



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 (www.mass.gov), 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, Logon Assistance Reference Guide, for more information on how to access the Virtual Gateway as a first-time user and how to manage your Virtual Gateway account.

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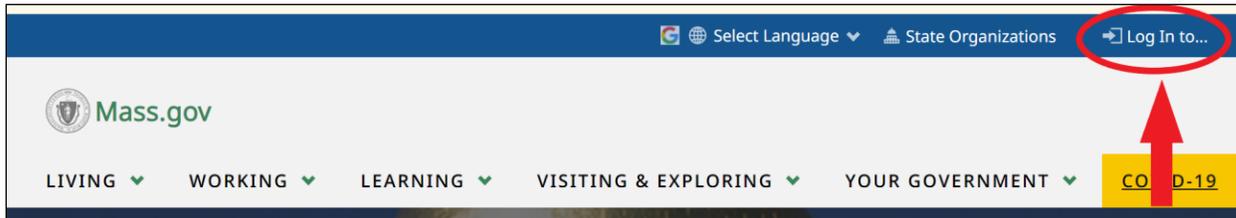
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Logon Process for the Virtual Gateway (VG)

The following steps guide you through logging in to the Virtual Gateway (VG):

1. Access the Virtual Gateway website at www.mass.gov and select the **Log In to ...** link.

Figure 1: Mass.gov with Login In to ... link highlighted.



2. Select the **Virtual Gateway** link.

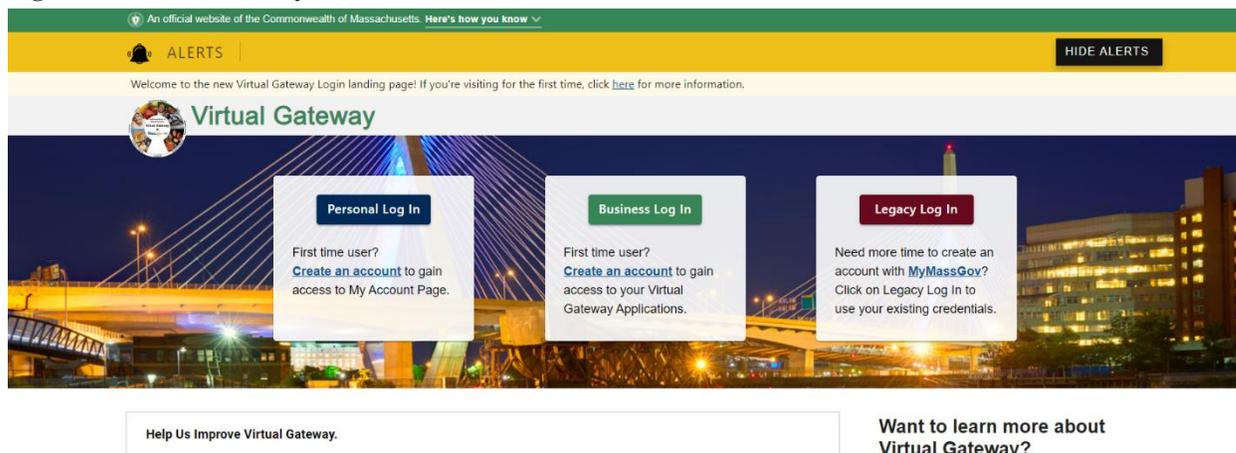
Figure 2: Select the Virtual Gateway link.



