

Commonwealth of Massachusetts - Executive Office of Health and Human Services

VIRTUAL GATEWAY INFORMATIONAL SESSION

April 2024



Today's Agenda



- Welcome and Introductions
- Overview of Virtual Gateway Project
- What is Changing/Not Changing with Virtual Gateway
- Project Timelines
- Business Login: How to Register Account, Setup MFA and Login to Virtual Gateway
- Public and Legacy Login Options
- Communication/Outreach Plan/Q & A Session

Overview of Virtual Gateway Project



Authentication and Authorization in VG Portal/AIMS will be handled in a phased approach.

- Phase 1: Go Live May 19, 2024
 - Replace current Oracle AIMS Authentication login with Microsoft Azure ID for Virtual Gateway
 - Authorization will remain at AIMS.
- Phase 2: Go Live To Be Determined at later date
 - Modernize VG Authorization system (AIMS)

What is Changing on the VG



- URL will change from `sso.hhs.state.ma.us` to New URL.
- Bookmarked URL's will redirect automatically to the new URL.
- User Interface or look and feel of the Virtual Gateway pages will change to comply with EOTSS Digital Mayflower guidelines for `mass.gov` websites.
- Authentication layer will change from AIMS to Azure. (Authorization will remain at AIMS.)
- Email address and password will be used to log in.
- User registration process will change to require self-register.
- Multifactor authentication will be used at log in.
- VG users must have their own email address.

What is Not Changing on the VG

- User Request Form (URF) will remain in place.
- Self-service option for user profile updates (Manage My Account).
- Authorization will continue to use AIMS.
- Single sign-on for all VG applications will continue as-is.
- Access of webservices will continue as-is.
- Virtual Gateway login support will continue as-is.
- Reporting capability will continue as-is.



Project Timelines



Environments	Milestones	Start Date	End Date	Status
DEV INT	Code development	1/8/2024	3/8/2024	Complete
DEV	Dev Code Deployment	3/15/2024	3/15/2024	Complete
	Testing in DEV w/ VG Ops and App Teams	3/18/2024	4/5/2024	
QA	QA pre-cutover activities	4/8/2024	4/13/2024	In Progress
	QA Code Deployment	4/16/2024	4/16/2024	
	Performance testing	4/17/2024	4/26/2024	
PROD	Production pre-cutover activities	5/3/2024	5/17/2024	To be started
	Production Release	5/19/2024	5/19/2024	
	Smoke testing	5/17/2024	5/17/2024	
TRAIN/CERT	Train/Cert deployment	TBD	TBD	To be started

Business Users (Providers):

How to Register Account: Create Account



New User Receives Email from Virtual Gateway

- Keep/Review Email – Refer to Next Steps section
 - Link to new Virtual Gateway Home page.
 - Register email address (User Name = Email Address)
 - Setup MFA
 - Use Business Login (Green option) button to register and/or Login to Virtual Gateway
 - Email will tell user which Login option to use - Very important to select correct Login option!
- User clicks on link to access the New Virtual Gateway login site.

From: virtual.gatewaydev@state.ma.us
Sent: Thursday, March 21, 2024 3:04 PM
To: Susan.Trainer@xyz.com
Subject: New EOHHS Virtual Gateway User ID

SAMPLE EMAIL ONLY - SUBJECT TO CHANGE

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

A User Name (see email address listed below) has been created for you to access the EOHHS Virtual Gateway. If you or someone in your organization did not apply for this User Name, please notify your organization's Access Administrator immediately or contact Virtual Gateway Customer Service.

User Name: Susan.Trainer@xyz.com

SAMPLE EMAIL ONLY - SUBJECT TO CHANGE

Next Steps:

- Click here to access the Virtual Gateway: <https://virtualgateway-dev.eohhs.mass.gov/VGPortal5/>
- Disclaimer: Before 3-15-2024 use the old VG link <https://aso-dev.hhs.state.ma.us/vgportal/login>
- Register account on Login.Mass.Gov (User Name = Email Address).
- Setup Multifactor Authentication (MFA).
- Select the Business Login button to login to Virtual Gateway.

