

Register for My Account Page (MAP)

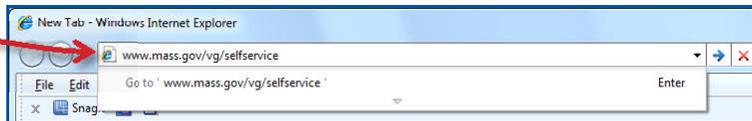
► Introduction

Why is **My Account Page (MAP)** useful? You can access your case information at any time on the Internet.

Who can use **My Account Page (MAP)**? You must be the **head of the household** receiving benefits within the last **90 days**, and have an **e-mail account**.

NOTE: MAP is not available to clients with a Heightened Level of Security.

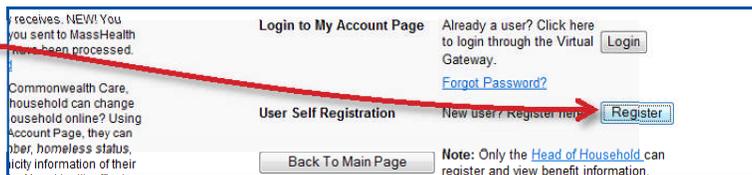
1 Go to: www.mass.gov/vg/selfservice



2 Click the **My Account Page** button.



3 Click the **Register** button.



4 Read the **Terms and Conditions**.

5 Click **I Accept** if you agree.

6 Select **My Account Page**.

7 Type your name into these boxes.

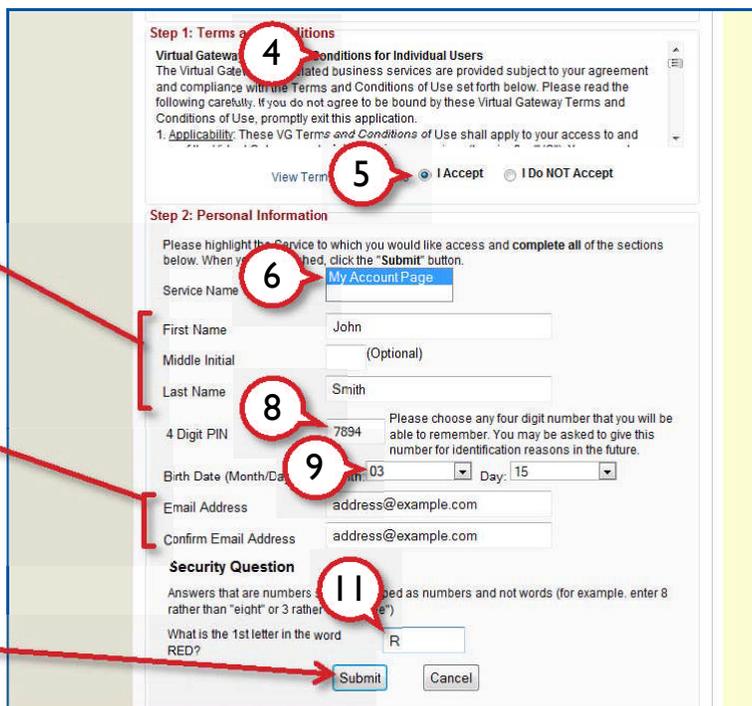
8 Type in any 4-digit number.

9 Select your birth month and birth day.

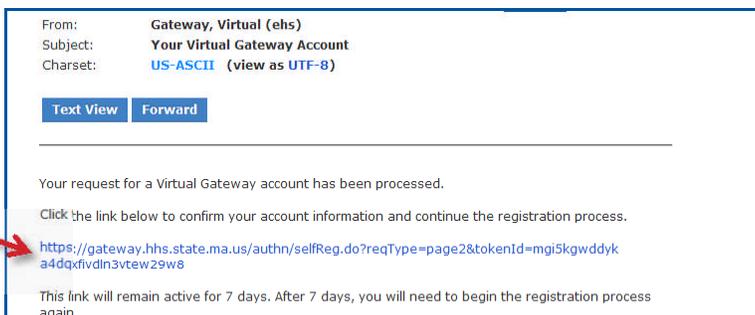
10 Type in your e-mail address twice. You will receive a confirmation e-mail at this address.