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

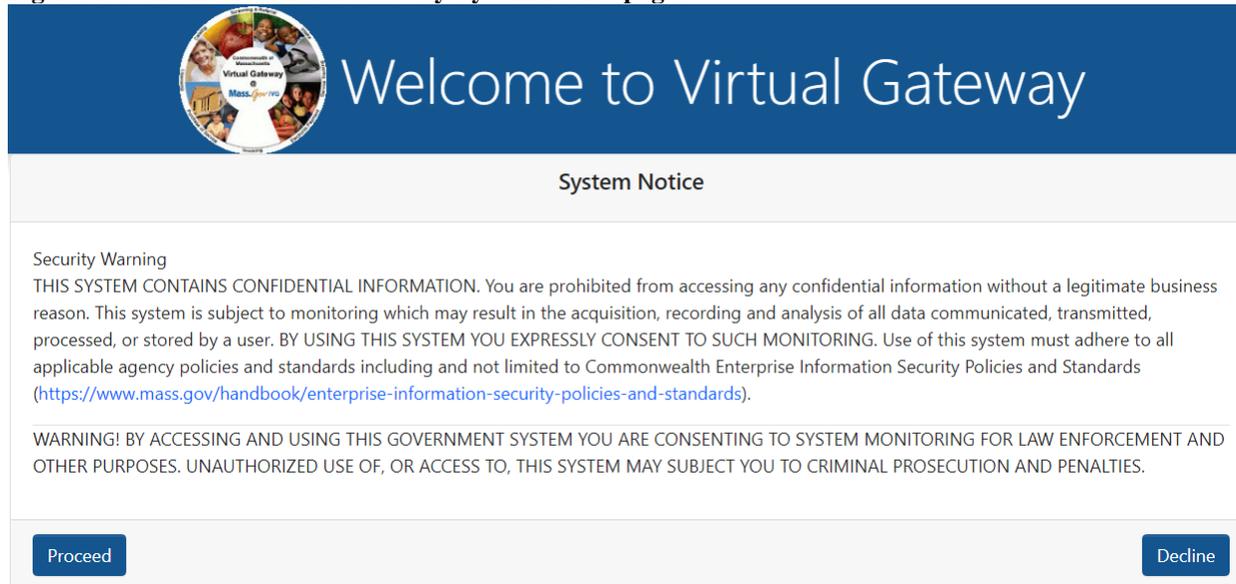


Figure 3: Virtual Gateway website.



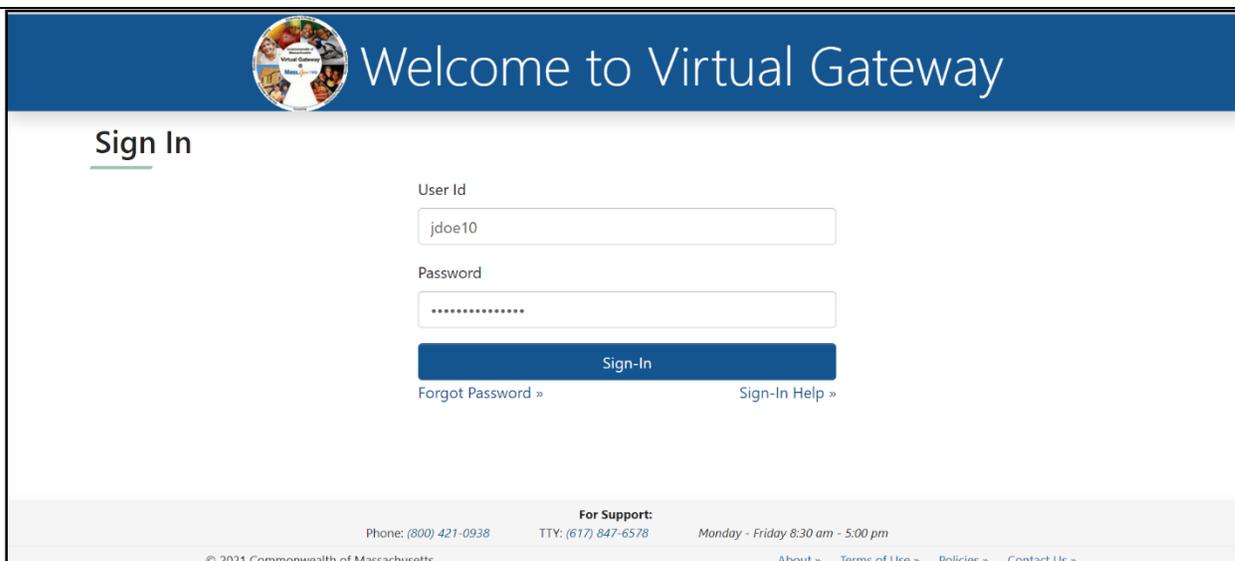
4. Click the Proceed button on the System Notice-Security Warning page.