Available Resources: Instructions for logging in to the Virtual Gateway, resetting your password, help with multifactor authentication (MFA) and troubleshooting tips for common user account issues visit [Login.mass.gov](https://login.mass.gov) information for residents and businesses | [Mass.gov](https://mass.gov).

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.

Business Users (Providers):

How to Register Account: Create Account



NEW Virtual Gateway Home Page

Refer to User Email - Very important to select correct Login option!

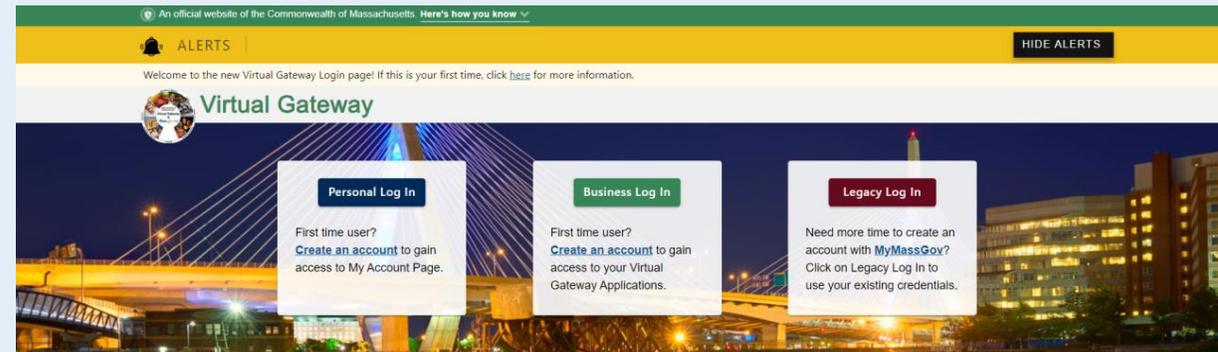
Which Login Option to use?

- Personal Login (blue): Public Users for My Account Page (MAP) only.
- Business Login (green): State Agency staff, Provider staff and DCF Mandate Reporters with 1 VG User Account and 1 Email Address.
- Legacy Login (yellow): Any user (State Agency staff, Provider staff, DCF Mandate Reports, or Public) can use this option for limited time.

Legacy Login Example:

John Smith has 2 VG User IDs, but the same email address linked to both-

- VG User ID: JSMITH & JSMITH2
- Email with VG: JSMITH@xyz.com



How to Register Account: Create Account

Important Note: uogin.mass.gov to be rebranded to MyMassGov per EOTSS

FOR BUSINESS (green banner) – Provider staff or DCF Mandate Reporters should create their Login.mass.gov account under this option.

First time using Login.mass.gov?

All VG users (New or Existing) will need to register or create an account before logging into the Virtual Gateway.

- Click **CREATE AN ACCOUNT** button.

State Agency Employees: *If you are a state agency employee with 1 VG UserID linked to 1 email address you do not need to create an account/setup MFA since you are already registered under your Network login.*

Use the **Log in as an MA state employee** link (must have email address on file with VG using the @Mass.gov email domain) to login to VG.



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

 **Login.mass.gov**

FOR BUSINESS

Virtual Gateway is using Login.mass.gov 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.

First time using Login.mass.gov?

[CREATE AN ACCOUNT](#)

Email

Password 

[Forgot Password](#)

[LOG IN](#)

[Log in as an MA state employee](#)

[Learn more about Login.mass.gov](#)

*If you have multiple VG UserID's linked to 1 email address, you need to use the **Legacy Login** option to login to VG.*

How to Register Account: Create Account

Important Note: Login.mass.gov to be rebranded to MyMassGov per EOTSS

FOR BUSINESS: Create your account

Step 1 of 3: Verify your Email

Refer to the email received from Virtual Gateway which contains the email address on file with Virtual Gateway. When creating your account, you must use the email address displayed in the User account email. If a different email address is used, the user will receive an error message that there is no Username found for the registered email address.

- Type the Email Address (as listed in the email from Virtual Gateway).
- Click the **SEND VERIFICATION CODE** button.

An email will be sent to the email address listed on Step 1 with a Subject: Verify your email address. Monitor both Inbox and JUNK/SPAM folders for email from login@noreply.mass.gov.



