



## Deactivating Virtual Gateway Access

Virtual Gateway (VG) users who no longer require access to the Virtual Gateway or to a particular business service on the Virtual Gateway *must* have their accounts deactivated on the Virtual Gateway *as soon as access to the service(s) is no longer required*. Follow the steps below to deactivate a user from a single business service or from access to all services on the Virtual Gateway.

### To Deactivate a User from a *Single* Business Service:

1. Access Administrator completes a [User Request Form \(URF\)](#) specific to the business service for which the user(s) no longer requires access to on the Virtual Gateway.
  - a. Include a minimum of the user's first name, last name, and email address.
  - b. Check the "Deactivate existing user from [Business Service]" box.
  - c. Complete **all** fields in the Access Administrator section at the bottom of the form.
2. Access Administrator submits the URF electronically to the email address on the form. **Note:** Only forms emailed from an Access Administrator's email box will be accepted.
3. VG deactivates access to the business service.

### To Deactivate a User from *multiple* applications on the Virtual Gateway:

Access Administrator can either use the standard User Request Forms to deactivate (use one form per business service) or the User Account Deactivation Request Form (use one form to deactivate access to multiple business services). Both forms can be found at [www.Mass.Gov/vg](http://www.Mass.Gov/vg), select the 'Becoming a Virtual Gateway User' link.

**Important:** Completion of these forms will result in removing access to the selected applications for each user listed.

#### **User Request Form** (use separate form for each business service):

1. Access Administrator completes a *separate* URF for each business service for which the user(s) no longer requires access to the Virtual Gateway.
  - a. Include a minimum of the user's first name, last name, and email address.
  - b. Check the 'Deactivate existing user from the Virtual Gateway' box.
  - c. Complete **all** fields in the Access Administrator section at the bottom of the form.
2. Access Administrator submits the URF electronically to the email address on the form. **Note:** Only forms emailed from an Access Administrator's email box will be accepted.
3. VG deactivates the user.

**OR**



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### User Account Deactivation Request Form:

1. Access Administrator completes the User Account Deactivation Request form.
  - a. Include user's first name, last name, and email address. VG ID is recommended but optional.
  - b. Check the box for each business service to be deactivated.
  - c. Complete **all** fields in the Access Administrator section at the bottom of the form.
2. Access Administrator submits the URF electronically to the email address on the form. **Note:** Only forms emailed from an Access Administrator's email box will be accepted.
3. VG deactivates the user/access to the business service(s).

### To Deactivate an Access Administrator (AA)

1. Authorization Officer for the organization completes the Virtual Gateway Access Administrator Form by checking the *remove* box NOT the deactivate box if an individual no longer functions as an AA (i.e., left the organization, no longer in that capacity, etc.).
2. Form is signed and mailed to the Virtual Gateway:  
**EOHHS Virtual Gateway Operations – IDM Operations**  
**100 Hancock Street, 5th Floor**  
**Quincy, MA 02171**

Virtual Gateway recommends designating at least two Access Administrators for each organization.

### Questions or need assistance?

**Call Virtual Gateway Customer Service**

**1-800-421-0938**

**1-617-847-6578 (TTY for people who are deaf, hard of hearing, or speech disabled)**  
**8:30 am to 5:00 pm, Monday through Friday**