Figure 4: Welcome to Virtual Gateway-System Notice page.



5. Enter your Virtual Gateway User ID.
6. Enter you password.
7. Click the Sign-In button

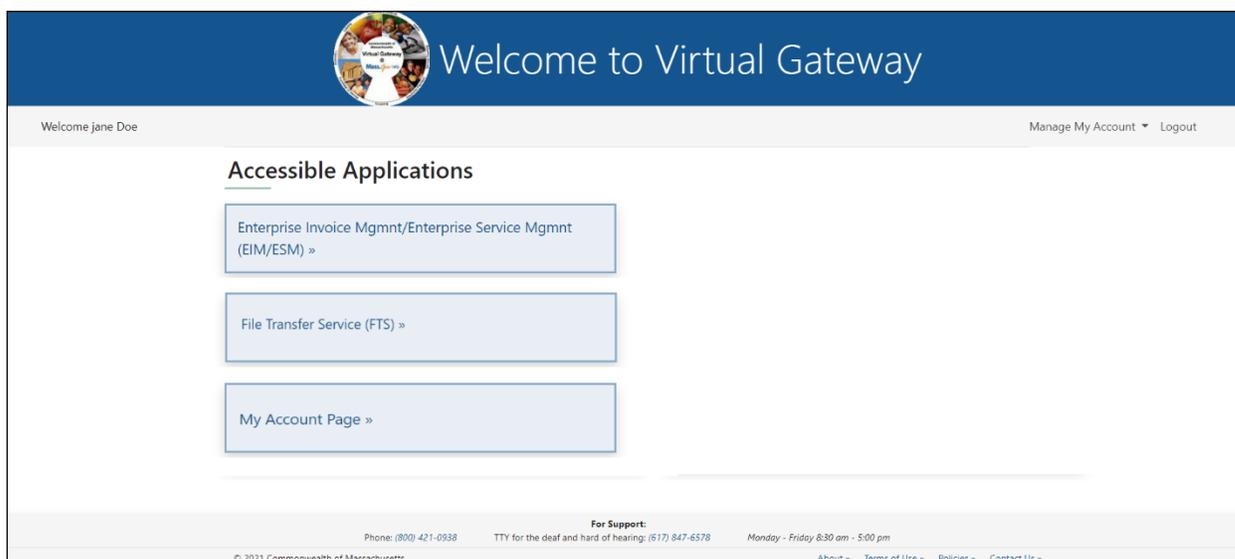
Figure 5: Welcome to Virtual Gateway Sign In page



8. Select the **Sign-In** button.

The *Applications* page will appear; it provides you with access to your applications.

Figure 6: Virtual Gateway Business Service page displaying accessible applications user has access to use



Business Service Page:

- “Manage My Account” drop-down menu is located on the right-hand side to allow for easy updates/changes to your account information or logout of the VG.
- Announcements display at bottom of the Virtual Gateway Sign In and Business Service pages.



