



Virtual Gateway

## Customer Service

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## Virtual Gateway Customer Service

Phone: 800–421–0938

\*TTY: 617–847–6578

Monday – Friday 8:30 am – 5 pm

*Please leave a voicemail if calling after hours.*



### Customer Service is available to assist you with...

- General questions about the Virtual Gateway
- Technical questions or system issues
- Virtual Gateway access or login questions
- If Customer Service cannot resolve your issue immediately, we will issue a ticket number, provide a workaround (where possible), and continue working to resolve the problem

### Please be prepared to provide the following...

- Name, organization, phone number, and email address
- Business Service you are working on
- Screen/field you were working on (if applicable)
- Description of the issue or error message (if applicable)
- How critical is the issue? Is it preventing you from doing your work?

\* TTY line for the deaf and hard of hearing