Business Log In: How to Log In to Virtual Gateway with Multiple Virtual Gateway Accounts

This reference guide should be used by Commonwealth of Massachusetts state employees who have multiple VG User IDs linked to their Mass.Gov email.

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Business Log In as Mass.Gov Employee

- 1. Log In to Virtual Gateway Application(s): <u>https://virtualgateway.mass.gov/VGPortal5/</u>
- 2. Click the **Business Log In** button
- 3. Read Security Warning
- 4. Click the Proceed button

Login.mass.gov is now MyMassGov	Already have an account? Email
BUSINESS ACCOUNT	
	Password
Virtual Gateway is using MyMassGov to allow you to sign in to your account safely and securely.	۲
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.	Eorgot Password
First time using MyMassGov?	
CREATE AN ACCOUNT	Log in as an MA state employee
	Learn more about MyMassGov ^[2]

5. If asked, enter verification code (authenticator app, phone, text message).

6. Click Verify.

Note: For state employees who have multiple Virtual Gateway accounts linked to the same email (must be a Mass.gov email) the AZURE User field has been updated from 'NO' to 'MULTI' to allow a user with multiple accounts/same email to log in under the Business Log In option.

7. User will be redirected to the **Select User ID** page. This page will display the email that is associated to multiple accounts. The user will need to select a Virtual Gateway ID from the list.

Virtual Gateway	
Your email (Kristine.Training@Mass.Gov) is associate	ed with multiple accounts. Select/Enter a Virtual Gateway User ID to continue.
	User ID
	Select an UserId
	Submit Cancel

Note: A drop-down menu will list the VG User IDs associated to the email displayed on this page. The maximum number of IDs that can appear in this list is 4. If you have more than 4 VG User IDs, you will need to type in the User ID you want to log in under.

- 8. User selects the VG User ID that they want to link to/access. Note: User will need to switch/link each time they need to access a different VG User ID.
- 9. Click the **Select** button.

Virtual Gateway	
Your email (Kristine Training@Mass Gov) is assoc	siated with multiple accounts. Select/Enter a Virtual Gateway User ID to continue
rour onian (tristino. rrunning@mass.cor) is assoc	
	User ID
	Select an UserId ~
	Select an Userld
	KTESTB
	KTESTC
	KTESTD

The user receives the successfully linked message. Once the VG User ID has been linked, the user will need to log into their account again, as directed on the screen.

10. Click the Virtual Gateway Home button.



Note: If you have access to more than 1 organization, the **Select Organization** page will appear. Note: Skip this section if you only have access to 1 organization/Select Organization page does not appear on your page.

11. Select **Organization** from drop down menu

The first-time logging into the Virtual Gateway under the Business Log In the user will be taken to the Accept/Update Agreement page. All Virtual Gateway users must accept the terms and conditions to proceed to the Applications page.

- 12. Review Terms and Conditions.
- 13. Check the checkbox next to 'I agree to terms and conditions'
- 14. Click the Complete Log In button

Virtual Gateway			
Select Organization			
	Organization		
	EOHHS		
Update Agreement			
Vi	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 relatin 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 View Terms and Conditions(PDF reader can be downloaded from here)		
Th Hu vit			
ad			
	gree to terms and conditions		
	Complete Log In Cancel Log In		

The Virtual Gateway Applications page appears. This page will display the following message/or similar message:

'Your email is associated with Virtual Gateway User Id - KTESTB.'

15. To switch to another Virtual Gateway ID select **Manage My Account** -> **Switch User Id** and follow the instructions.'

Virtual Gateway		
Welcome Kristine Test-B	Manage My Account - Logout	
Applications		
Your email is associated with Virtual Gateway User Id - ktestb. To switch to another account select Manage My Account -> Switch User Id and follow the instructions.		
Childrens Behavioral Health Initiative		

How to Switch Accounts (Log In under different VG User ID)

16. Click Manage My Account.

The menu will display Update Profile and Switch User Id.

17. Click Switch User Id.

Virtual Gateway		
Welcome Kristine Test-B	Manage My Account -	Logout
Applications	Update Profile	
Your email is associated with Virtual Gateway User Id - ktestb. To switch to another account select Manage My Account -> Switch I	se Switch User Id	ti ns.
Childrens Behavioral Health Initiative		

User will be taken to User ID page.

- 18. Click drop-down menu for User ID. The User IDs not currently linked will appear in the dropdown menu. Notice that KTESTB is not listed and that is because that ID is currently associated/linked – as noted in message on screen.
- 19. Select a different User ID from list.
- 20. Click the **Submit** button.

Virtual Gateway	
Your email (Kristine.Training@Mass.Gov) is associated	d with Virtual Gateway User Id - KTESTB.
To switch your current Virtual Gateway User ID, Select	/Enter a Virtual Gateway User Id to continue.
	User ID
	Select an UserId
	Select an Userld
	KTESTA KTESTC
	KTESTD

The user is now associated to the selected VG User ID.



User will need to log in again after linking.

21. Click the Virtual Gateway Home button.

If you have access to more than 1 organization, the Select Organization page will appear. Note: Skip this section if you only have access to 1 organization/Select Organization does not appear on your page.

Virtual Gateway	
Welcome Kristine Test-C	Manage My Account - Logout
Last Login: U8/13/2024 at 03:19 PM Eastern Time	
Applications	
Your email is associated with Virtual Gateway User Id - ktestc. To switch to another account select Manage My Account -> Switch User Id and follow the instructions.	
Enterprise Invoice Mgmnt/Enterprise Service Mgmnt	

Applications page appears.

This page will display the following message/or similar message:

'Your email is associated with Virtual Gateway User Id – **KTESTC**. To switch to another account select Manage My Account -> Switch User Id and follow the instructions.'

Repeat as needed to associate all VG User IDs.

Click on the application that you need to access/work in.