Figure 7: Sample Announcement displayed on the Virtual Gateway Sign In page

The screenshot displays the Virtual Gateway Sign In page. At the top, there is a blue header with the Virtual Gateway logo and the text "Welcome to Virtual Gateway". Below the header, the "Sign In" section contains two input fields for "User Id" and "Password", a "Sign-In" button, and links for "Forgot Password »" and "Sign-In Help »". Below the sign-in section, there is an "Announcements" section. The announcement is titled "Virtual Gateway Redesign" and describes the redesign of the VG Portal pages to enhance user experience on handheld devices. It lists the affected pages: VG Login page, Forgot Password page, Select Organization page, VG Business Service page, and Manage My Account pages. A large "Sample Announcement" text is overlaid on the announcement content. At the bottom of the announcement, it provides a link to the Virtual Gateway Login Assistance page at <https://www.mass.gov/service-details/virtual-gateway-login-help-for-providers-and-state-agency-staff> to access the latest job aids.

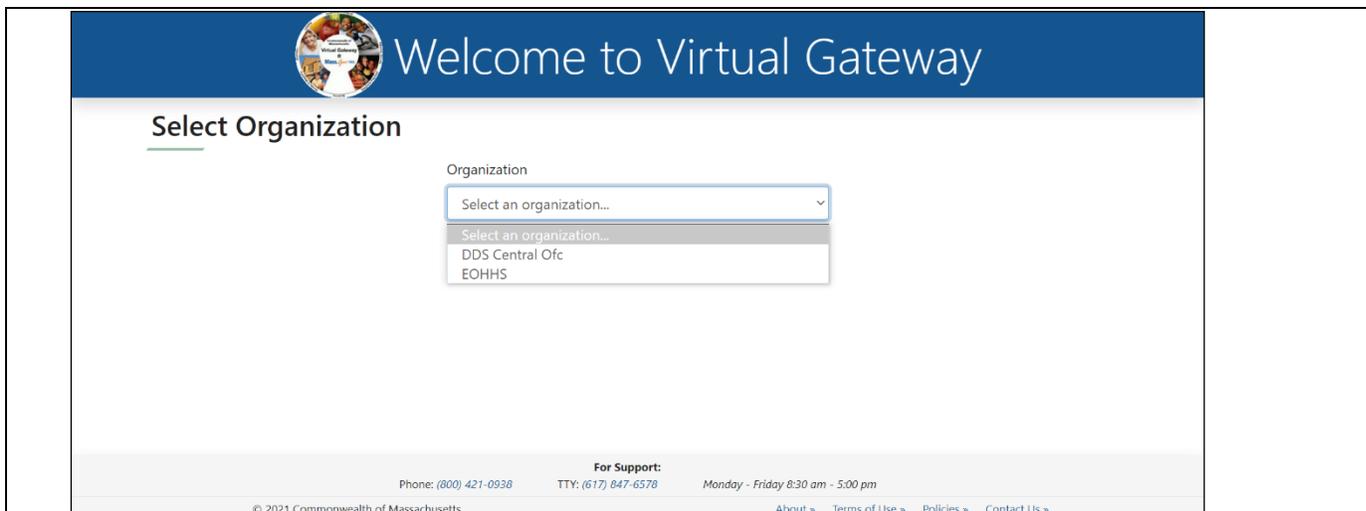
If you are associated with more than one organization/work location, you may be directed to the Select Organization page prior to the *Business Service* page:

9. Select the appropriate organization/work location from the drop-down list

10. Select the **Complete Sign-In** button to continue.

You will be directed to the appropriate business service page.

