Virtual Gateway Update

There are important updates coming to the Virtual Gateway (VG that will affect how you log into the VG / MAVEN. Please read the information below for details. You will also be receiving additional information from the VG prior to the change with specific steps that you need to take.

What are the key changes taking place?

- **Updated VG URL**: The Virtual Gateway URL (the one that you use to log into MAVEN) will be changing. You will receive an email from the Virtual Gateway with the new URL once it is available. Please make sure to update your bookmarked URLs with the new link.
- **New VG login information**: The first-time logging into the new VG URL you will need to create an account with the Virtual Gateway. You will need to create your account using the email address that is on file with VG. Please note that you will only need to do this once.
- **New multi-factor authentication step**: To enhance system security, VG will be adding a multi-factor authentication step to its login process. Multifactor authentication is a secure method of verifying whether a user attempting to log in with an email address and password is, in fact, the owner of the account. Upon account creation, users choose how they would like to receive an MFA verification code, which can be sent to an authentication app on their smartphone, texted to them, or shared via a phone call. When you log in, you may be asked to provide this code in addition to your email and password, ensuring that only someone with your phone can log into your account.

When will the changes take place?

The changes will take place on the morning of Sunday May 19th. More details on the timeline of the update on 5/19 will be provided closer to the date. When you log into MAVEN after the update, you will need to create your account using the new VG website and set up multi-factor authentication.

Will anything change with my MAVEN access?

No, nothing will change with your MAVEN access. The only changes are related to the process by which you log into the VG.

What should I do if I have multiple VG UserIDs linked to the same email address?

Users who have multiple VG UserID's linked to the same email address should use the 'Legacy Login' option for a limited time. Legacy users are not required to create an account or set up MFA.

Who can I contact with questions?

VG users should continue to call Virtual Gateway Customer Service (800-421-0938) if they have questions or issues. A new resource page will be available with resources and job aids after May 1st.

What do I need to do now?

The most important thing to do now is to make sure your email address is up to date with the VG. This will ensure that you are receiving the most up to date information on the upcoming changes and that your new login information will reflect the correct email address when it's time for you to register for an account after May 19th. To update your login information, click 'Manage My Account' > 'Update My Personal Information' on the main VG login page (see below for a screenshot).

Please keep an eye out for emails from the VG with details on next steps.