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

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

State Employee Log In: Business Virtual Gateway Log In option	.1
State Employee with Multiple Virtual Gateway User IDs	.2
How to Switch Accounts (Log In under different VG User ID)	.4

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State Employee Log In: Business Virtual Gateway Log In option

State employees who have 1 or more VG User IDs linked to their Mass.gov email should follow the instructions below. State employees who meet this criterion do not have to create a MyMassGov Business account or set up multifactor authentication (MFA).

- 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
- 5. Click the 'Log In as an MA state employee' link (located under the LOG IN 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.	•
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.	Forgot Password
First time using MyMassGov?	
CREATE AN ACCOUNT	Log in as an MA state employee
	Learn more about MyMassGov ^[2]

- 6. If asked, enter verification code (authenticator app, phone, text message).
- 7. Click Verify.

The first-time logging into the Virtual Gateway you 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.

- 8. Review Terms and Conditions.
- 9. Check the checkbox next to 'I agree to terms and conditions'
- 10. Click the Complete Log In button

If you have access to more than 1 organization or more than 1 Virtual Gateway User ID, you will be taken to the Select Organization and/or Select User ID (refer to Virtual Gateway Users with Multiple Virtual Gateway User IDs section) page. Note: Skip these sections if you only have access to 1 organization or 1 User ID.

- 11. Select Organization from drop down menu
- 12. Click Complete Log In button

The Virtual Gateway Applications page appears. Click on the application that you need to access/work in.

State Employee with Multiple Virtual Gateway User IDs

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.

1. 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.

Kirtual Gateway	
Your email (Kristine. I raining@Mass.Gov) is assoc	iated with multiple accounts. Select/Enter a Virtual Gateway User ID to continue.
	User ID
	Select an UserId ~
	Select an UserId
	KTESTB
	KTESTC
	KTESTD

- 2. 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.
- 3. Click the **Submit** button.

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.

4. Click the Virtual Gateway Home button.

	Vir	tual Gateway
10 A	8	Your email (Kristine.Training@Mass.Gov) is successfully linked with Virtual Gateway User Id KTESTB. For security reasons you have to log in again.
	Ŭ	Please click on the Virtual Gateway Home button to continue.
		Virtual Gateway Home

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.

5. 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.

- 6. Review Terms and Conditions.
- 7. Check the checkbox next to 'I agree to terms and conditions'
- 8. Click the **Complete Log In** button

Virtual Gateway	у
Select Organization	
	Organization
	EOHHS
Update Agreement	
The Virtual Human Sen with the Ten start to use	eway Terms and Conditions Gateway and related services (hereinafter "VG") are provided to you by the Executive Office of Health and wices of the Commonwealth of Massachusetts ("EOHHS") and are subject to your agreement and compliance ms and Conditions of Use (the "Terms") set forth below. Please read the following Terms carefully before you the VG and retain a copy for your records. You agree that a printed version of these Terms shall be n 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)
☑ I Agree to ter	rms 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.'

9. 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	t 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)

10. Click Manage My Account.

The menu will display Update Profile and Switch User Id.

11. Click Switch User Id.

Virtual Gateway		_	
Welcome Kristine Test-B	Manage My Accour	nt 🕶	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	ructi ns.	
Childrens Behavioral Health Initiative			

User will be taken to User ID page.

- 12. 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.
- 13. Select a different User ID from list.
- 14. Click the **Submit** button.

Virtual Gateway	
Your email (Kristine.Training@Mass.Gov) is associated	
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.

Vir 💦	tual Gateway
10 C	
6	Your email (Kristine.Training@Mass.Gov) is successfully linked with Virtual Gateway User Id KTESTC. For security reasons you have to log in again. Please click on the Virtual Gateway Home button to continue.
	Virtual Gateway Home

User will need to log in again after linking.

15. 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.

Page 5|6

January 3, 2025

Virtual Gateway	
Welcome Kristine Test-C	Manage My Account - Logout
Last Login: 08/13/2024 at 03:19 PM Eastern Time	
Applications	
Your email is associated with Virtual Gateway User Id - ktestc. To switch to another account sele	t 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.