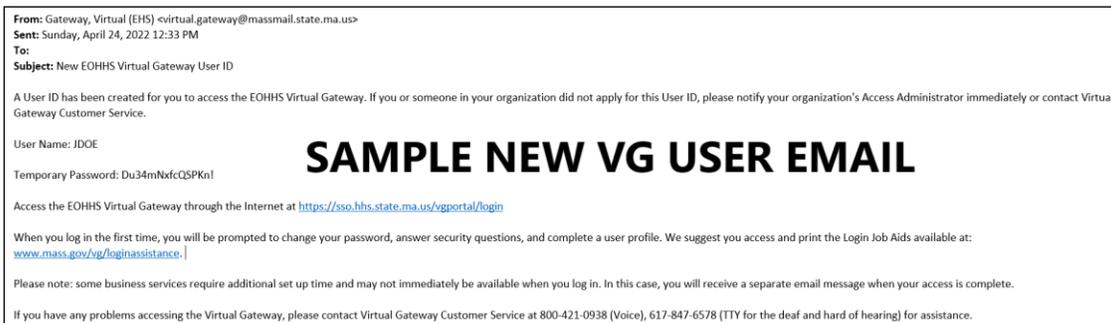
Figure 8: Select Organization page



Existing Password, Terms and Conditions, Change Password, and Secret Questions

The *Incomplete Profile* page appears **if** you are a new user. You **must** complete all four sections on this page before selecting the [Submit] button at the bottom of the page. You will need to refer to the New EOHHS Virtual Gateway User ID email you received to complete these steps.

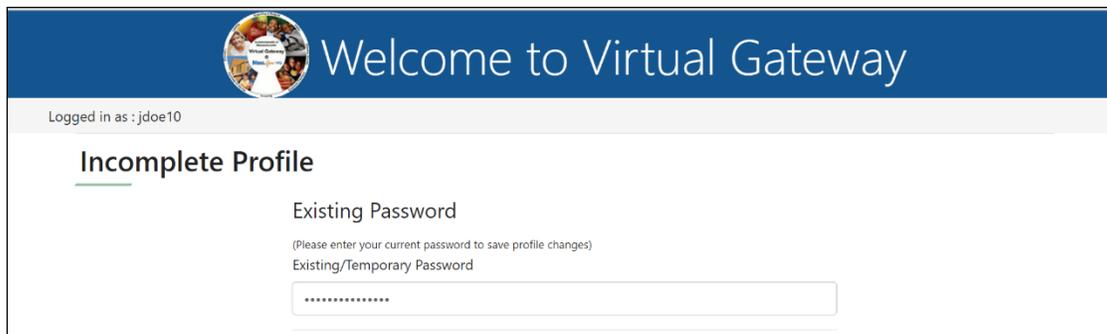
Figure 9: Sample of the New EOHHS Virtual Gateway User ID email



Existing Password

11. Type in the Existing/Temporary Password from the New User Email.

Figure 10: Incomplete Profile - Enter Existing Password page



Terms and Conditions



12. **[New Users]** Read the Terms and Conditions and select the checkbox **I Agree to terms and conditions**.

Note: Users are required to agree to the Virtual Gateway Terms and Conditions upon first login. If you choose to not select the checkbox you will not be able to access the Virtual Gateway.

Figure 11: Terms and Conditions page.

General. This Agreement states certain terms that apply to Entity's use and access to the EOHHS Virtual Gateway Services, which include critical health and...'. Below the text is a link: 'View Terms and Conditions (PDF reader can be downloaded from here)'. At the bottom, there is a checkbox labeled 'I Agree to terms and conditions' which is checked."/>

Terms And Conditions

This EOHHS VIRTUAL GATEWAY SERVICES AGREEMENT ("Agreement") is entered into by and between the Executive Office of Health and Human Services of the Commonwealth of Massachusetts ("EOHHS") and the undersigned organizational entity ("Entity") of the Commonwealth's EOHHS Virtual Gateway Services ("VirtualGateway" or "VG").

1. General. This Agreement states certain terms that apply to Entity's use and access to the EOHHS Virtual Gateway Services, which include critical health and...

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

I Agree to terms and conditions

Change Password

13. Read the password requirements on the *Change Password* section. *The format for your password must match the minimum password requirements listed in this section.*

14. Enter your **Existing Password**. Reminder: This will be the **temporary** password you received from the Virtual Gateway in your New User email.

