



Summary of Job Aid

In order to access a Virtual Gateway's business service, you must first log on to the Virtual Gateway (VG). From the Virtual Gateway's website ([www.mass.gov/vg](http://www.mass.gov/vg)), click *Logon to Virtual Gateway* to log on to the Virtual Gateway. A successful logon will take you to the Virtual Gateway *Business Services page* where you can then access your specific business service application.

Refer to this job aid, Reset Virtual Gateway Password Job Aid, for more information on how to reset your Virtual Gateway password, if forgotten.

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Steps to Reset a Forgotten Virtual Gateway (VG) Password

The following steps guide you through resetting your Virtual Gateway Password:

1. From the *Welcome Virtual Gateway User* page, click the **Forgot Password** link.

Figure 1: Welcome to the Virtual Gateway Login page.



Figure 2: Forgot Password, Enter Username page.



2. Enter your [Username].
3. Click the [Submit] button.

**Note:** If you have forgotten your username, you will need to call Virtual Gateway Customer Service (see contact information below).

The *Forgot Password* page will display.

The first time you logged in to the Virtual Gateway you were asked to answer a series of secret questions (also known as ‘Authentication Questions’). Two of these secret questions (randomly chosen) will appear on your screen.

**Figure 3: Forgot Password, Answer Questions page.**

4. Answer all questions listed (answers are not case sensitive).
5. Click the [Submit] button.

**Note:** If you make a mistake or answer a question incorrectly, you will be asked two additional



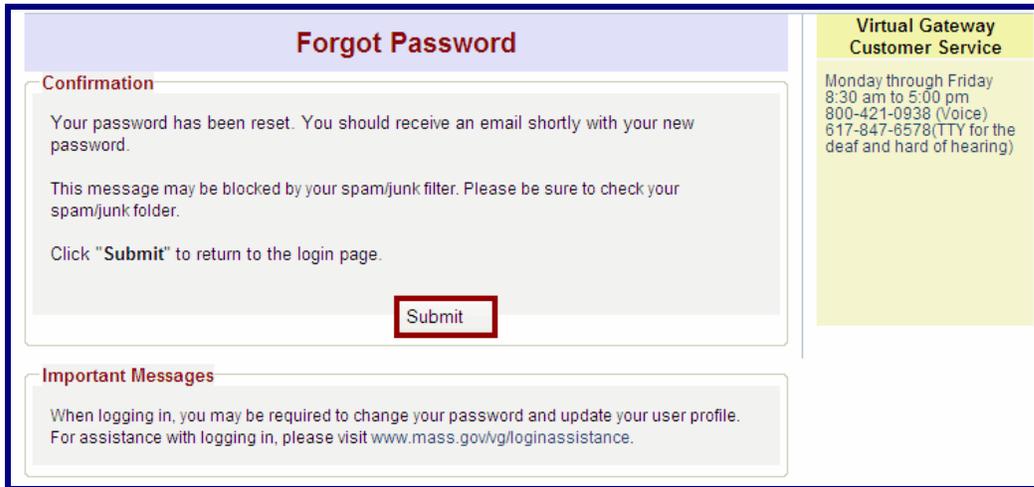
secret questions.

- 6. The *Forgot Password* page will appear with a confirmation message stating that your password has been reset and that you will receive an email with your new password.

**Note:** The message will be sent to the email address listed in your Virtual Gateway account. If you do not receive the email message within a reasonable period of time (please allow at least 20 minutes), please call Virtual Gateway Customer Service.

- 7. Click the [**Submit**] button.

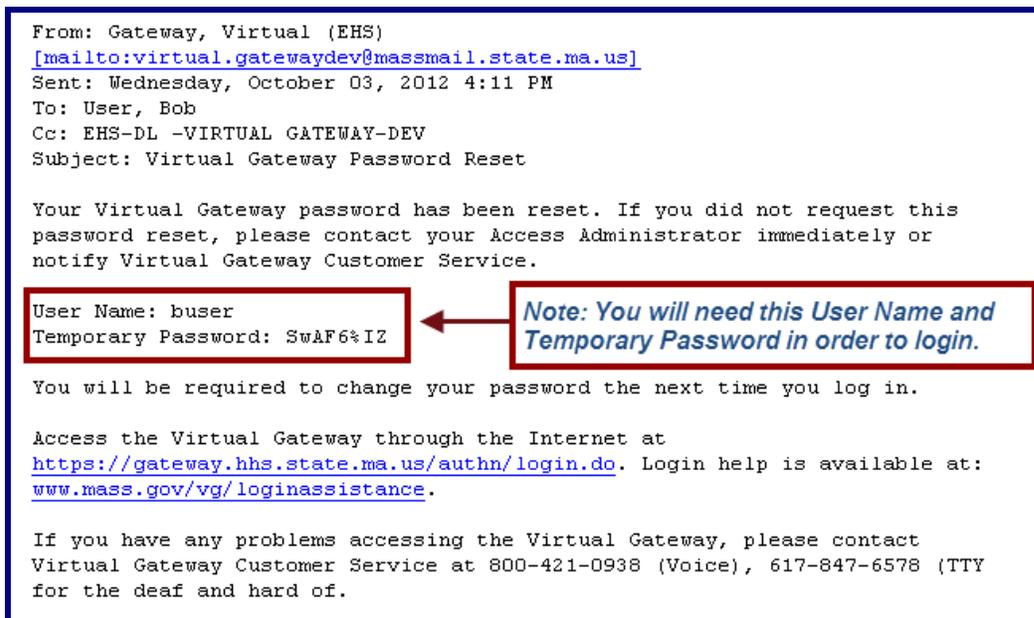
Figure 4: Forgot Password, Confirmation page.



You will be returned to the *Welcome Virtual Gateway User* page.

Once you receive your new (temporary) password via email (email Subject: Virtual Gateway Password Reset), log in to the Virtual Gateway using your Username and Temporary Password.

Figure 5: Sample Email with VG User Name and Temporary Password.





**Important:** In order to successfully change your password, read and follow the password requirements shown on the *Change Password* page.

8. Enter your [Existing Password]. (*Note:* This is the temporary password you received via email)
9. Enter [New Password] and [Confirm New Password].
10. Click the [Submit] button.

**Figure 6: Change Password page.**

Logged in as: buser

**Virtual Gateway Customer Service**

Monday through Friday  
8:30 am to 5:00 pm  
800-421-0938 (Voice)  
617-847-6578 (TTY for the deaf and hard of hearing)

**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, ...)
- At least one number must be embedded.
- At least one of the following special characters: ! @ # \$ %
- Number of occurrences of the same character cannot exceed 2.
- Number of repetitive characters cannot exceed 3.
- Number of the same sequential characters cannot exceed 2.

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

Submit Cancel

*Note:* Use the Temporary Password from the Virtual Gateway Password Reset email in the *Existing Password* field.

*Note:* In order to successfully change your password, you must follow the password requirements listed on this page.

Once your password has been accepted, the *Business Service* page will display.

### 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 seven 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 **not to** 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 user name & password. Please try again," retype your Username and Password and click Submit. If after several attempts you still receive this message, call Virtual Gateway Customer Service for assistance.



- You cannot reuse recently-used passwords.
- Temporary Password must be entered exactly as it appears in the email received from Virtual Gateway.
- Please use care when typing a temporary password as some letters and numbers look alike. The letter 'O' and the number '0' or the letter 'l' and the number '1' are very similar in appearance.

**Questions or Need Assistance?**

**Call Virtual Gateway Customer Service**

1-800-421-0938

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