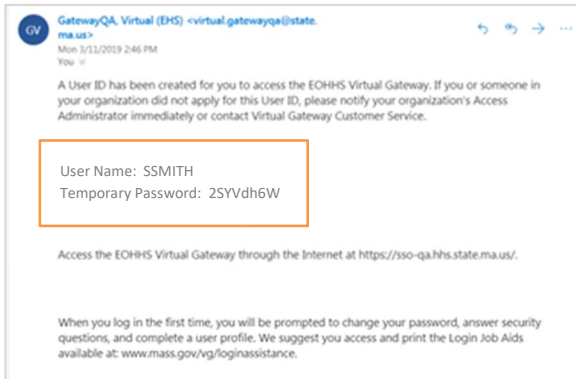


How to Log On to the Volunteer Connect Portal

The Department of Children and Families (DCF) is piloting an online portal to share information with volunteer case reviewers about foster care reviews. DCF will automatically create accounts for approved volunteers.

Introductory Email

Once your account is created, you will receive an introductory email from the Virtual Gateway* that includes:



- Your User Name
- A Temporary Password
- A Logon Link – To log on to the Volunteer Connect Portal via the Virtual Gateway.

The Virtual Gateway is a secure site that allows external partners, providers, staff, and the public to log in and access different health and human services information and online services, including the Volunteer Connect Portal.

Setting Up Your User Account the First Time

Upon receiving the email, please:

- 1 Go to the Logon Link and log in using your User ID and Temporary Password.
- 2 Read and accept the Virtual Gateway Terms and Conditions.
- 3 Enter a New Password that meets the password requirements shown on the page.
- 4 Complete at least 5 Secret Questions, which you'll use if you ever forget your password.
- 5 Click Submit.

Your user account is now set-up and can be used to log in to the Volunteer Connect Portal.

Virtual Gateway Terms and Conditions
The Virtual Gateway and its related business services are provided subject to your agreement and compliance with the terms and conditions of use set forth below. Please read the following carefully. If you do not agree to be bound by these terms and conditions, promptly exit this application.

View Terms and Conditions | I ACCEPT | I DO NOT ACCEPT

Change Password

Existing/Temporary Password

New Password

Confirm New Password

Passwords **must** contain the following requirements:

- Between 8 and 16 characters
- At least one uppercase character(A,B,C,...)
- At least one lowercase character(a,b,c,...)
- At least one number(1,2,3,...)

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

Secret Questions

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

Secret Question 1 What is your father's middle name?
Answer to Secret Question 1

Secret Question 2 What was the name of your first grade teacher?
Answer to Secret Question 2

Secret Question 3 What was the make of your first car?
Answer to Secret Question 3

Secret Question 4 What was the color of your first car?
Answer to Secret Question 4

Secret Question 5 What was your high school mascot?
Answer to Secret Question 5

Secret Question 6 What is the name of your elementary school?
Answer to Secret Question 6

Secret Question 7 What was your first pet's name?
Answer to Secret Question 7

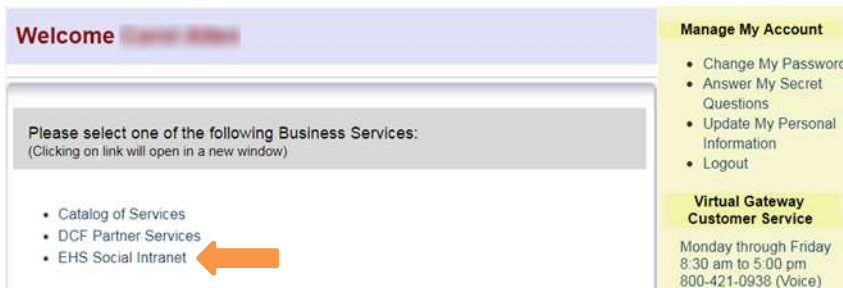
Submit Cancel

Logging In To the Volunteer Connect Portal

After setting up your account, you'll see a page letting you know that your Virtual Gateway account has been updated. Click the 'Log in to the Virtual Gateway' link and log in with your User ID and the password you created.



Once you've logged in, click the 'EHS Social Intranet' link to access the Volunteer Connect Portal Overview page.



The first time you log in, please review and agree to the portal [Terms and Conditions](#).

You can also log into the Volunteer Connect Portal at any time by clicking the 'Log in to the Volunteer Connect Portal' option on mass.gov or by clicking the following link: <https://hhsvgapps01.hhs.state.ma.us/ehsintranet>.

OFFERED BY [Massachusetts Department of Children & Families](#)

Volunteer Case Reviewer Connect Portal

Volunteer case reviewers are community members who help review the cases of children who have been placed in foster homes or group settings. Volunteers can use the Volunteer Connect portal to share information with DCF and other volunteers.

