

Commonwealth of Massachusetts
Executive Office of Health and Human Services

Update Virtual Gateway MyMassGov Personal Account and/or Multi-Factor Authentication Reference Guide

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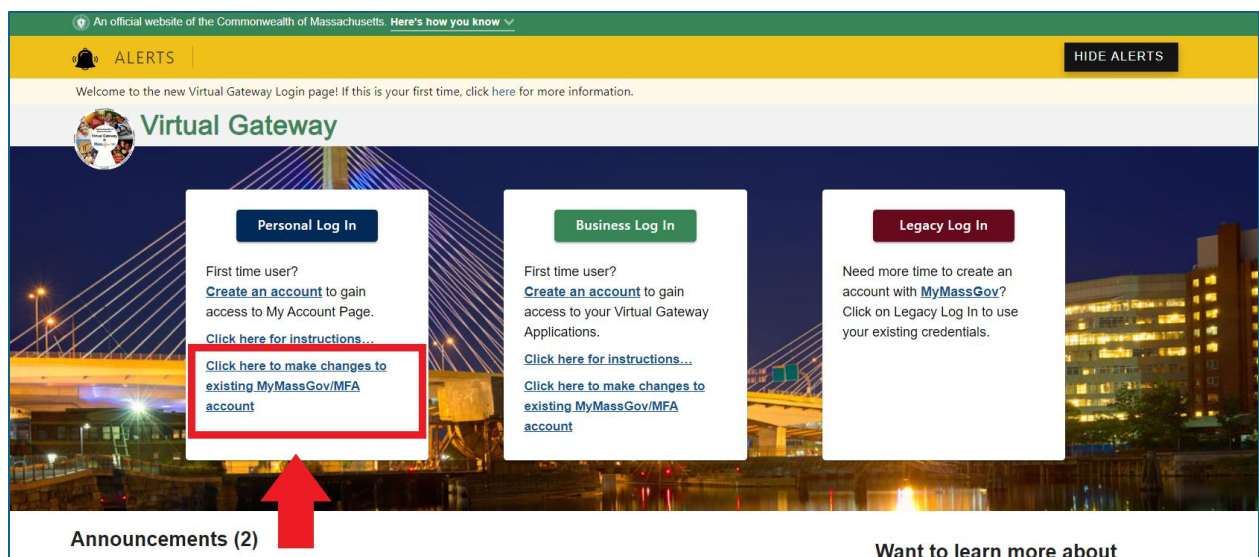
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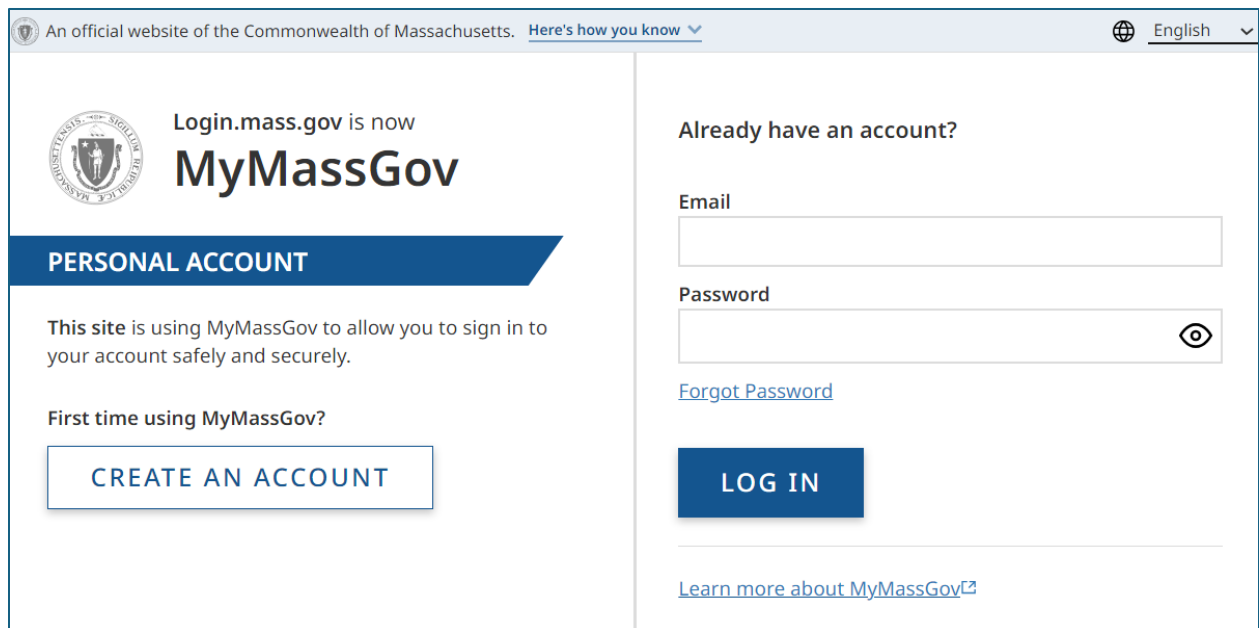
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Log In to MyMassGov account