11 Answer the **Security Question**.

12 Click **Submit**.

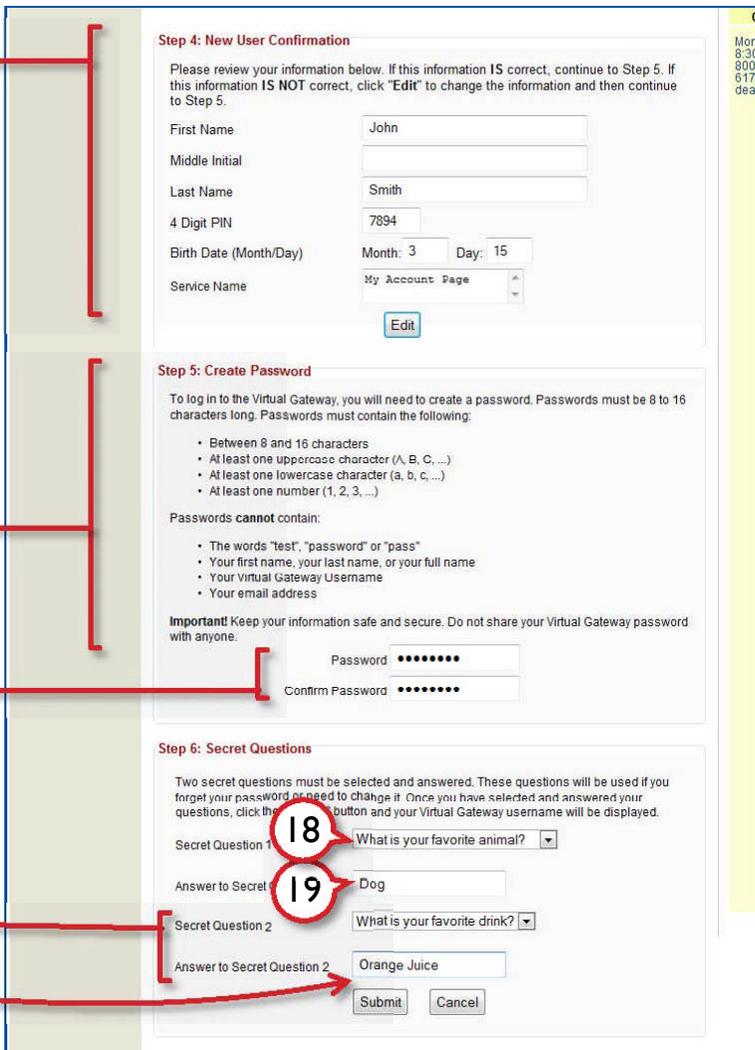


13 Check your e-mail at the address you entered in Step 10.



14 Click the link in that e-mail. This link expires **seven days** after signing up.

15 Make sure all the information here is correct. If you need to change it, press the **Edit** button.



16 Follow these directions to create your password.

17 Type in your **password** twice.

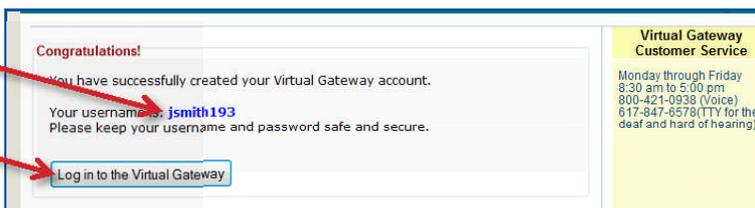
18 Select a secret question.

