

State Employee Scenarios

Scenario 1: Michael from EHS has 2 active Virtual Gateway accounts and his Mass.gov email is used on both accounts. How can his accounts be merged?

- MDOE (Email: Michael.Doe@Mass.gov): NewMMIS, Cognos
- MDOE1 (Email: Michael.Doe@Mass.gov): EIM/ESM

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

After May 19th, Michael 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 2: Sharon from DDS has 2 active Virtual Gateway accounts, but different emails are linked on each account. How can she update her email to the correct one? How can her accounts be merged?

- SDOE45 (Email: Sharon.Doe@State.MA.US): NewMMIS, Cognos
- SDOE56 (Email: Sharon.E.Doe@Mass.gov): EIM/ESM

Solution: Prior to May 19th, Susan can log into Virtual Gateway under User ID SDOE45 and update her email to her Mass.gov email. Virtual Gateway is requesting account mergers be held until after Go Live on May 19th. As of May 19th, Susan will use the Legacy Log In option when logging into the Virtual Gateway until her accounts are merged. She would log in using her Virtual Gateway User ID and password.

After May 19th, Susan 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.

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.

Scenario 3: Tim from UMASS has 2 active Virtual Gateway accounts. He has a Mass.gov (Government Account Type) and a UMASSMED.EDU on the other account (Non-Government Account Type). Can his accounts be merged?

- TDOE7 (Government Account Type - Email: Timothy.Doe@Mass.gov): NewMMIS
- TDOE17 (Non-Government Account Type - Email: Timothy.Doe@umassmed.edu): EIM/ESM

Solution: Currently, the Virtual Gateway provisioning system (AIMS) does not allow different account types to be merged. As of May 19th, Tim will use the Legacy Log In option when logging into the Virtual Gateway. Until directed otherwise, Tim will continue to log in to Virtual Gateway using his existing Virtual Gateway User IDs and passwords.