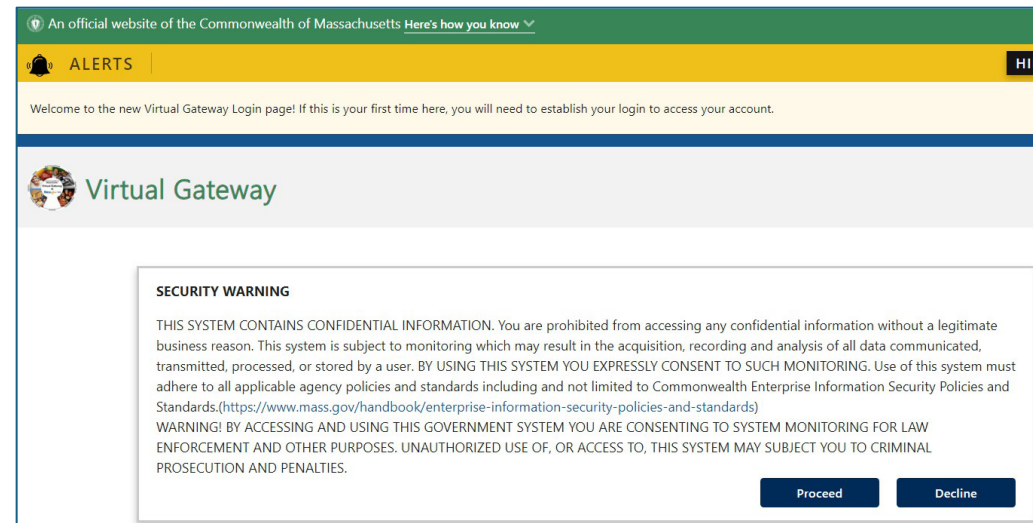
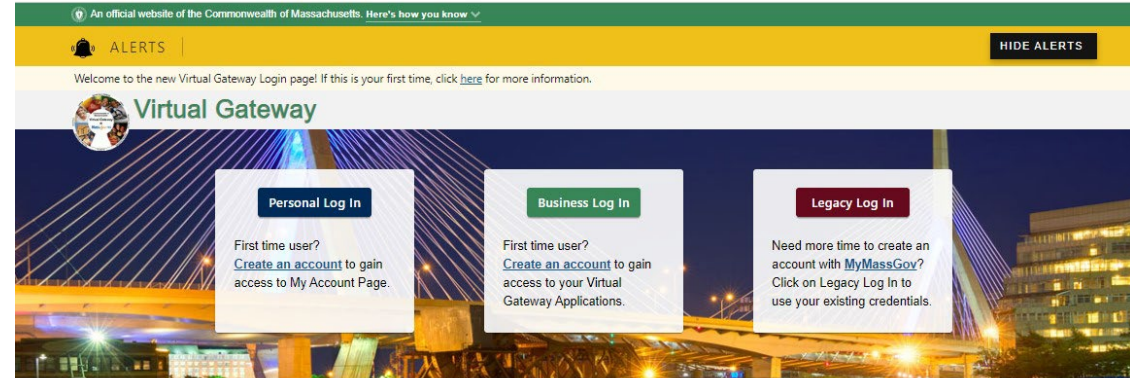


Login to Virtual Gateway

The Virtual Gateway Security Warning (disclaimer) will appear.