1. Go to the Virtual Gateway page: <https://virtualgateway.mass.gov/VGPortal5>
2. Under the **Personal Log In** option, click the link labeled ‘[Click here to make changes to existing MyMassGov/MFA account](#)’




3. Enter **Email** and **Password**. Click the **LOG IN** button.



An official website of the Commonwealth of Massachusetts. [Here's how you know](#)

English

 Login.mass.gov is now
MyMassGov

PERSONAL ACCOUNT

This site is using MyMassGov to allow you to sign in to your account safely and securely.

First time using MyMassGov?

[CREATE AN ACCOUNT](#)

Already have an account?

Email

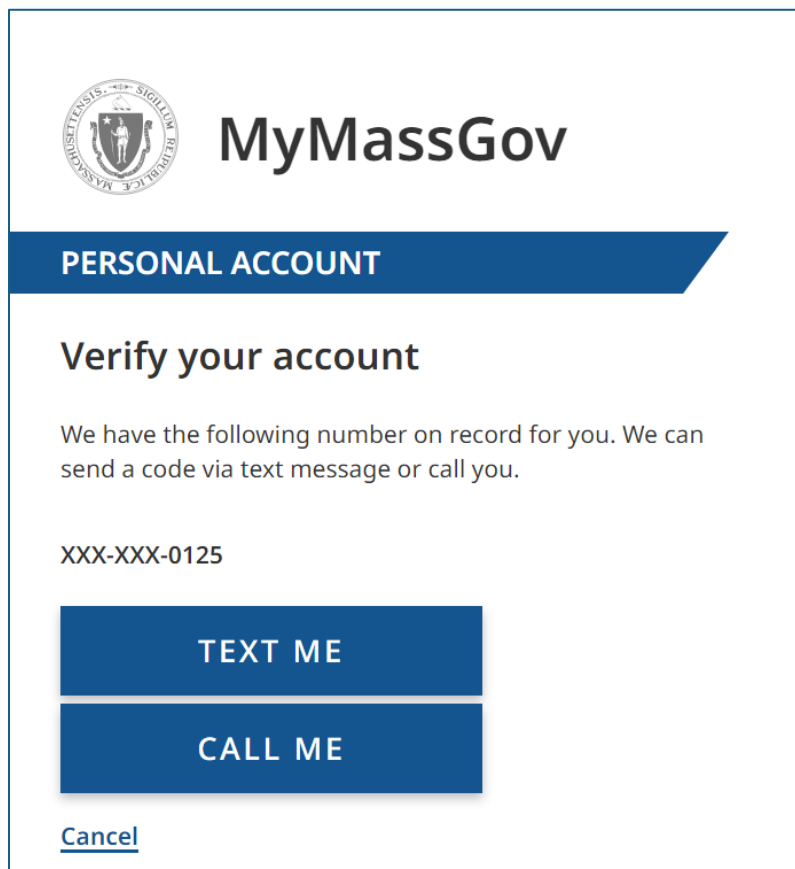
Password


[Forgot Password](#)

[LOG IN](#)

[Learn more about MyMassGov](#)

4. Click the Multifactor Authentication (MFA) method as presented on the screen. This will vary per user based on prior MFA setup.



