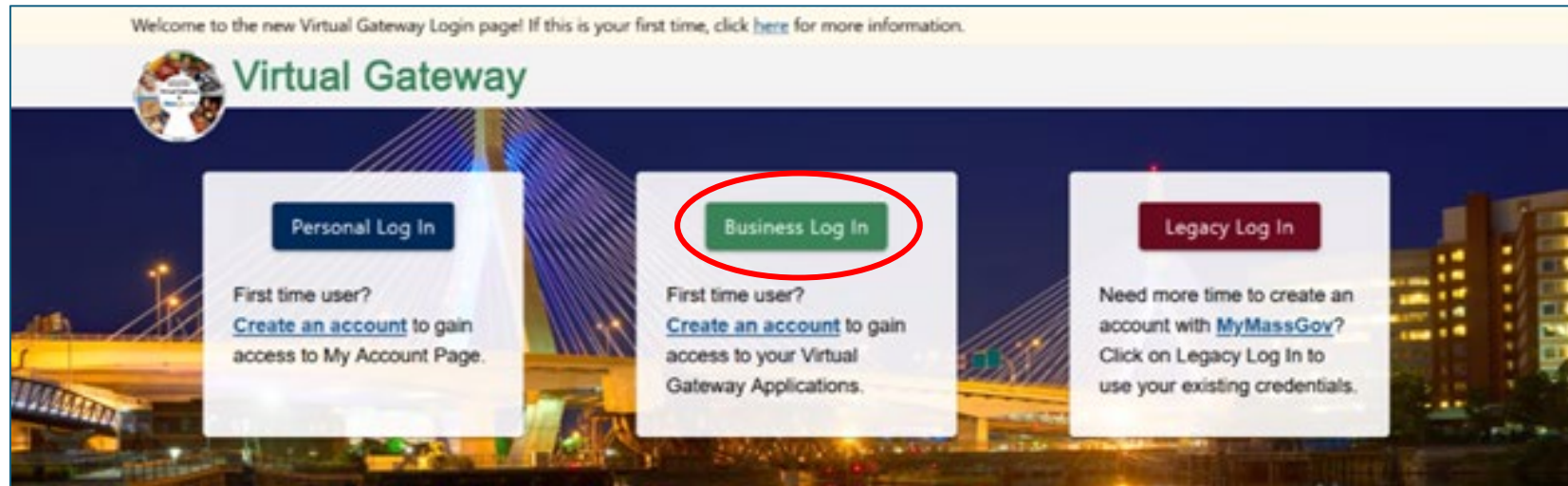





Logging into the Virtual Gateway(VG)

For State Employees



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



Virtual Gateway

SECURITY WARNING

THIS SYSTEM CONTAINS CONFIDENTIAL INFORMATION. You are prohibited from accessing any confidential information without a legitimate business reason. This system is subject to monitoring which may result in the acquisition, recording and analysis of all data communicated, transmitted, processed, or stored by a user. BY USING THIS SYSTEM YOU EXPRESSLY CONSENT TO SUCH MONITORING. Use of this system must adhere to all applicable agency policies and standards including and not limited to Commonwealth Enterprise Information Security Policies and Standards (<https://www.mass.gov/handbook/enterprise-information-security-policies-and-standards>).

WARNING! BY ACCESSING AND USING THIS GOVERNMENT SYSTEM YOU ARE CONSENTING TO SYSTEM MONITORING FOR LAW ENFORCEMENT AND OTHER PURPOSES. UNAUTHORIZED USE OF, OR ACCESS TO, THIS SYSTEM MAY SUBJECT YOU TO CRIMINAL PROSECUTION AND PENALTIES.

Click the Proceed button

Employees will use the Log in as an MA state employee link.

Note: There are a small number of employees who have more than one VG UserID linked to a single email address.

- These employees will receive an error message when attempting to complete the login process.
- In this case, the employee will need to go "back" and click the **Legacy** 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 user? [Create an account](#)

CREATE AN ACCOUNT

Already have an account?

Email

Password

[Forgot Password](#)

LOG IN

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

[Learn more about MyMassGov?](#)

Personal Log In

First time user? [Create an account](#) to gain access to My Account Page.

Business Log In

First time user? [Create an account](#) to gain access to your Virtual Gateway Applications.

Legacy Log In

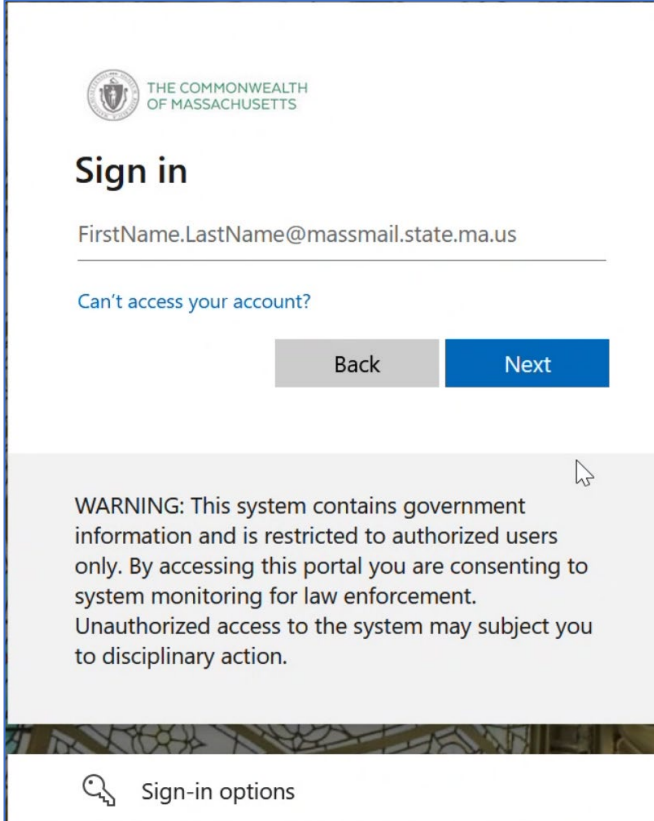
Need more time to create an account with [MyMassGov](#)? Click on Legacy Log In to use your existing credentials.

