

LOGGING IN AND NAVIGATION

Introduction

This section of the user guide will show how an authorized user will be able to log in to the QUEST system and navigate around QUEST. In order to be able to login to QUEST using the instructions here, you must have completed the 'Employer Registration' or 'Account Activation' process.

Step-by-Step Instructions:

FIRST TIME LOGIN:

The step by step instructions below should be used if you are logging in for the first time after completing the initial registration or account activation. Please refer to the set of instructions - 'LOGGING IN', for a normal login process.

1. Go to the DUA – QUEST webpage at www.mass.gov/uima.
2. Click on the link 'Employer Login'.
3. The following page will appear. Enter the user ID and password you received by U.S. mail after successful completion of the registration process or account activation. Click 'Login'.

The screenshot shows the 'Massachusetts Division of Unemployment Assistance : Employer Login' page. At the top left is the 'Massachusetts Department of Workforce Development' logo. At the top right, the date 'Thursday, November 05, 2009' and a 'Print' link are visible. Below the header is a 'Logon' section with a note '* Indicates Required Field'. The main content area has a title 'Massachusetts Division of Unemployment Assistance : Employer Login' and instructions: '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.' There are two input fields: 'User ID:' and 'Password:', both with red asterisks indicating they are required. Below the fields are 'Login' and 'Forgot Password' buttons. A 'Helpful Resources Home' section follows, containing links for 'Employer Registration', 'What's New', 'System Availability', 'User Guide', and 'Returning Employer', each with a brief description.

4. The following page will appear. Enter the requested information to reset your initial password received by U.S. mail. Click 'Save' to continue.

QUEST - Employer User Guide

 Thursday, November 05, 2009 Print	
* Indicates Required Field	
Change Password Logoff Employer Registration What's New System Availability User Guide Returning Employer Account Activation	<div style="background-color: #4a7ebb; color: white; padding: 2px;">Employer Information</div> <p>Employer Account Number: 1000 Employer Name: XXXXX</p> <div style="background-color: #4a7ebb; color: white; padding: 2px;">Reset Password</div> <p>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 [®].</p> <p>Current Password: <input type="password"/> *</p> <p>New Password: <input type="password"/> *</p> <p>Re-enter new password: <input type="password"/> *</p> <hr/> <p>Security Question: <input type="text" value="What is your father's middle name?"/> *</p> <p>Security Answer: <input type="text"/> *</p> <hr/> <p>4-digit PIN Code: <input type="text"/> *</p> <p style="text-align: center;"><input type="button" value="Save"/></p>

5. The employer home page will appear as shown below.

 Thursday, November 05, 2009 Print	
Change Password Logoff	
Employer Home FAQ/Contact Us Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information User Maintenance	<div style="background-color: #4a7ebb; color: white; padding: 2px;">Employer Information</div> <p>Employer Account Number: 1000 Employer Name: XXXXX</p> <div style="background-color: #4a7ebb; color: white; padding: 2px;">Employer Home</div> <p>Employer Home Employer Home</p> <hr/> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>FAQ/Contact Us Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question.</p> <p>Account Maintenance Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.</p> <p>Employment and Wage Detail Reporting Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information.</p> <p>Payment Information Make payments, view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.</p> </div> <div style="width: 45%;"> <p>Workflow - My Inbox</p> <p>Benefit Charge Activities View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.</p> <p>Correspondence Search for Correspondence</p> <p>...</p> <p>User Maintenance Assign or Update user access to Employer account information.</p> </div> </div>

6. The login process is complete.

LOGGING IN:

1. Go to the DUA – QUEST webpage at www.mass.gov/uima . Click on the link ` Employer Login`.
2. The following page will appear. Enter the user ID and password provided to you by your system administrator. Click `Login`.

NOTE: If you do not have a user ID and password, contact your system administrator. If you have forgotten your password, contact your system administrator and he/she will be able to reset your password.

