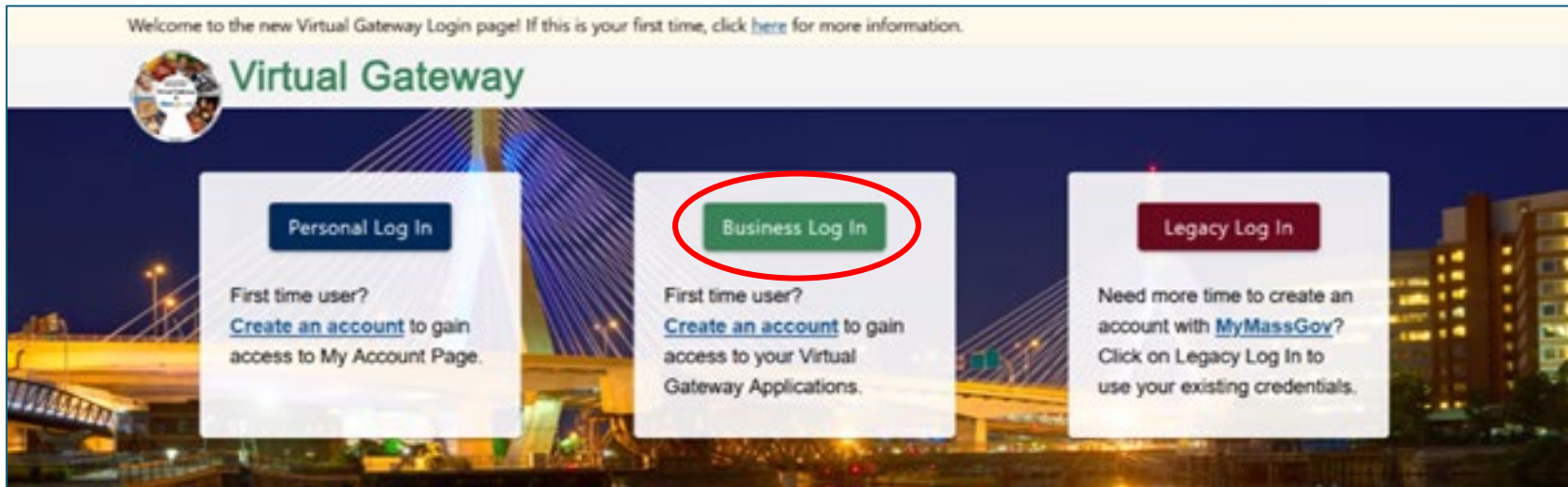




# Logging into the Virtual Gateway(VG)

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.

Proceed

Decline

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](http://virtualgateway.mass.gov) to see important maintenance notices.

First time user? [Create an account](#)

**CREATE AN ACCOUNT**

Already have an account?

Email

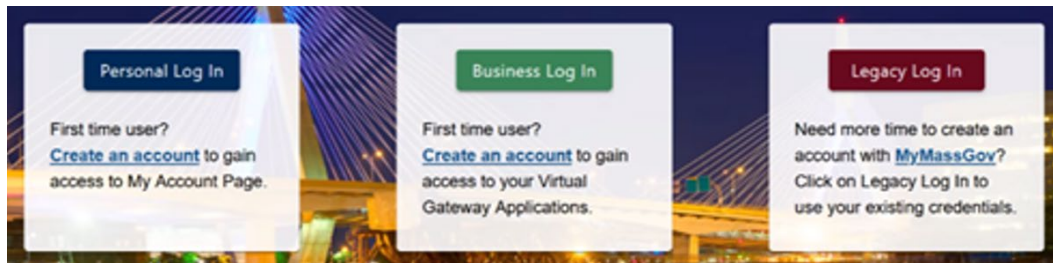
Password

[Forgot Password](#)

**LOG IN**

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

[Learn more about MyMassGov](#)