Multi-Factor Authentication

You will follow this familiar login/multi-factor authentication(MFA) process.

After completing MFA will see an account confirmation page and be able to login successfully.

- If you have more than one VG UserID linked to a single email address, this is where you will see the error message and be directed to go back and use the Legacy button.



The screenshot shows the login interface for the Commonwealth of Massachusetts. At the top left is the state seal and the text "THE COMMONWEALTH OF MASSACHUSETTS". Below this is the heading "Sign in". A text input field contains the placeholder "FirstName.LastName@massmail.state.ma.us". Underneath the input field is a link that says "Can't access your account?". Below the link are two buttons: a grey "Back" button and a blue "Next" button. At the bottom of the page, there is a warning message: "WARNING: This system contains government information and is restricted to authorized users only. By accessing this portal you are consenting to system monitoring for law enforcement. Unauthorized access to the system may subject you to disciplinary action." At the very bottom, there is a key icon and the text "Sign-in options".

Accept Terms and Conditions

The 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](#))

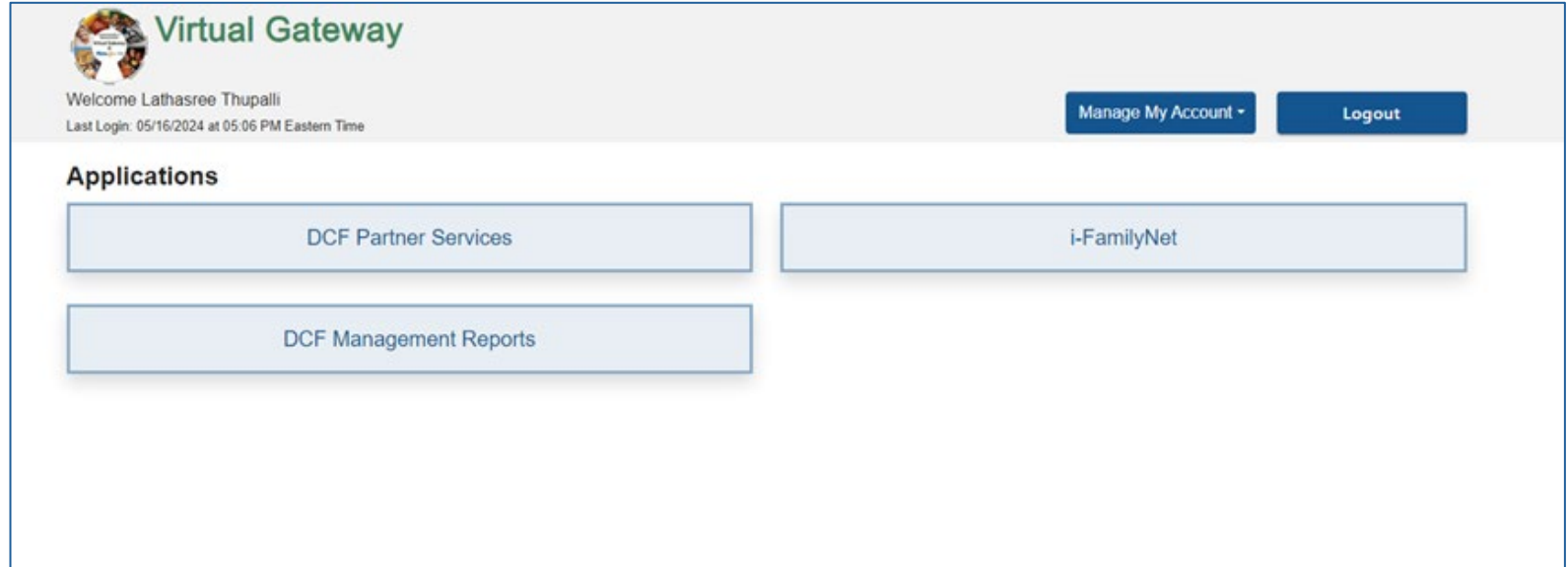
I Agree to terms and conditions

Complete Sign-In **Cancel Sign-In**

Success, You're in!

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

Select the appropriate application.



The screenshot displays the Virtual Gateway user interface. At the top left, there is a logo and the text "Virtual Gateway". Below this, a welcome message reads "Welcome Lathasree Thupalli" and "Last Login: 05/16/2024 at 05:06 PM Eastern Time". On the top right, there are two buttons: "Manage My Account" and "Logout". The main content area is titled "Applications" and contains three application buttons: "DCF Partner Services", "i-FamilyNet", and "DCF Management Reports".

Congratulations!
You have successfully registered and logged-in to the new Virtual Gateway