Login.mass.gov

FOR BUSINESS

Create your account

Step 1 of 3: Verify your email

Email

SEND VERIFICATION CODE

[Cancel](#)

How to Register Account: Create Account



FOR BUSINESS: Create your account Step 1 of 3: Verify your Email

To the right is a sample email with the Subject: Verify your email address.

A 6-digit code is displayed in the email. The code will expire in 5 minutes and can only be used once.

- Copy and paste the code into the verification fields at Login.mass.gov to complete the verification process.

From: login@noreply.mass.gov
Sent: Thursday, March 21, 2024 3:16 PM
To: Susan.Trainer@xyz.com
Subject: Verify your email address

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.



Commonwealth of Massachusetts

Hello,
Thanks for verifying your Susan.Trainer@xyz.com account.
Your code is

312699

This code will expire in 5 minutes and can only be used once.
Copy and paste the code into the verification code field at Login.mass.gov to complete the verification process.

If you did not request a verification code, please disregard this message.

How to Register Account: Create Account



FOR BUSINESS: Create your account

Step 1 of 3: Verify your Email

- Copy and paste the code from the email into the verification field at Login.mass.gov to complete the verification process.
- Click the **VERIFY EMAIL** button.

The code will expire in 5 minutes, click the [Get a new code](#) link and follow instructions, if a new code is needed.

FOR BUSINESS

Create your account

Step 1 of 3: Verify your email

The verification code has been sent to your email. Please copy it to the box below. Check your spam folder if the verification email does not appear in your inbox. The code will expire in 5 minutes.

Email

Verification code

VERIFY EMAIL

[Get a new code](#)

How to Register Account: Create Account



FOR BUSINESS: Create your account
Step 2 of 3: Add account details

Email: Pre-populated with the email address entered in Step 1 of 3. If the email address is incorrect, click the **Cancel** button.

If email address is correct,

- Type your **First Name**
- Type your **Last Name**
- Click the **CONTINUE** button

FOR BUSINESS

Create your account

Step 2 of 3: Add account details

Email

Susan.Trainer@xyz.com

First Name

Susan

Last Name

Trainer

CONTINUE

Cancel

How to Register Account: Create Account

FOR: BUSINESS Create your account Step 3 of 3: Set up your password

The final step for the Create your account set up is to create a password. Follow the Password Rules as listed on the screen. When there a checkmark next to each rule, you have met the password requirements.

- Enter **New Password**
- Enter Password to **Confirm New Password**
- Click the **CREATE AN ACCOUNT** button

Important Note about Passwords: The password on the new Virtual Gateway login site does not expire. If at any time you feel your password has been compromised, use the Forgot Password link on the login page.



FOR BUSINESS

Create your account

Step 3 of 3: Set up your password

Email

New Password
 

Password Rules

- ✓ Between 8 and 64 characters
- ✓ Must meet at least three of the following requirements:
 - ✓ Contains a special character (e.g., @ # \$ % ^ & *)
 - ✓ Contains a number
 - ✓ Contains an uppercase character
 - ✓ Contains a lowercase character

Confirm New Password
 

CREATE AN ACCOUNT

[Cancel](#)

How to Register Account: Create Account



FOR BUSINESS: Create your account

Your account was successfully created.

The next step is to Set up Multifactor Authentication (MFA) to keep your account secure. If you cancel out of this process, you will be prompted to set up MFA the next time you log in.

Click the **SET UP MFA** button.

FOR BUSINESS

Create your account

Your account was successfully created.

Next, set up multifactor authentication (MFA) to help keep your account secure. If you cancel out of this process, you'll be prompted to set up MFA the next time you log in.

SET UP MFA

[Cancel](#)

How to Register Account: Set up Multifactor Authentication (MFA)



FOR BUSINESS: Set up multifactor authentication

Choose your authentication method (recommend more than one)

- Authenticator App*
 - Phone (Voice & Text Message)
 - Secondary Phone (Voice & Text Message)
-
- Check the checkbox to select the MFA method.
 - Click the **CONTINUE** button.

*Use an authenticator app you have installed or download a free one such as Google Authenticator, Authy, or Microsoft Authenticator. Follow download/set up process as directed.

FOR BUSINESS

Set up multifactor authentication

Choose your authentication method

Multifactor authentication (MFA) helps keep your account secure. Select your MFA options — we recommend more than one.