15. Enter **New Password** and **Confirm New Password**.



Figure 12: Change Password page

Change Password

New Password:

Confirm Password:

Confirm Password should be same as password

Passwords must contain the following requirements:

- Password must be 15-30 characters long (Min-15; Max-30; must not exceed 30 characters)
- At least one UPPERCASE character (A,B,C)
- At least one lowercase character (a,b,c)
- At least one number (1,2,3)
- At least one special character (!@#\$%~ & * + () _ -)

Passwords **cannot** contain:

- The words 'test', 'password' or 'pass'
- Your first name, your last name, or your full name
- Your Virtual Gateway Username
- Your Email Address
- Password cannot contain the following special characters: ^ ` 0 [] : " ' > < , ? /
- Previous 24 passwords cannot be used
- The password cannot contain occurrences of sequential characters exceeding the limit of 4. For example 12345, abcde or ABCDE are invalid

Note:

To successfully change your password, you must adhere to the minimum password requirements listed on this page.

If resetting a password, do not enter passwords that you have recently used.

Secret Questions

16. Answer at least 5 of the secret questions (they are not case sensitive). Select responses that will be easy for you to remember.

17. Select the **Complete Sign-In** button to save your responses for the entire page.

Figure 13: Answer Secret Questions page



Security Questions

At least five secret questions must be selected and answered. These questions will be used if you forget your password or need to change it. Once you have selected and answered your questions, click the "Complete Sign-In" button and your Virtual Gateway username will be displayed.

What was your first pet's name?

What is the name of your elementary school?

What was your high school mascot?

What was the color of your first car?

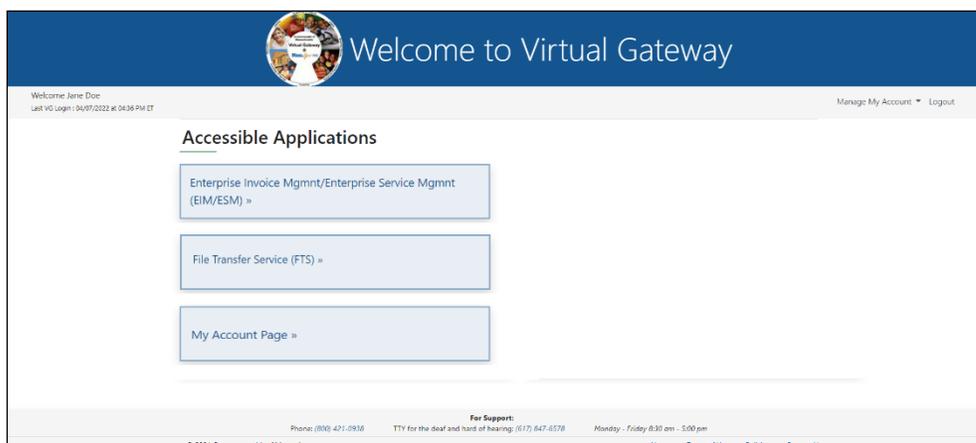
What was the make of your first car?

What was the name of your first grade teacher?

What is your father's middle name?

You will be redirected to the *Business Service* page. Note that the Business Service page displays your name and the last VG login (Date and Time) for security purposes.

Figure 14: VG Business Service page



The Virtual Gateway Customer Service team is available to help if you have any questions or run into problems (see contact information on the last page).