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

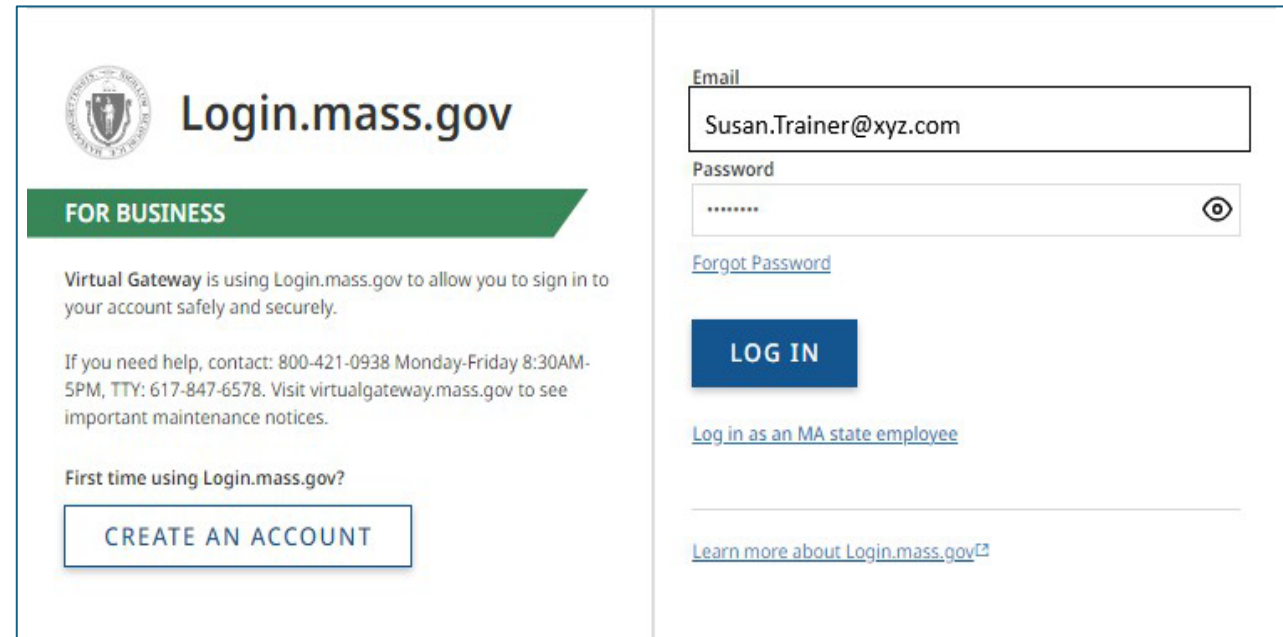
- If the Decline button is clicked, you will be returned to the Virtual Gateway Home page.




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 header with the state seal and the text "Login.mass.gov". Below this is a green banner that says "FOR BUSINESS". The main text explains that Virtual Gateway is using Login.mass.gov for secure sign-in and provides contact information for help. There is a link for "First time using Login.mass.gov?" leading to a "CREATE AN ACCOUNT" button. On the right, there are input fields for "Email" (containing "Susan.Trainer@xyz.com") and "Password" (masked with dots). 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 to "Log in as an MA state employee" and another link to "Learn more about Login.mass.gov".

 **Login.mass.gov**

FOR BUSINESS


Virtual Gateway is using Login.mass.gov 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 Login.mass.gov?

[CREATE AN ACCOUNT](#)

Email
Susan.Trainer@xyz.com

Password
***** 

[Forgot Password](#)