- Authenticator App*
- Phone (Voice & Text Message)
- Secondary Phone (Voice & Text Message)

CONTINUE

[Cancel](#)

**Use an authenticator app you have installed or download a free one such as Google Authenticator, Authy, or Microsoft Authenticator.*

How to Register Account: Set up Multifactor Authentication (MFA)



OPTION 1: To setup an Authentication App

- Open your authenticator app
- Scan the QR Code with your app
- Enter the code
- Click the CONTINUE button.

OPTION 2: To setup a phone number (Voice and Text Message)

- At the 'Link your phone number' screen select the correct country code
- Enter the phone number you'd like to use to receive a one-time code
- Click either 'Text me' or 'Call me'
- Enter the code sent to your phone
- Click 'Verify code'

If you don't receive a code or the code you received doesn't work or expires, select 'Get a new code' and a new code will be sent to your phone.

OPTION 3: To setup a second phone number Phone (Voice and Text Message)

- At the 'Link your phone number' screen select the correct country code
- Enter a different second phone number you'd like to use to receive a one-time code
- Click 'Continue'
- Click either 'Text me' or 'Call me'
- Enter the code sent to your phone
- Click 'Verify code'

If you don't receive a code or the code you received doesn't work or expires, select 'Get a new code' and a new code will be sent to your phone.

Refer to [Login.mass.gov help for residents and businesses](https://login.mass.gov/help-for-residents-and-businesses) | [Mass.gov](https://mass.gov) for assistance.

How to Register Account: Set up Multifactor Authentication (MFA)



FOR BUSINESS: Set up multifactor authentication

Once MFA has been successfully set up, you will be provided with the following message:

A Virtual Gateway account reference for email address Susan.Trainer@xyz.com has been created successfully.

- Click the **Virtual Gateway Home** button to login.

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

ALERTS

Welcome to the new Virtual Gateway Login page! If this is your first time here, you will need to establish your login to access your account.

 Virtual Gateway

i A Virtual Gateway account for email address Susan.Trainer@xyz.com has been created successfully.
Click the Virtual Gateway Home button to login.

Virtual Gateway Home

Login to Virtual Gateway



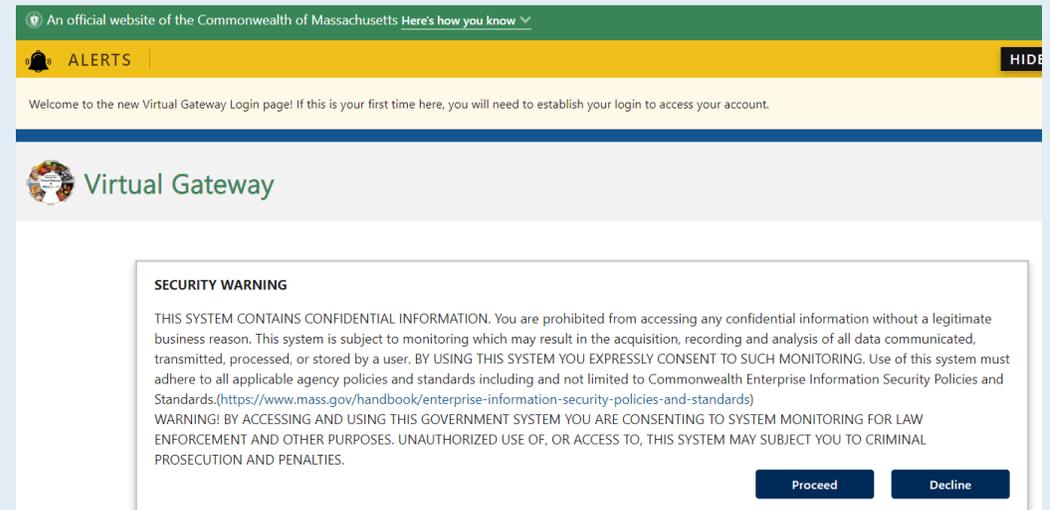
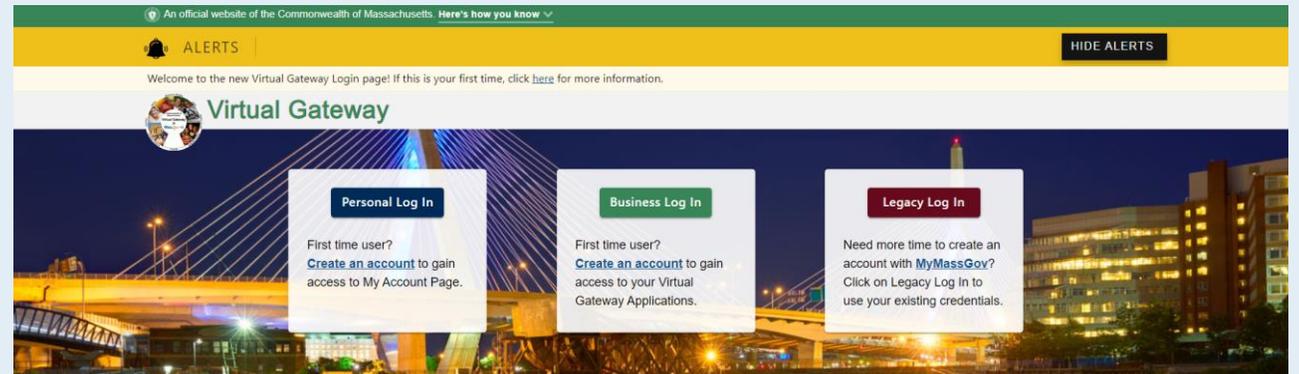
FOR BUSINESS: Login to Virtual Gateway

