

## FORGOTTEN PASSWORD

**NOTE:** If you need to change your password because it has been forgotten, follow these instructions.

1. Navigate to [www.mass.gov/uima](http://www.mass.gov/uima), and click **Employer Login**.
2. The **Login** page appears. Click **Forgot Password**.

Commonwealth of Massachusetts

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Logon \* Indicates Required Field

Employer Registration  
System Availability  
User Guide  
Returning Employer  
Account Activation

**Massachusetts Division of Unemployment Assistance : Employer Login**

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID:  \*

Password:  \*

Log In **Forgot Password**

3. The **User ID** page appears. Enter your User ID and click **Next**.

**User ID**

In order to reset your password, you need to provide your User ID:

User ID:  \*

Previous Next

4. The **Verify Alternate Credentials** page appears. Enter Last Name, FEIN, Employee ID, 4-digit PIN Code, and your Security Answer. Click **Submit**.

- Employee ID: The Employee ID is a numeric entry containing a maximum of 8 characters. The Employee ID is an alternate "User" credential which is manually assigned/created by the administrator of the users account. This information is requested for authentication purposes when the user indicates they have forgotten their password.
- 4 Digit Pin Code: The 4 Digit Pin Code is a 4 digit numeric entry of your choosing. The PIN is an alternate "User" credential which you create(d) during the permanent password set up . This information is requested for authentication purposes when the user indicates they have forgotten their password.

**Verify Alternate Credentials**

In order to reset your password, please provide the following information:

User ID:

Last Name:  \*

FEIN:  \*

Employee ID:  \*

4 digit PIN Code:  \*

Security Question: **What is your father's middle name?**

Security Answer:  \*

Submit Cancel

**NOTE:** If you are the user that **registered** the Employer, your Employee ID is set by default to the Employer Account Number (EAN), unless it was later changed. All other users should get their Employee ID from their System Administrator.

5. The **Reset Password** page appears. Enter a new password two times, and re-enter the security answer and the PIN Code. Click **Save**.

**Reset Password**

Please choose a new password and other information by entering it in the fields below and clicking save. For additional information on password security, please refer to the [password guidelines](#).

|                        |   |   |
|------------------------|---|---|
| New Password:          | <input type="text"/>  | * |
| Re-enter new password: | <input type="text"/>  | * |
| Security Question:     | What is your father's middle name? <input type="button" value="v"/> | * |
| Security Answer:       | <input type="text"/>  | * |
| 4-digit PIN Code:      | <input type="text"/>  | * |

## CHANGING A PASSWORD

If you wish to change your password while you are logged in to QUEST, click the **Change Password** link in the upper left corner.

Enter your old password, a new password, security answer, and PIN. Click **Save**.