LOG IN

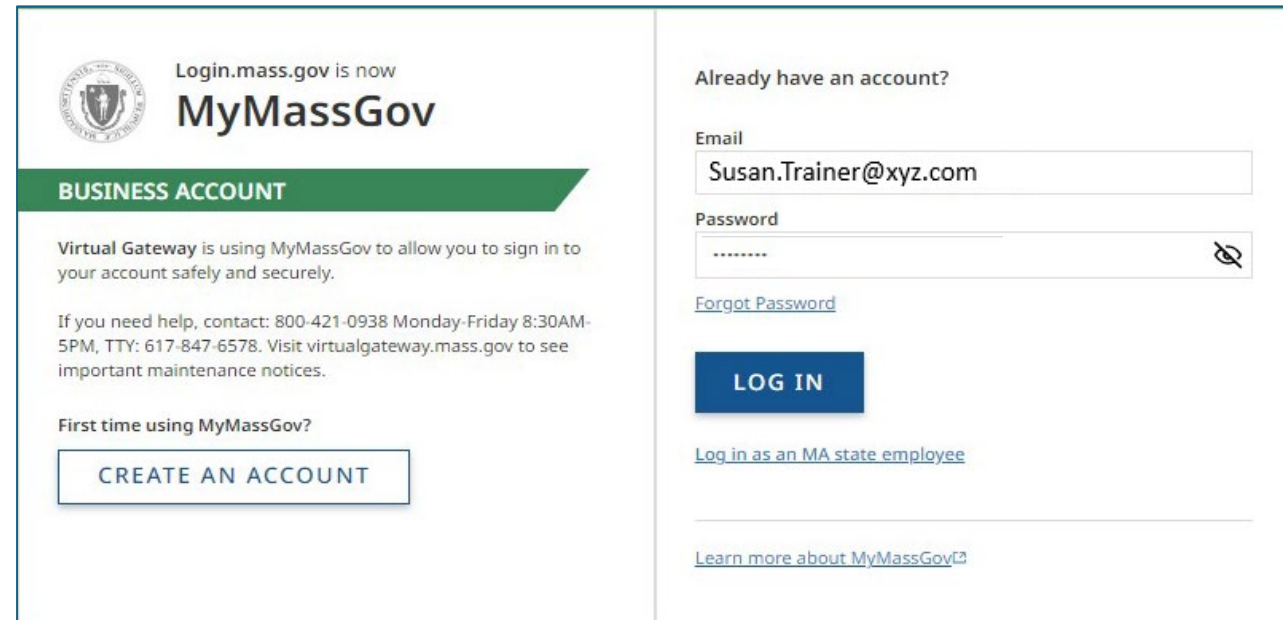
[Log in as an MA state employee](#)

[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. On the left, there is a header with the state seal and the text 'Login.mass.gov is now MyMassGov'. Below this is a green banner for 'BUSINESS ACCOUNT'. The main text states that Virtual Gateway is using MyMassGov for secure sign-in and provides contact information for help. A 'First time using MyMassGov?' section contains a 'CREATE AN ACCOUNT' button. On the right, there is a section for existing users with the heading 'Already have an account?'. It includes input fields for 'Email' (containing 'Susan.Trainer@xyz.com') and 'Password' (masked with dots). A 'Forgot Password' link is below the password field. A prominent blue 'LOG IN' button is centered. At the bottom of the right section, there are links for 'Log in as an MA state employee' and 'Learn more about MyMassGov'.

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](#)

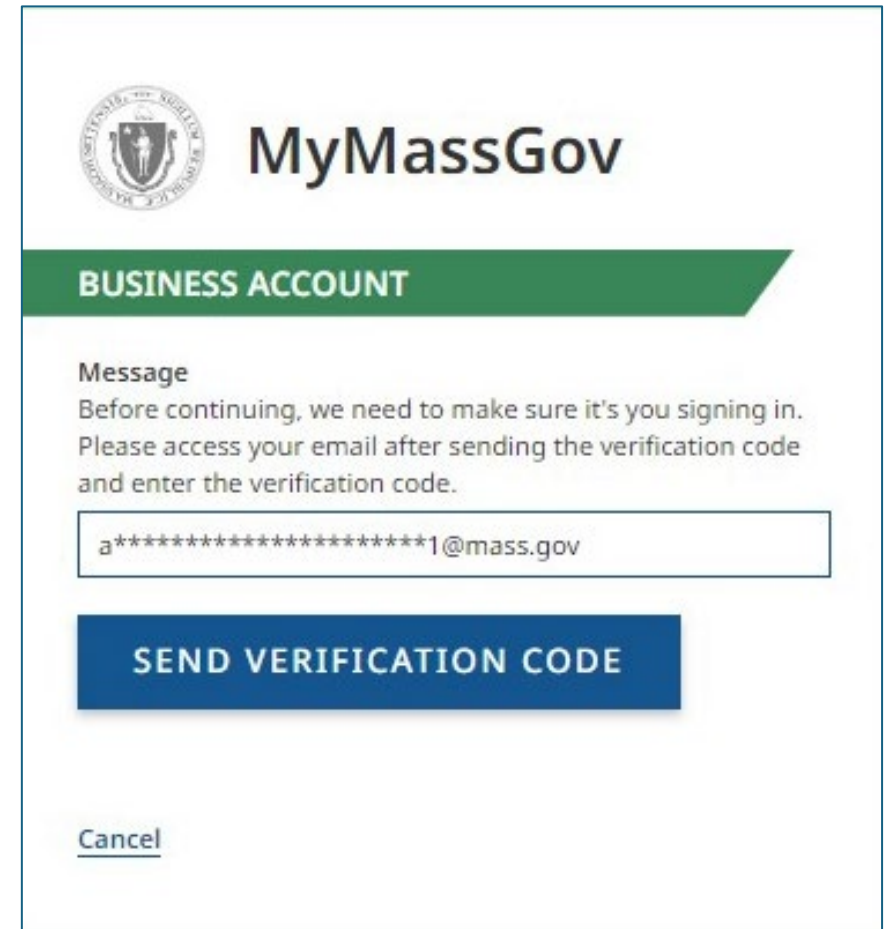
[Learn more about MyMassGov](#)

