

Summary of Job Aid

To access a Virtual Gateway's Legacy business service, you must first log on to the Virtual Gateway (VG). From the Mass.Gov website (<u>www.mass.gov</u>), select the *Log In to ...* link and select the *Virtual Gateway* option to access the Virtual Gateway login page. A successful logon will take you to the Virtual Gateway *Applications page* to access your specific applications.

Refer to this reference guide, Reset Virtual Gateway Legacy User Password Reference Guide, for more information on how to reset your Virtual Gateway Legacy password, if forgotten.

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Steps to Reset a Forgotten Virtual Gateway (VG) Password

The following steps guide you through resetting your Virtual Gateway Password:

1. From the *Virtual Gateway* website, click Legacy Log In button.

Figure 1: Virtual Gateway website.



Figure 2: Welcome to Virtual Gateway-System Notice page.





3. From the Welcome to Virtual Gateway Sign In page, select the Forgot Password >> link.

Figure 3: Welcome to Virtual Gateway Sign In page

gn In	l lege le		
	Useria		
	Password		
	Sign-In Forgot Password »	Sian-In Help »	
	For Support: Phone: (800) 421-0938 TTY: (617) 847-6578	Monday - Friday 8:30 am - 5:00 pm	
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Figure 4: Forgot Password page



Parameter Victual Catevey Parameter Victual Catevey	Welcome to Virtual Gatewa
Forgot Password	
	User Name
	jdoe
	Submit

The Forgot Password page will display.

The first time you logged in to the Virtual Gateway you were asked to answer a series of secret questions (also known as 'Authentication Questions'). Two of these secret questions (randomly chosen) will appear on your screen.

- 6. Answer all questions listed (answers are not case sensitive).
- 7. Select the [**Submit**] button.

Note: If you make a mistake or answer a question incorrectly, you will be asked two additional secret questions.

Figure 5: Forgot Password, Answer Questions page

Welcome to Virtual Gateway
Question: What was the name of your first grade teacher?
Answer:
Question: What is the name of your elementary school?
Answer
Submit

8. The *Forgot Password* page will appear with a confirmation message stating that your password has been reset and that you will receive an email with your new password.

Note: The message will be sent to the email address listed in your Virtual Gateway account. If you do not receive the email message within a reasonable period (please allow at least 20 minutes), please call Virtual Gateway Customer Service at 800-421-0938.

9. Select the [Submit] button.

Figure 6: Forgot Password, Confirmation page



You will be returned to the *Welcome to Virtual Gateway Sign In* page.

Figure 7: Welcome to Virtual Gateway Sign In page

	🤪 Welco	ome to \	/irtual Gat	ieway
Sign In	User Id Password			
	Forgot Pa	Sign-In ssword »	Sign-In Help »	
© 2	Phone: (800) 421-093 D21 Commonwealth of Massachusetts	For Support: 8 TTY: (617) 847-6578	Monday - Friday 8:30 am - 5:00 pr About » Terms o	n f Use » Policies » Contact Us »

Once you receive your new (temporary) password via email (email Subject: Virtual Gateway Password Reset), log in to the Virtual Gateway using your Username and Temporary Password.



Figure 8: Sample Email with VG Username and Temporary Password

From: Gateway, Virtual (EHS) «virtual.gateway@massmail.state.ma.us> Sent: Sunday, April 24, 2022 12:01 PM To: Doe, Jane Subject: Virtual Gateway Password Reset
A User ID has been created for you to access the EOHHS Virtual Gateway. If you or someone in your organization did not apply for this User ID, please notify your organization's Access Administrator immediately or contact Virtual Gateway Customer Service.
Temporary Password: Iq0@Fb5SCg4IUt1
Access the EOHHS Virtual Gateway through the Internet at http://sso.hhs.state.ma.us/ .
When you log in the first time, you will be prompted to change your password, answer security questions, and complete a user profile. We suggest you access and print the Login Job Aids available at: https://www.mass.gov/service_ details/virtual-gateway-login-help-for-providers-and-state-agency-staff.
Please note: some business services require additional set up time and may not immediately be available when you log in. In this case, you will receive a separate email message when your access is complete.
If you have any problems accessing the Virtual Gateway, please contact Virtual Gateway Customer Service at 800-421-0938 (Voice), 617-847-6578 (TTY for the deaf and hard of hearing) for assistance.

Important: To successfully change your password, read and follow the password requirements shown on the *Change Password* page.

- 10. Enter your [Existing Password]. (Note: This is the temporary password you received via email)
- 11. Enter [New Password] and [Confirm New Password].
- 12. Select the [Submit] button.

Figure 9: Change Password page

Change Password				
New Password:				
onfirm Password:				
onfirm Password should be same as password				
asswords must contain the following requirements:				
 Password must be 15-30 characters long (Min-15; Max-30; <u>must not exceed</u> 30 characters) At least one UPPERCASE character (A,B,C) At least one number (1,2,3) At least one special character (@#\$%~ & * + ()) 				
isswords cannot contain:				
 The words 'test', 'password' or 'pass' 'our first name, your last name, or your full name 'your Virtual Gateway Username Your Email Address Password cannot contain the following special characters: ^= 'U[]', > <,7/ Previous 24 password; cannot be used The password cannot contain occurrences of sequential characters exceeding the limit of 4. For example 12-345 abdree or AROE Pare invalid 				

Once your password has been accepted, the Applications page will display.

Password and Security Notes and Tips

- Any time you change your password, forget your password, or call Virtual Gateway Customer Service with a password question, you will need to answer some of the seven secret questions or provide other security information as verification. Questions are chosen at random.
- Use passwords and responses that you are likely to remember and be sure *not to* post this information where others can access it.
- If you feel your password has been compromised, change your password immediately.
- If you receive the error message "Invalid username & password. Please try again," retype your Username and Password and select Submit. If after several attempts you still receive this message, call Virtual



Gateway Customer Service for assistance.

- You cannot reuse recently used passwords.
- Temporary Password must be entered exactly as it appears in the email received from Virtual Gateway.
- Please use care when typing a temporary password as some letters and numbers look alike. The letter 'O' and the number '0' or the letter 'I' and the number '1' are very similar in appearance.

Questions or Need Assistance?

Call Virtual Gateway Customer Service

1-800-421-0938

617-847-6578 - TTY for the deaf and hard of hearing

8:30 am to 5:00 pm Monday through Friday