19 Type in your answer to that question.

20 Do it again down here.

21 Click **Submit**.

22 Write down your **username**.



23 Click **Log in to the Virtual Gateway**.

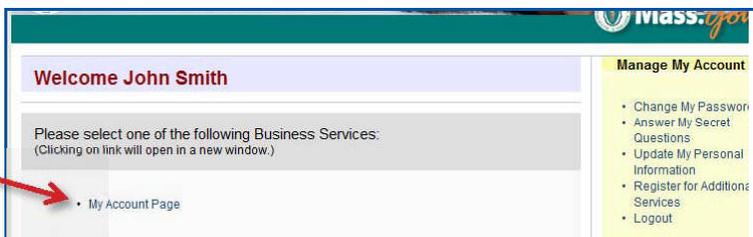


24 Type in your **username** from Step 22.

25 Type in the **password** from Step 17.



26 Click the **My Account Page** link.



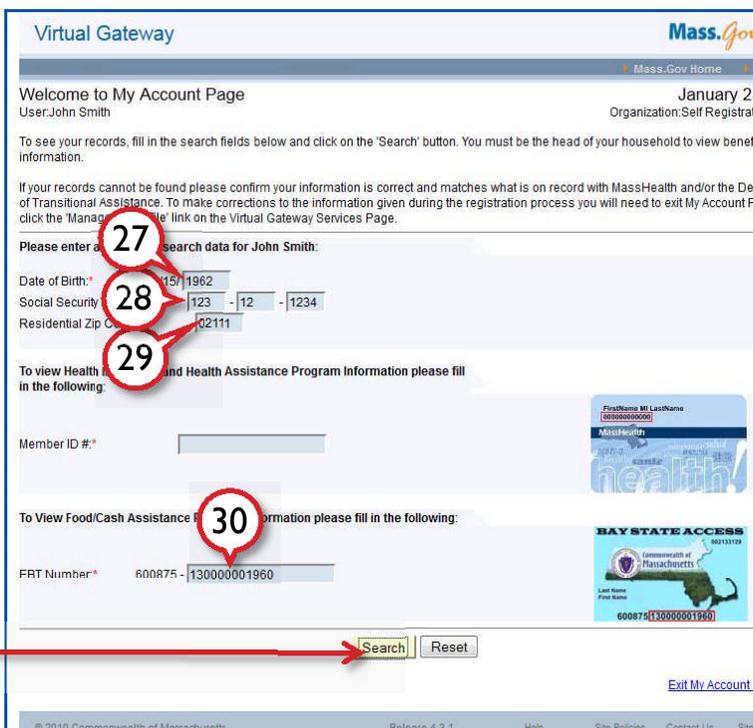
27 Type in the **year you were born**.

28 Type in your **Social Security Number**.

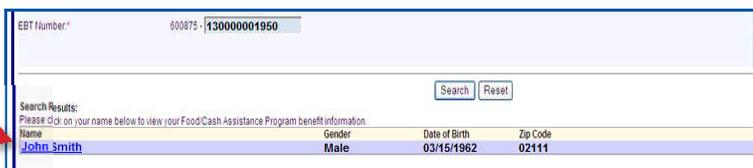
29 Type in the **zip code** where you live or where you get your mail.

30 Fill in the rest of the numbers of your EBT card.

31 Click **Search**.



32 Click your name in the search results.



My Account Page (MAP)

▶ What is MAP?

My Account Page (MAP) offers online access to healthcare and food assistance benefit information such as MassHealth, SNAP, TAFDC, and EAEDC. For DTA programs, MAP is informational only.

▶ Website

www.mass.gov/vq/selfservice

▶ Access

Once registered, users can log in and access MAP any time (except for daily scheduled maintenance from 2:00am to approximately 8:00am).

No additional updates are required for your MAP account after you register.

Your MAP password never expires.

▶ Login

To view your MAP account:

1. Go to www.mass.gov/vq/selfservice
2. Click the My Account Page button.
3. Enter your username and password that you chose during registration
4. Click the Login button.
5. Once logged in, select My Account Page.

From here you can review your account information.

▶ Information you need to know

To view your MAP account, the following information must exactly match what is currently recorded with DTA:

1. Date of Birth,
2. Social Security Number, *and*
3. Residential Zip Code (where you live).

You also need at least one of the following:

- MassHealth Member ID Number (to see health benefits information), *or*
- Electronic Benefit Transfer (EBT Card) Number (to see food/cash assistance information).

Both if you are receiving both benefits (MassHealth and DTA benefits).

▶ DTA information in MAP

If you are receiving benefits from DTA and you are the head of household, you can see the following information with MAP:

1. Status of SNAP, TAFDC, or EAEDC benefits,
2. Amount of benefits,
3. Date of benefits,
4. Local DTA office and Case Manager,
5. DTA documents that have been sent to you by mail within the last 12 months.