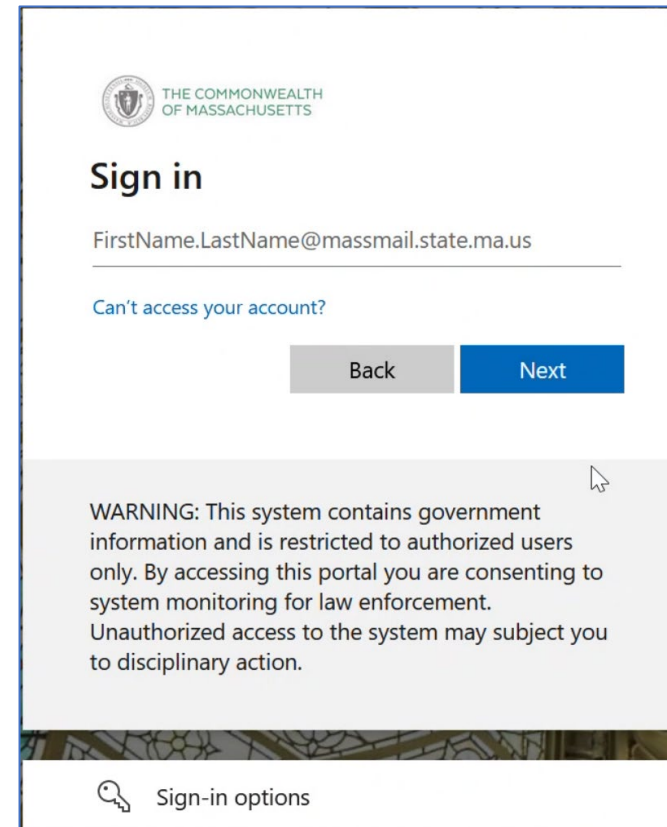


## Multi-Factor Authentication

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". Below the input field is a link "Can't access your account?". At the bottom of the form are two buttons: "Back" (grey) and "Next" (blue). Below the form is a grey box containing 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 is a footer with 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](#))

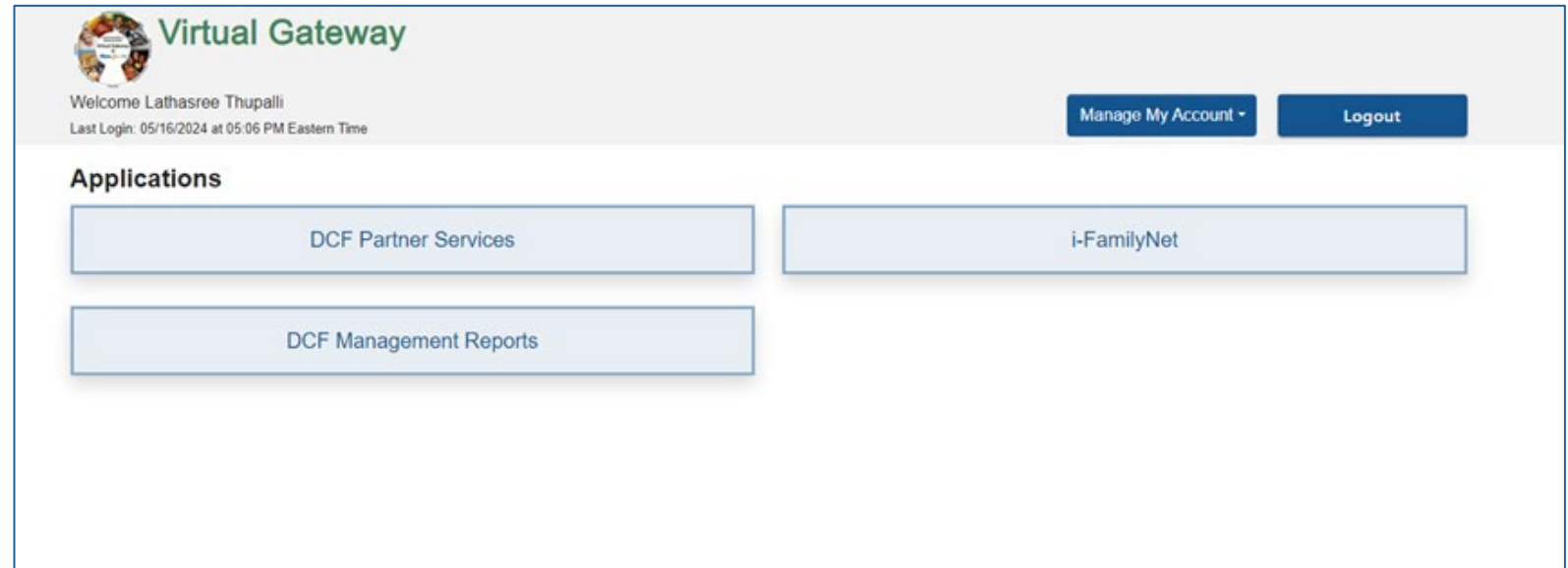
☐ I Agree to terms and conditions

[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.



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