- Click the **Business Login** button.

The Virtual Gateway Security Warning (disclaimer) will appear.

- Click the **Proceed** button to accept the Virtual Gateway Security Warning (disclaimer).

If the Decline button is clicked, you will be returned to the Virtual Gateway Home page.



Login to Virtual Gateway



Important Note: Login.mass.gov to be rebranded to MyMassGov per EOTSS

FOR BUSINESS: Login to Virtual Gateway

- Enter **Email Address**
- Enter **Password**.
- Click the **LOG IN** button.

If you have forgotten your password, click the [Forgot Password](#) link to reset your password.

Note: Virtual Gateway Customer Service will only reset passwords for Legacy users once the new Virtual Gateway Login site goes live.

A screenshot of the Login.mass.gov website. The page features the state seal and the text "Login.mass.gov". A green banner reads "FOR BUSINESS". Below this, a message states: "Virtual Gateway is using Login.mass.gov to allow you to sign in to your account safely and securely." Contact information is provided: "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." A link for "First time using Login.mass.gov?" leads to a "CREATE AN ACCOUNT" button. On the right, there are input fields for "Email" (containing "Susan.Trainer@xyz.com") and "Password" (masked with dots). A "LOG IN" button is present, along with a "Forgot Password" link and a "Log in as an MA state employee" link. A footer link says "Learn more about Login.mass.gov".

State Agency Employees: If you are a state agency employee with 1 VG UserID linked to 1 email address, use the **Log in as an MA state employee** link (must have email address on file with VG using the @Mass.gov email domain) to login to VG.

If you have multiple VG UserID's linked to 1 email address, you need to use the **Legacy Login** option to login to VG.

Login to Virtual Gateway

Important Note: Login.mass.gov to be rebranded to MyMassGov per EOTSS

FOR BUSINESS: Login to Virtual Gateway

How MFA was set up during the Create an account process will determine which options you are presented with when logging in to the Virtual Gateway.

- Click the option to verify your account (authenticator app or phone).

Note: You will need to enter a verification code each time you login to the Virtual Gateway.



The screenshot shows the Login.mass.gov website interface. At the top left is the Seal of the Commonwealth of Massachusetts. To its right is the text "Login.mass.gov". Below this is a green banner with the text "FOR BUSINESS". Underneath the banner is the heading "Verify your account" followed by the text "Multifactor authentication (MFA) helps keep your account secure. Select an MFA method." Two large, light blue buttons are displayed: "AUTHENTICATOR APP" and "PHONE (VOICE & TEXT MESSAGE)".

Login to Virtual Gateway

FOR BUSINESS: Login to Virtual Gateway

Verify your account

If you select the Phone method for MFA, you will see the last 4-digits of the telephone you setup MFA under. You will receive a 6-digit code by telephone or text.

