

Provider Scenarios

Scenario 1: Scott, Robin, and Ed work at the Town of XYZ and each have a Virtual Gateway account, but the email on all 3 accounts is the same (TownClerkXYZ@xyz.com). How can their accounts be modified so each user can log in under the Business Log In option with their own unique email?

- SDOE5 (Email: TownClerkXYZ@xyz.com): EDSS, VIP
- RDOE24 (Email: TownClerkXYZ@xyz.com): EDSS, VIP
- EDOE1 (Email: TownClerkXYZ@xyz.com): EDSS, VIP

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 Business Log In and create an account and set up multifactor authentication (MFA).

Note: Each user must have their own unique email as of May 19, 2024. Sharing emails will no longer be allowed.

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 Business account with multifactor authentication (MFA), you can no longer log in using the Legacy Log In option.

Scenario 2: Jessica works at XYZ high school and has 2 Virtual Gateway accounts under the same email. When her accounts were created, the requests may have contained a different Date of Birth format (1/1 or 01/01) or PIN so separate accounts were created. How can her accounts be merged?

- JDOE75 (Email: Jessica.Doe@xyzelementaryschool.net): DCF Mandated Reporter
- JDOE125 (Email: Jessica.Doe@xyzelementaryschool.net): Turning 22

Solution: Virtual Gateway is requesting account mergers be held until after the Go Live on May 19th. As of May 19th, Jessica will use the Legacy Log In option when logging into the Virtual Gateway until her accounts are merged. She will log in to Virtual Gateway using her Virtual Gateway User ID and password.

After May 19th, Jessica should refer to the [Virtual Gateway Resource Assistance for Providers and State Agency Staff](#) page for guidance on how to submit a merger request to Virtual Gateway.

Scenario 3: Mark works at XYZ Senior Services and has 2 Virtual Gateway accounts under the same email. Can his accounts be merged?

- MDOE35 (Email: Mark.L.Doe@xyzseniorservices.org): Money Follows the Person Case Manager
- MDOE65 (Email: Mark.L.Doe@xyzseniorservices.org): Money Follows the Person Agency Program Staff

Solution: Mark will need to keep both of his accounts active on the Virtual Gateway. Due to application security restrictions, these accounts cannot be merged. As of May 19th, Mark will use the **Legacy Log In** option when logging into the Virtual Gateway using his Virtual Gateway User ID's and passwords until directed differently.

Scenario 4: Jason works for a healthcare provider with multiple organization locations across the state and does monthly billing in EIM/ESM. Jason has 1 Virtual Gateway account which is linked to his email. When Jason logs in to Virtual Gateway, he selects the organization he needs to submit monthly billing for from the Select Organization page. Which log in option would Jason use?

- JDOE58 (Email: Jason.E.Doe@xyz.com): EIM/ESM access for 5 organizations (locations)

Solution: Jason can log in to Virtual Gateway under the **Business Log In** option. He will create a MyMassGov account and set up multifactor authentication (MFA). Note: The Legacy Log In option will be available for Jason to use on May 19th, but it is recommended that he set up his MyMassGov account and multifactor authentication (MFA).