3. The home page will appear as below.

NAVIGATION:

The following is a list of navigation tips:

1. The first page that appears after the user logs in to the system is known as the home page (screenshot below). The user can access the various functions available to him/her by clicking on the respective links. For example, if the user needs to access the Account Maintenance functions, the user will click on 'Account Maintenance' and so on. On this home page, the user will see only the functions limited to his/her security role, as enabled by the system administrator.

The screenshot shows the QUEST Employer Home page. At the top left is the logo for the Massachusetts Department of Workforce Development. At the top right, it says 'Thursday, November 05, 2009' and has a 'Print' link. Below the header is a navigation bar with 'Change Password' and 'Logoff' links. The main content area is titled 'Employer Home' and displays the user's 'Employer Account Number: 1000' and 'Employer Name: XXXXX'. A left-hand side navigation bar lists various functions: Employer Home, FAQ/Contact Us, Account Maintenance, Benefit Charge Activities, Collections, Correspondence, Employment and Wage Detail Reporting, History, Payment Information, and User Maintenance. The main content area contains several sections with links and descriptions: 'FAQ/Contact Us' (Review frequently asked questions or UI issues; Submit inquiries), 'Account Maintenance' (Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.), 'Benefit Charge Activities' (View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.), 'Correspondence' (Search for Correspondence), 'Employment and Wage Detail Reporting' (Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information.), and 'Payment Information' (Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.). There are also links for 'Workflow - My Inbox' and 'User Maintenance' (Assign or Update user access to Employer account information.).

Callouts in the screenshot:

- A callout pointing to the 'Employer Home' link in the navigation bar: "Click here anytime to return to the home page."
- A callout pointing to the 'FAQ/Contact Us' link in the main content area: "Click here to access this functionality."
- A callout pointing to the left-hand side navigation bar: "This is the Left Hand Side Navigation Bar."

2. **Left Hand Side Navigation bar:** The first page that appears after the user logs in to the system is known as the home page. The left hand side navigation bar is displayed throughout the time you are logged into QUEST. This bar always lists the options available to you in the staff splash page and a drill down list of options available under the current function.
3. **Helpful hints:** Throughout the QUEST system web pages, you will find clickable links followed by a question mark. Clicking on the link will open up a new page, with additional information/definition of the phrase. For example: [Payment hierarchy?](#)

Massachusetts Department of Workforce Development

Tuesday, November 17, 2009 [Print](#)

Change Password | Logoff

Employer Home

FAQ/Contact Us
Account Maintenance
Benefit Charge Activities
Collections
Correspondence
Employment and Wage Detail Reporting
History
Payment Information

Employer Information
Employer Account Number: 100 Employer Name: Employer

Statement Period: Current Quarter 2009 [Search](#)

Account Summary Statement Period: October

- The statement below contains the transactions posted to your Unemployment Insurance Account during the identified months.
- Payments are applied according to the [Payment hierarchy](#).
- Prior quarter debt is carried forward to the current quarter/month.
- Payments made are applied to the current quarter/month amount due first.

The definition of the phrase will appear in a separate window as shown below.

Payment Hierarchy

Payments are applied in a manner as prescribed by the Director of the Division of Unemployment Assistance.

[Close](#)

4. **Change Password/Log off:** The links to change password/log off are displayed throughout the time you are logged onto QUEST. Click on these links any time to change your password or log off the system.

Massachusetts Department of Workforce Development

Tuesday, November 17, 2009 [Print](#)

Change Password | Logoff

Employer Home

FAQ/Contact Us
Account Maintenance
Benefit Charge Activities
Collections
Correspondence
Employment and Wage Detail Reporting
History
Payment Information

Employer Information
Employer Account Number: 100 Employer Name: Employer

Statement Period: Current Quarter 2009 [Search](#)

Account Summary Statement Period: October, November, December (Q4) 2009

- The statement below contains the transactions posted to your Unemployment Insurance Account during the identified months.
- Payments are applied according to the [Payment hierarchy](#).
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- Payments made are applied to the current quarter/month amount due first.