 **MyMassGov**

PERSONAL ACCOUNT

Verify your account

We have the following number on record for you. We can send a code via text message or call you.

XXX-XXX-0125

[TEXT ME](#)

[CALL ME](#)

[Cancel](#)

5. Enter **Code**. Click the **VERIFY** button.

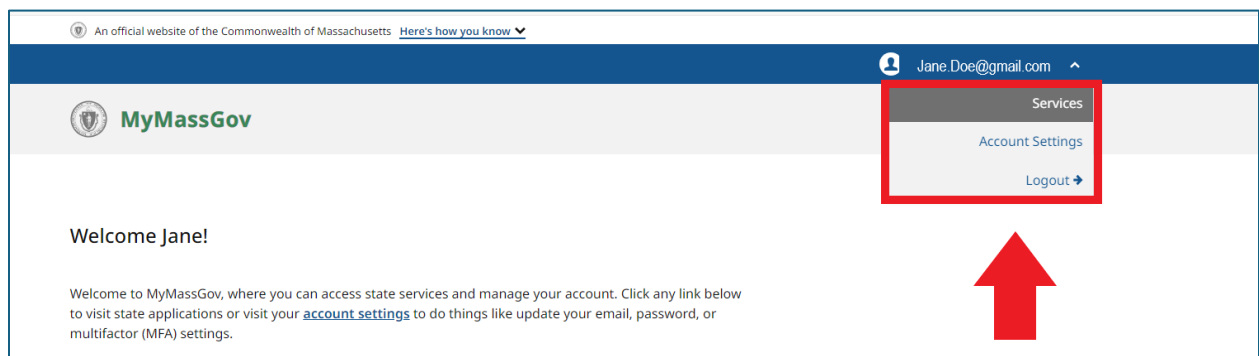


The screenshot shows the MyMassGov 'Verify your account' page. At the top left is the Commonwealth of Massachusetts seal. To its right is the 'MyMassGov' logo. Below the logo is a dark blue banner with the text 'PERSONAL ACCOUNT' in white. The main heading is 'Verify your account'. Below this, a message states: 'We have the following number on record for you. We can send a code via text message or call you.' This is followed by the phone number 'XXX-XXX-0125'. Below the number is a prompt 'Enter code or [Get a new code](#)'. Underneath is a text input field containing 'XXXXXX'. Below the input field is a large blue button labeled 'VERIFY'. At the bottom left of the form is a blue link labeled 'Cancel'.

Update Account Information in a MyMassGov account

User redirected to the MyMassGov FOR PERSONAL Welcome page.

6. Click the down arrow next to your user profile icon in the banner in the top right-hand corner of the screen.
7. Click **Account Settings**.