- Enter the code or click Get a new code, if you do not receive one
- Click the **VERIFY CODE** button

Note: You will need to enter a verification code each time you login to the Virtual Gateway.



FOR BUSINESS

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

Enter code or [Get a new code](#)

VERIFY CODE

[Cancel](#)

Login to Virtual Gateway

FOR BUSINESS: Login to Virtual Gateway

Virtual Gateway Terms and Conditions

New Users: First time users are required to accept the Virtual Gateway Terms and Conditions the first time they login.

Existing Users: Virtual Gateway has updated their Terms and Conditions. All existing users will be required to accept the Virtual Gateway Terms and Conditions the first time they login after we move to the new Virtual Gateway Login site.

- Review Virtual Gateway Terms and Conditions (click View Terms and Conditions in PDF format if you want to review and /or print a copy).
- Click the **I Agree to terms and conditions** checkbox.
- Click the **Complete Sign In** button.



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

ALERTS

Welcome to the new Virtual Gateway Login page! If this is your first time here, you will need to establish your login to access your account.

 Virtual Gateway

Update Agreement

Virtual Gateway Terms and Conditions

The Virtual Gateway and related services (hereinafter "VG") are provided to you by the Executive Office of Health and Human Services of the Commonwealth of Massachusetts ("EOHHS") and are subject to your agreement and compliance with the Terms and Conditions of Use (the "Terms") set forth below. Please read the following Terms carefully before you start to use the VG and retain a copy for your records. You agree that a printed version of these Terms shall be admissible in judicial or administrative proceedings to the same extent as other business documents and records. If you do not agree

[View Terms and Conditions](#)(PDF reader can be downloaded from [here](#))

I Agree to terms and conditions

[Complete Sign-In](#) [Cancel Sign-In](#)

Login to Virtual Gateway



FOR BUSINESS: Login to Virtual Gateway

A successful login will take you to the Accessible Applications page. This page will list the Virtual Gateway applications that you have access to under your email address.

Note: If you have access to other Organizations on the Virtual Gateway, you will be taken to the Select Organization page prior to this page.

A screenshot of the Virtual Gateway login page. The page has a green header with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know". Below the header is a yellow bar with "ALERTS" and a bell icon, and a "HIDE ALERTS" button. The main content area is white and features a "Virtual Gateway" logo, a welcome message "Welcome Susan Trainer", and a "Manage My Account" button with a dropdown arrow and a "Logout" button. Below this is a section titled "Accessible Applications" containing a button labeled "Enterprise Management - Training". At the bottom, there is a section for "Announcements (1)".

Congratulations!

You have successfully registered and logged into the new Virtual Gateway Login site.