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 image shows a screenshot of the MyMassGov Business Account login interface. At the top left is the official seal of the Commonwealth of Massachusetts. To its right is the text "MyMassGov". Below this is a green banner with the text "BUSINESS ACCOUNT" in white. Under the banner, the word "Message" is followed by a paragraph: "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". Under the input field is a large blue button with the text "SEND VERIFICATION CODE" in white. At the bottom left of the form 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](#)

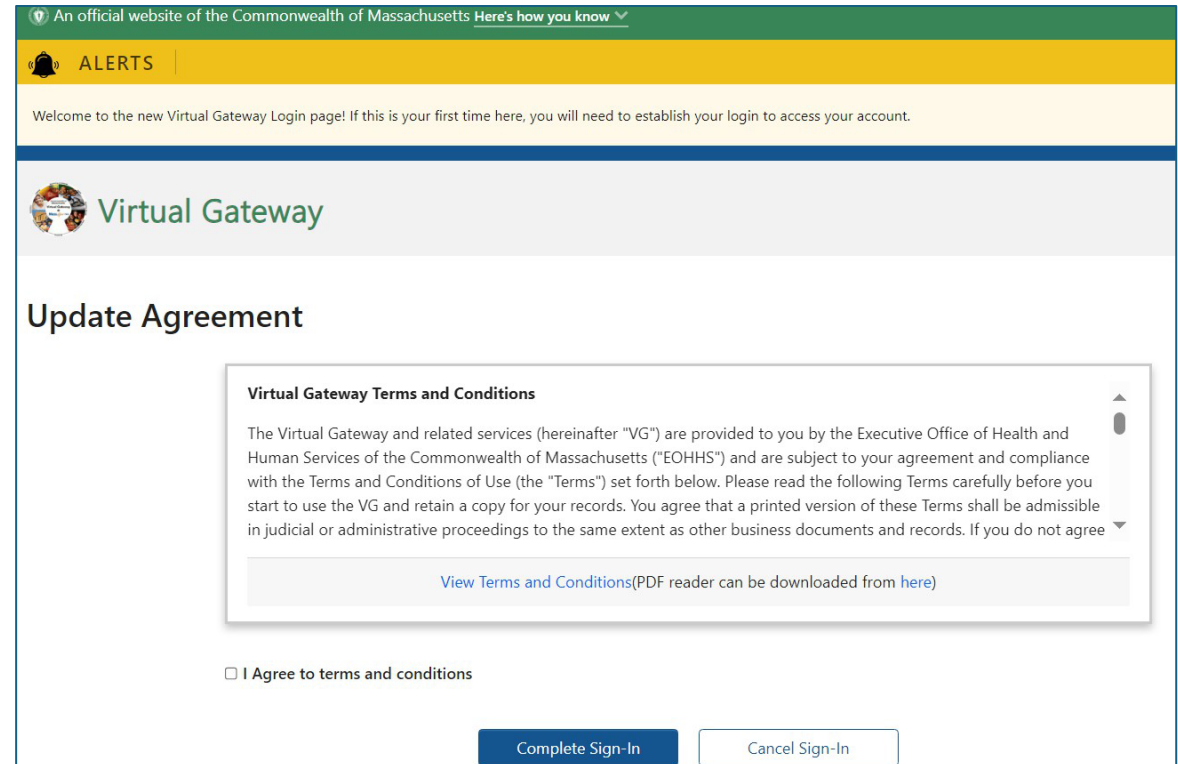
Accept Terms and Conditions

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.

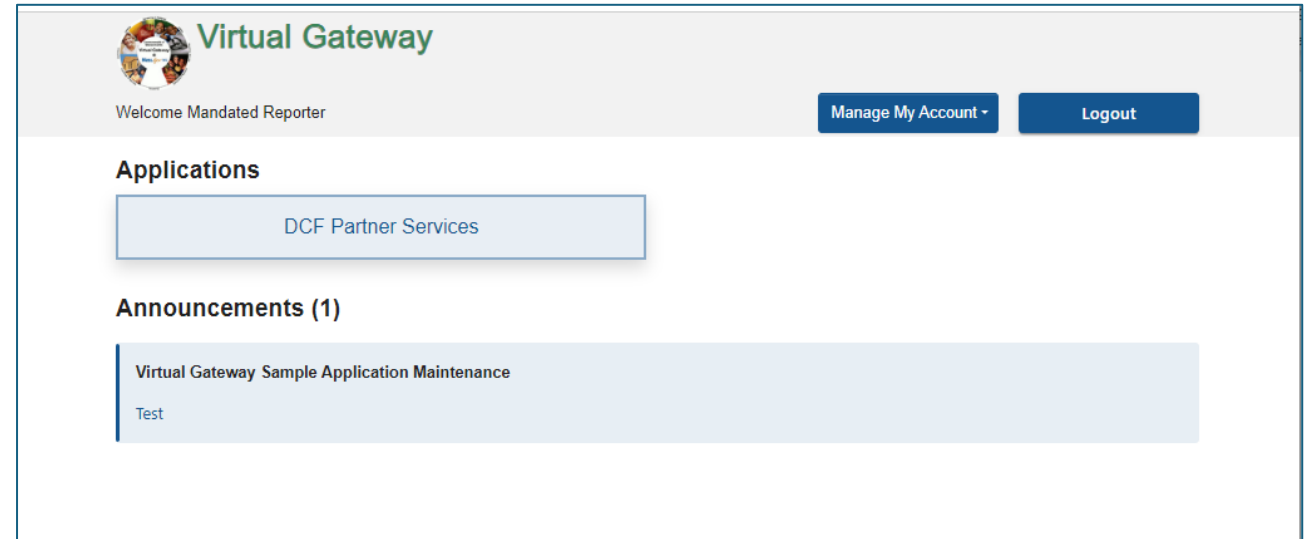


The screenshot shows the Virtual Gateway login page. At the top, there is a green header with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know". Below this is a yellow banner with the word "ALERTS" and a bell icon. A yellow message box states: "Welcome 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." The main content area has a blue header with the "Virtual Gateway" logo. Below this, the section "Update Agreement" is displayed. It contains a box titled "Virtual Gateway Terms and Conditions" with a scrollable text area. The text reads: "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". Below the text is a link: "View Terms and Conditions(PDF reader can be downloaded from [here](#))". At the bottom of the agreement box is a checkbox labeled "I Agree to terms and conditions". Below the checkbox are two buttons: "Complete Sign-In" and "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