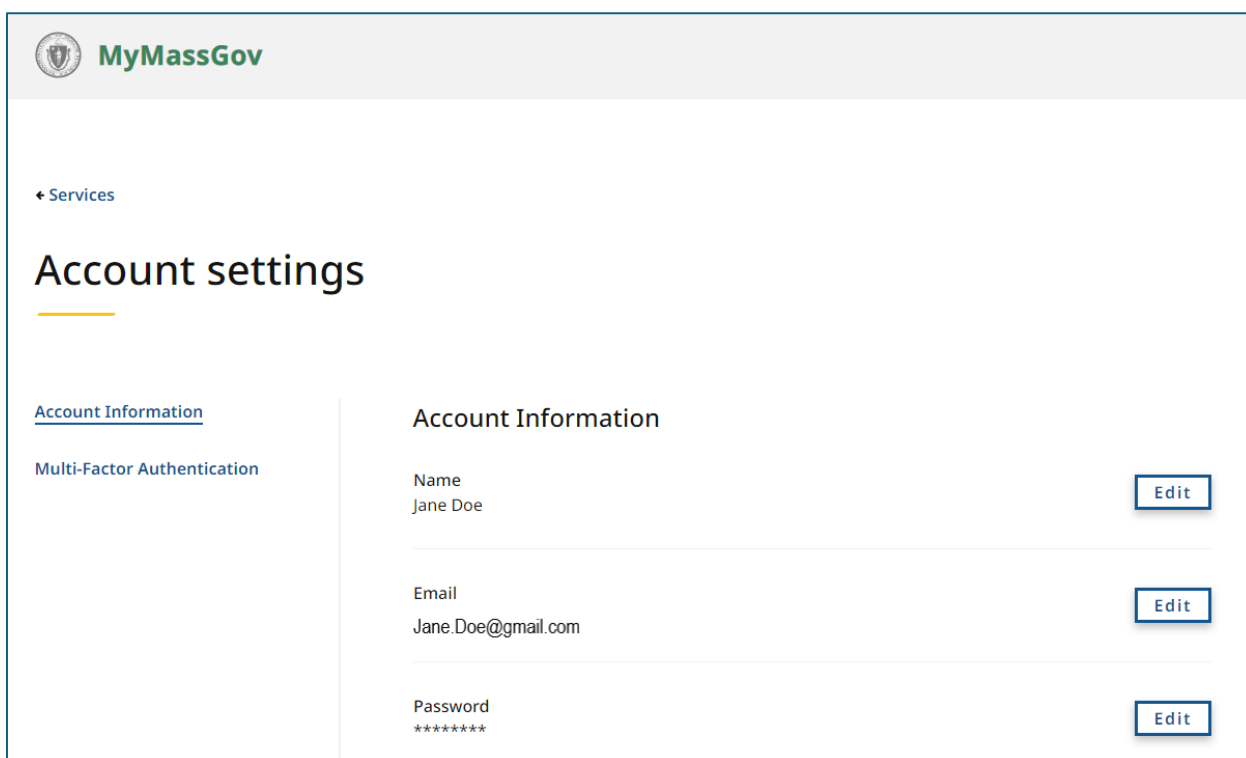


On the left side of the Account settings page, you will see that you are currently viewing the **Account Information** view. You can also update Multi-Factor Authentication (to switch, click on Multi-Factor Authentication).

On the right-hand side of the **Account Information** page, click the **Edit** button next to the option you want to update. You will be asked to Verify your account based off your MFA methods previously setup.

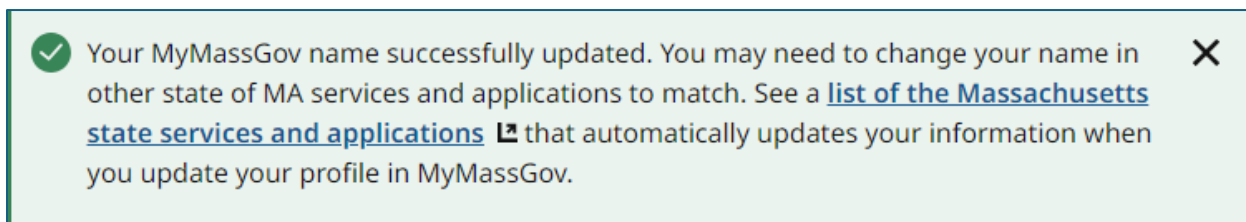
- **Name:** Enter the first and last names you'd like to update your account with
- **Email:** Enter the email address you'd like to update your account with
- **Password:** Enter new password

8. Click the **SAVE** button.



The screenshot shows the MyMassGov 'Account settings' page. On the left, there's a sidebar with 'Services' and 'Account settings'. Under 'Account settings', 'Account Information' is selected, and 'Multi-Factor Authentication' is also visible. The main content area is titled 'Account Information' and contains three rows: 'Name' with the value 'Jane Doe' and an 'Edit' button; 'Email' with the value 'Jane.Doe@gmail.com' and an 'Edit' button; and 'Password' with masked characters '*****' and an 'Edit' button.