Public or Legacy Login Options

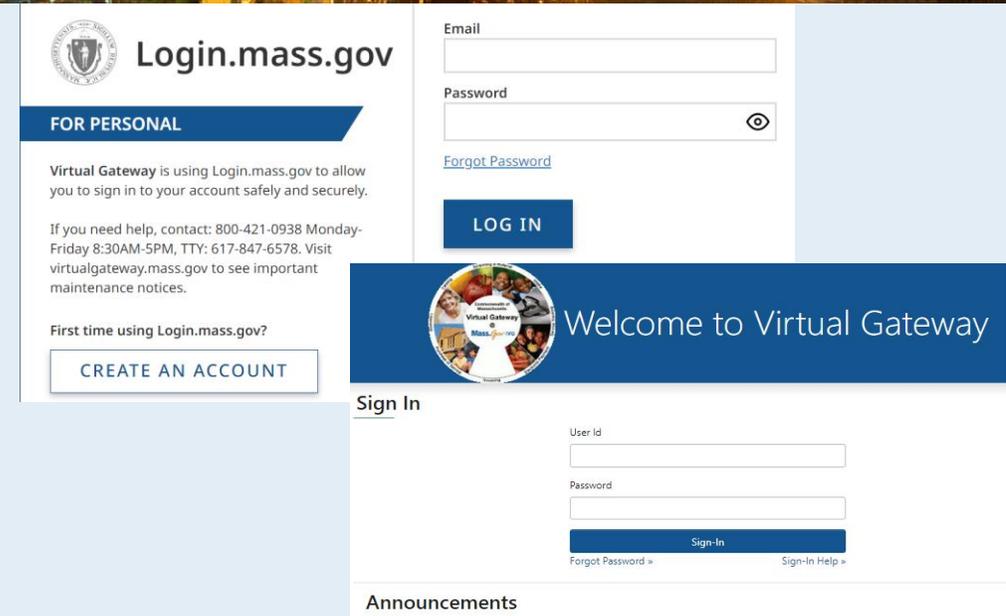
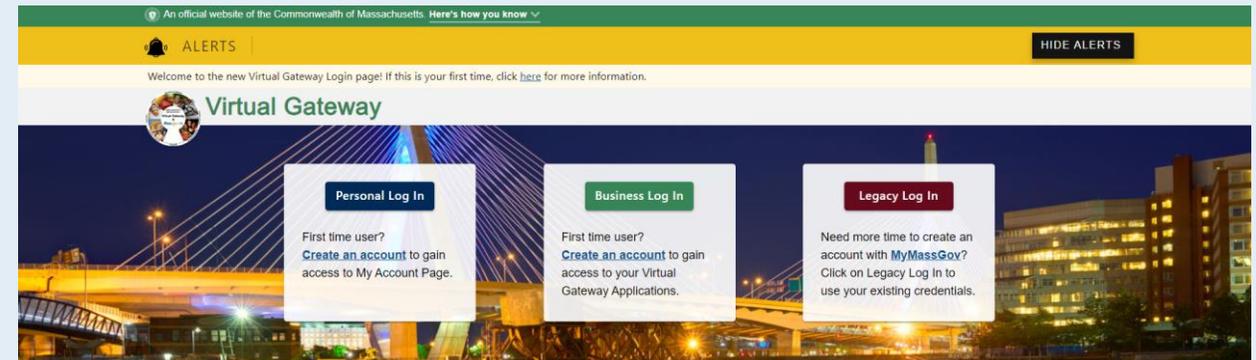
Important Note: Login.mass.gov to be rebranded to MyMassGov per EOTSS

FOR PERSONAL: Login to Virtual Gateway

The Personal option should only be used by individuals who want to view their MassHealth-related information using the My Account Page (MAP) application on the VG. This option is for Public users only. Self-registration is available under this option.

FOR LEGACY: Login to Virtual Gateway

The Legacy option will be available to all Public users, State Employees, Provider Staff and DCF Mandate Reporters as of Go Live Date of 5/19/2024. This option will only be available for a limited time. Users should use the Personal Login or Business Login option whenever possible.



Communication/Outreach Plan



VG has several communication channels in which end users will learn about the changes to the VG URL and login process.

- **VG Application Business Teams:** We will ask that you, our VG Application Business teams, begin spreading the word about this change when communicating with your providers/users.
- **Weekly IT Process Control Meeting:** VG Operations will add project updates to the Agenda that is sent to all application teams who are testing their application releases.
- **VG Portal Notifications:** VG will post messages about the upcoming changes on the VG Portal.
- **VG Website:** VG Operations will be setting up a dedicated webpage on our Mass.gov/VG site with information about this change and how it will impact users. We plan to post job aids, bulletins, and FAQs along with other important information. We will let you know once this website is up and running.
- **Weekly TGIF Email:** Looking to have this update added to the weekly TGIF Email that EOHHS sends. This email is sent to all EOHHS staff and agencies who fall under the EOHHS Secretariat.

Communication/Outreach Plan



VG has several communication channels in which end users will learn about the changes to the VG URL and login process.

- **Email Notifications:**
- Week of April 22nd – Email to all active VG users letting them know about the upcoming changes.
- Week of May 6th – Email to all **active** VG users will receive an email from VG (auto-generated out of AIMS) outlining the changes and how users can prepare for Go Live.
 - It is very important for users to act when they receive this email. This email will contain the email address that is linked to their VG Account.
 - If the email address needs to be updated, it should be done prior to the Go Live date.
 - Users can update their email address after logging into the VG from the Accessible Application page.
 - Refer to the Manage My Account > Update Personal Information section on this page.
 - If assistance is needed, call the Virtual Gateway Customer Service team at 800-421-0938 and they can walk you through the process of updating.

