

Public User Scenario

Scenario 1: Susan, Robert, and Erica each have a Virtual Gateway My Account Page (MAP) account as a public user, but the email on all 3 accounts is the same (DoeFamily@xyz.com). How can their accounts be modified so each user can log in under the Personal Log In option with their own unique email?

- SDOE45 (Email: DoeFamily@xyz.com): My Account Page (MAP)
- RDOE12 (Email: DoeFamily@xyz.com): My Account Page (MAP)
- EDOE16 (Email: DoeFamily@xyz.com): My Account Page (MAP)

Solution: Prior to Go Live on Sunday, May 19th, Susan, Robert, and Erica can log into their individual Virtual Gateway accounts and update their email under Manage My Account to their own unique email. If each user has updated their email to a unique email prior to May 19th, they can then log in to Virtual Gateway under the Personal Log In option and create a MyMassGov account and set up multifactor authentication (MFA).

How to update Virtual Gateway Email before May 19, 2024:

1. Access the Virtual Gateway Log In page at <https://sso.hhs.state.ma.us/vgportal>.
1. Log in to your Virtual Gateway account and go to the **Accessible Applications** page.
2. Select **Manage My Account > Update Personal Information**.
3. Review and if needed, update your email, and click the Submit button.
4. If you need assistance updating your email, contact Virtual Gateway Customer Service at 800-421-0938.

How to update Virtual Gateway Email after May 19, 2024 using Legacy Log In Option:

1. Access the Virtual Gateway Log In page at <https://virtualgateway.mass.gov/>.
2. Log in to your Virtual Gateway account (following instructions on screen) and go to the **Applications** page.
3. Select **Manage My Account > Update Profile**.
4. Review and if needed, update your email, and click the Submit button.
5. If you need assistance updating your email, contact Virtual Gateway Customer Service at 800-421-0938.

Notes:

- If you are not able to update your Virtual Gateway email to a unique email before May 19th, log in using the Legacy Log In option.
- Once you create a MyMassGov Personal account with multifactor authentication (MFA), you can no longer log in using the Legacy Log In option.

Visit [Virtual Gateway My Account Page | Mass.gov](#) to learn more. This webpage will be updated as of Sunday, May 19, 2024.