Once completed, you'll be brought back to the **ACCOUNT SETTINGS** screen, where you'll see a success message confirming the update.



The screenshot shows a green success message banner. It starts with a green checkmark icon, followed by the text: 'Your MyMassGov name successfully updated. You may need to change your name in other state of MA services and applications to match. See a [list of the Massachusetts state services and applications](#) that automatically updates your information when you update your profile in MyMassGov.' There is a close button (X) in the top right corner.

You'll also receive an email message from the Commonwealth of Massachusetts, confirming that the name, email or password associated to your account was updated.

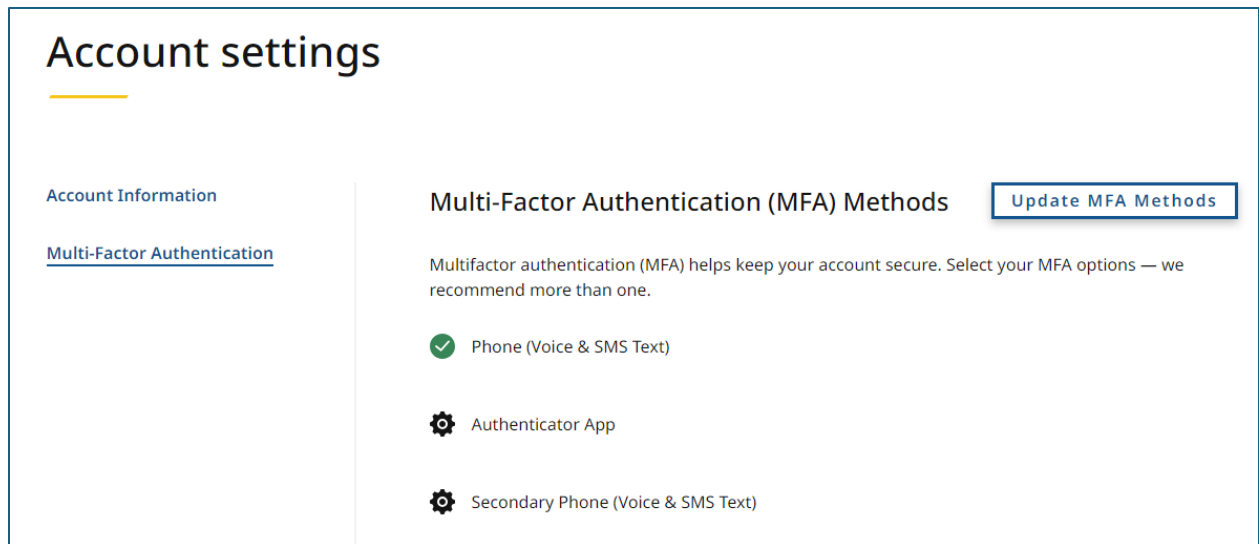


The name in your MyMassGov (formerly Login.mass.gov) account has recently changed. If you made this change, your account has been updated and no further action is needed. If you didn't make this change and believe your account might not be secure, please report it by filling out and [submitting this form](#). Please note that this form should not be used for any purpose other than reporting possible fraud.

Update Multi-Factor Authentication in a MyMassGov account

Follow these instructions to change or remove the MFA settings in your Personal MyMassGov account.

