



Important Information Regarding the Virtual Gateway

Sunday, May 19, 2024: Virtual Gateway URL and Log In Process is Changing

The Virtual Gateway (VG) is moving its login portal to a new site on Sunday, May 19, 2024. All Virtual Gateway users will access the login page via a new URL. Virtual Gateway account registration and multifactor authentication (MFA) may be required. *Note: Bookmarked URLs will automatically redirect to the new website.*

What You Need to Know about the upcoming Changes to Virtual Gateway?

What is Changing on the Virtual Gateway?

- The VG URL will change to a new URL.
- The look and feel of the Virtual Gateway login pages will be updated.
- VG email address will be used instead of VG UserID when logging into VG.
- All VG users will self-register with email address to create their account.
- Multifactor authentication (MFA) will be used at log in.
- VG users must have their own email address.

What is Staying the Same on the Virtual Gateway?

- Access Administrators (AA) will continue to submit User Request Forms (URF) when requesting access or modifications for their users.
- Users will continue to update their user profile using Manage My Account.
- Single sign-on for all VG applications will continue.
- Reporting capability will continue.
- Virtual Gateway login support will continue at (800) 421-0938.

Existing Virtual Gateway Users: Which Login Option to Use?

- **Personal Login:** This option should only be used by public users who self-register to access their personal, MassHealth-related information. This option requires a user to create/register their email address and set up multifactor authentication (MFA) to access.
- **Business Login:** This option should be used by provider users who have 1 Virtual Gateway UserID linked to 1 email address. This option requires a user to create/register their email address (must be the email address linked to current VG UserID) and set up multifactor authentication (MFA) to access.
- **Legacy Login:** For a limited time, this option will be available to ALL VG users (Public, Providers and State Employees). When using this option, users will login with their current VG UserID and last known password. Legacy users are not required to create/register their account or set up MFA.

How to Learn More about Upcoming Changes to VG

- Reach out to the VG Application Teams that you work with on a day-to-day basis.
- Watch for email's from Virtual Gateway about the upcoming changes.
- Review Virtual Gateway Portal Announcements as posted on the current VG log in portal page.
- *Coming Soon ... NEW Virtual Gateway Resource Webpage containing job aids, bulletins, FAQs and other important information to assist you with the transition to our new URL and log in process.*
Watch for the VG Portal Announcement once this webpage is up and running.



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