From: virtual.gatewaydev@state.ma.us
Sent: Thursday, February 29, 2024 9:45 AM
To: VirtualGatewayTraining (EHS)
Subject: Business Account Registration for Login.mass.gov

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello Virtual Gateway User, **SAMPLE EMAIL - SUBJECT TO CHANGE**

The Commonwealth of Massachusetts will be enhancing the Virtual Gateway (VG) logon process to increase security and improve the overall user experience.

Starting on March 15, 2024, VG users will log on to Login.mass.gov to access their VG account.

Register your VG email address on the VG site today! All provider/partners or Commonwealth employee users will be required to establish new usernames and passwords to access the portal. Your username will now be the email address that is linked to your VG User account. Email addresses should only be associated with one person or one VG user account and should not be shared.

Prior to March 15, 2024, when you log on to the VG you will be given the option to register for a VG account now or to skip and register later. Starting on March 15, 2024, VG users will need to register for a VG account to access.

To register your VG account, starting on March 15, 2024, click the following URL:
<https://virtualgateway-dev.eohhs.mass.gov/VGPortal5>

How Will I Access the Virtual Gateway:

1. **New Landing Page:** If you have a Single UserID in the VG, click on the **Business Logo** to access your account (Green button).
 - a. First time using Login.mass.gov? Create an Account
 - i. Create your account using your current VG email address as listed in your VG account: VirtualGatewayTraining@MassMail.State.MA.US
 - ii. Setup Multifactor Authentication (MFA). You will be required to establish a Multifactor Authentication (MFA) method to verify that you are the VG account owner. There will be multiple ways to set up MFA to receive your verification code – Authentication App, and/or Phone (Voice and Text Message).
2. **New Landing Page:** ****If you have multiple VG UserID's that are linked to the same email address, click on the Legacy Login button to access your account (Yellow button).**

3. **New Landing Page:** If you are accessing VG through your application bookmarked URL, you will be provided with 2 options - Business Login (Green button) and Legacy Login (Yellow button) to access your account. See Option 1 or Option 2 for guidance.

****Important Note Applicable Only to users who have more than 1 VG account that is linked to the same email address:**
Every VG UserID must now be linked to a single, unique email address. The new VG site does not allow an email address to be linked to more than one VG UserID. If an email address is linked to more than one VG UserID, the user will need to access the VG through the VG Legacy Login (Yellow button).

Available Resources:

- Login.mass.gov: [Login.mass.gov](https://login.mass.gov) | [Mass.gov](https://mass.gov)
- Step-by-step directions for logging in, creating an account, and resetting your password. Learn how to set up multifactor authentication (MFA) and find troubleshooting tips for common user account issues: [Login.mass.gov/information-for-residents-and-businesses](https://login.mass.gov/information-for-residents-and-businesses) | [Mass.gov](https://mass.gov)

Until the VG portal moves to the new site you should continue to use the existing VG portal page (<https://sso-dev.hhs.state.ma.us/>).

Please ignore this email if you've already registered.

Regards,
EOHHS Virtual Gateway
VG Customer Service: 800-421-0938 (Monday - Friday 8:30am-5:00pm) TTY: (617) 847-6578

SAMPLE EMAIL - SUBJECT TO CHANGE

Virtual Gateway Customer Service



Virtual Gateway Customer Service at 800-421-0938 will continue to be the group to contact if you encounter issues when accessing and logging into Virtual Gateway.

- Legacy Users
 - Password Resets: Legacy Users should continue to contact VG Customer Service for Password Resets, if user cannot reset password on their own (secret questions).
 - If other issue need to be escalated to Virtual Gateway Operations, a CA Service Desk ticket will be created and assigned for follow-up.
- Public and Business Users Who Have Created MyMassGov account and setup MFA
 - Password Resets: Use Forgot Password link on Virtual Gateway MyMassGov landing page and follow password reset steps. Virtual Gateway Customer Service CANNOT reset passwords for these accounts.
 - Refer to [Login.mass.gov help for residents and businesses](https://login.mass.gov/help-for-residents-and-businesses) | [Mass.gov](https://mass.gov) until new VG Resource webpage is up and running.

Q & A Session