1. Go to the Virtual Gateway page: <https://virtualgateway.mass.gov/VGPortal5>
2. Under the **Personal Log In** option, click the link labeled '[Click here to make changes to existing MyMassGov/MFA account](#)'
3. Enter **Email** and **Password**. Click the **LOG IN** button.
4. Click the Multifactor Authentication (MFA) method as presented on the screen. This will vary per user based on prior MFA setup.
5. Enter **Code**. Click **Verify**.
6. Click on Account Settings
7. Select **Multi-Factor Authentication** on the left-hand side of the account settings page
 - o Note that any MFA methods that are already set up are indicated by a green circle next to them
8. On the right-hand side of the "Multi-Factor Authentication (MFA) Methods" page, click on **Update MFA Methods**



9. You'll be brought to a "Change your MFA settings" screen to choose the MFA setting you'd like to change
 - Note that SECONDARY PHONE (VOICE & TEXT MESSAGE) will only appear here if you already have a primary PHONE (VOICE & TEXT MESSAGE) option set up

To change your authenticator app: Update

1. Click on 'Authenticator app'*
2. If you already have an authenticator app set up, you will see two options:
 - a. Update authenticator app
 - b. Remove authenticator app
3. Click on 'Update authenticator app'
4. Open your authenticator app
5. Scan the QR code with your phone
6. Enter the code you receive in the 'Verification code' field
7. Click 'Continue'

(See directions for setting up an authenticator app if you need help).

8. When your change has been successfully completed, you will see a confirmation page
9. Click 'Yes, I'd like to make more changes' to change another MFA method or 'No, I'm done' if you're finished

***NOTE:** If an authenticator app has not been set up, you will be taken to a page to complete the process.

To change your authenticator app: Remove

1. Click on 'Authenticator app'
2. If you already have an authenticator app set up, you will see two options:
 - a. Update authenticator app
 - b. Remove authenticator app
3. Click on 'Remove authenticator app'
4. At the next screen, either confirm you would like to remove your authenticator app by clicking 'Yes, remove this method' or 'No, keep this method' to cancel out of the change process
5. When your change has been successfully completed, you'll see a confirmation page
6. Click 'Yes, I'd like to make more changes' to change another MFA method or 'No, I'm done' if you are finished

To change your primary phone (voice and text): Update

1. Click 'Primary phone number (voice and text)'
2. If you have a Primary phone number (voice and text) set up, you will see two options:
 - a. Update phone number
 - b. Remove phone number
3. Click on 'Update phone number'
4. At the next screen, enter the updated phone number you'd like to link to your account
5. Click either 'Text Me' or 'Call Me'
6. Enter the code you receive in the 'Verification code' field

(See directions for setting up Phone (voice and text) authentication if you need help).

7. When your change has been successfully completed, you'll see a confirmation page
8. Click 'Yes, I'd like to make more changes' to change another MFA method or 'No, I'm done' if you are finished.

***NOTE:** If a Primary phone (voice and mail) has not been set up, you will be taken to a page to do so.

To change your primary phone (voice and text): Remove

1. Click 'Primary phone number (voice and text)'
2. If you have a Primary phone number (voice and text) set up, you will see two options:

- a. Update phone number
 - b. Remove phone number
3. Click 'Remove phone number'
4. At the next screen, either confirm you would like to remove your primary number by clicking 'Yes, remove this method' or 'No, keep this method' to cancel out of the change process
5. When your change has been successfully completed, you will see a confirmation page
6. Click on 'Yes, I'd like to make more changes' to change another MFA method or 'No, I'm done' if you are finished

NOTE: If you remove your primary phone number as a method and you have a secondary phone number set up, the secondary phone number will become the primary phone number.

To change your secondary phone (voice and mail)

1. Click 'Secondary phone (voice and text)'
2. Follow the same process as updating or removing Primary phone (voice and text)

***NOTE:** A secondary phone number will only show if the primary phone number has already been set up as a method.

After completing your updates, click the **Logout** link to close your session.