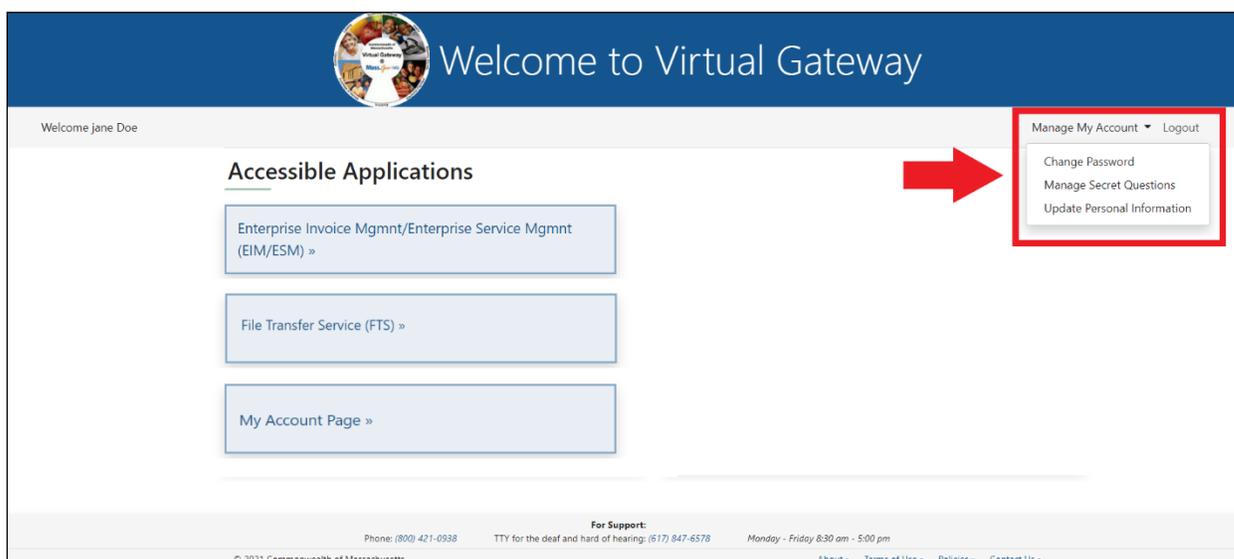
Manage My Account

The *Manage My Account* section displays on upper right side of Business Service page. Under Manage My Account, a user can Change Password, Manage Secret Questions and Update Personal Information.

18. Log in to the Virtual Gateway using your Username and Password.

Under **Manage My Account**, select the appropriate link to change your account information. Follow all instructions provided on the individual pages. After the Submit button is Selected, the system returns you to the *Business Services* page.

Figure 15: Manage My Account page



19. Select the **Change Password** link.

20. Select **Submit** button.



Figure 16: Change Password page

Manage My Account Logout

Change Password

Existing Password:

New Password:

Confirm Password:

Confirm Password should be same as password

Passwords must contain the following requirements:

- Password must be 15-30 characters long (Min-15; Max-30; must not exceed 30 characters)
- At least one UPPERCASE character (A,B,C)
- At least one lowercase character (a,b,c)
- At least one number (1,2,3)
- At least one special character (@#%&*+()_<->)

Passwords cannot contain:

- The words 'test', 'password' or 'pass'
- Your first name, your last name, or your full name
- Your Virtual Gateway Username
- Your Email Address
- Password cannot contain the following special characters: ~ ! [] < > <?/
- Previous 24 passwords cannot be used
- The password cannot contain occurrences of sequential characters exceeding the limit of 4. For example 12345, abcde or ABCDE are invalid

Submit Cancel

21. Select the **Manage Secret Questions** link.

22. Update the answers to your secret questions.

23. Select the **Submit** button.

Figure 17: Answer Secret Question page

Manage My Account Logout

Answer Secret Question

At least 5 secret questions must be answered. These questions will be used if you forget your password or need to change it.

What was your first pet's name?

What is the name of your elementary school?

What was your high school mascot?

What was the color of your first car?

What was the make of your first car?

What was the name of your first grade teacher?

What is your father's middle name?

Submit Cancel

24. Select the **Personal Information** link.

25. Update this page as needed (First, Last Name, PIN, Date of Birth, Email Address, Telephone).

26. Select the **Submit** button.

Figure 18: Update Profile page



[Manage My Account](#) [Logout](#)

Update Profile

First Name :

Middle Initial :

(optional)

Last Name :

PIN :

Birth Date (Month/Day) :

Email

Phone Number:

(optional)

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 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 to **not** 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 the Sign-In button. If after several attempts you still receive this message, call Virtual Gateway Customer Service for assistance.
- You cannot reuse recently used passwords.

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