Customer Service



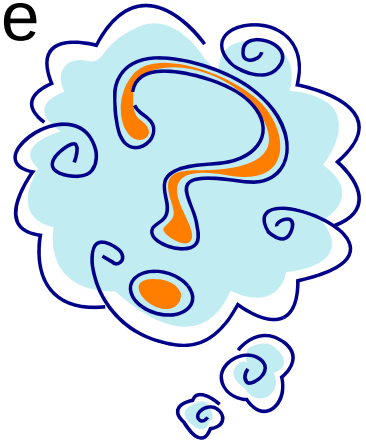
Virtual Gateway Customer Service

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