

LOGGING IN

Introduction

This section of the document will show how an authorized user can login to the QUEST system and navigate around QUEST. In order to be able to login to QUEST using the instructions here, you must register yourself as a Third Party Administrator. TPA Registration on the new QUEST system is mandatory for all existing and new TPA(s).

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. Please refer to the set of instructions - 'LOGGIN IN', for a normal login process.

1. Go to the DUA – QUEST webpage at www.mass.gov/uima
2. Click on the link for Agent Login.
3. The following page will appear. Enter the user ID and password you received at the end of your account registration process. This information can also be retrieved from the correspondence received by US Mail, confirming your registration. Click on the link ' Login'

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Logon * Indicates Required Field

Massachusetts Division of Unemployment Assistance : Third Party Administrator Account (TPA) Login

To access Third Party Administrator (TPA) account information, enter your User Name and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID: *

Password: *

Helpful Resources Home

TPA Registration Create a new account to obtain a Third Party Administrator (TPA) Account and create a System Administrator user.	What's New Items of current interest - law changes, etc.
System Availability Check routine and special system downtimes.	User Guide A guide to using the Third Party Administrator (TPA) Account Self-Service System.

- The following page will appear. Enter the requested information and click 'Next'. (The username and password would have been displayed at the end of the registration process).

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Change Password | Logoff * Indicates Required Field

TPA Registration
What's New
System Availability
User Guide

Third Party Administrator

TPA ID: **1001** TPA Name: XXXX

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](#).

Current Password: *

New Password: *

Re-enter new password: *

Security Question: *

Security Answer: *

4-digit PIN Code: *

- The home page for your TPA account will appear as shown below.

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Change Password | Logoff

TPA Home

Third Party Administrator

TPA ID: **100** TPA Name: XXXX

TPA Home

[TPA Home](#)
TPA Home

[Account Maintenance](#)
View or update TPA account information such as; Name, Organization Type, addresses and phone numbers.

[Payment Information](#)
Make payments for multiple or individual employer accounts or view payment information for agent submissions and client groups. To manage individual employer accounts, navigate to the employer's account via the 'Searches' function.

[User Maintenance](#)
Create new or update existing TPA user information

[Employment and Wage Detail Reporting](#)
Submit Employment and Wage Detail files for multiple or individual employer accounts (adjustments and original reports), or view employment and wage detail report information for TPA submissions and client groups. To manage Employment and Wage Detail Reports for individual employer accounts, this includes 'Copy from Previous' or 'Manual' submissions, navigate to the Employer's account via the 'Searches' function.

[Searches](#)
Search for employers for which the TPA has been assigned account access.

LOGGING IN:

1. Go to the DUA – QUEST webpage at www.mass.gov/uima
2. Click on the link for Agent login. The following page will appear. Enter your user ID and password. Click on the link 'Login'.

NOTE: If you do not have a user ID and password, please contact your system administrator.

The screenshot shows the login page for the Massachusetts Division of Unemployment Assistance. The page header includes the logo and the date "Thursday, November 19, 2009". A navigation bar contains "Logon" and a note "* Indicates Required Field". A sidebar on the left lists "TPA Registration", "What's New", "System Availability", and "User Guide". The main content area is titled "Massachusetts Division of Unemployment Assistance : Third Party Administrator Account (TPA) Login" and contains instructions: "To access Third Party Administrator (TPA) account information, enter your User Name and Password. For purposes of authentication, using your Password is considered the same as using your signature." Below this are input fields for "User ID:" and "Password:", both marked with a red asterisk. "Login" and "Forgot Password" buttons are positioned below the fields. A "Helpful Resources Home" section follows, with links for "TPA Registration" (to create a new account), "System Availability" (to check downtimes), "What's New" (for law changes), and "User Guide" (for self-service system instructions).

3. The TPA home page will appear as shown below.

The screenshot shows the TPA Home page. The header includes the logo and the date "Thursday, November 19, 2009". A navigation bar contains "Change Password" and "Logoff". A sidebar on the left lists "TPA Home", "Account Maintenance", "Employment and Wage Detail Reporting", "Payment Information", "Searches", and "User Maintenance". The main content area is titled "Third Party Administrator" and displays "TPA ID: 1001" and "TPA Name: XXXX". Below this is a "TPA Home" section with links to "TPA Home" and "TPA Home". A "Helpful Resources Home" section follows, with links for "Account Maintenance" (to view/update account info), "Payment Information" (to make payments), "User Maintenance" (to create/update user info), "Employment and Wage Detail Reporting" (to submit files), and "Searches" (to search for employers).

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 system home page. At the top, there is a navigation bar with links for 'Change Password' and 'Logoff'. Below this, the page displays 'TPA ID: 1001' and 'TPA Name: XXXX'. A prominent 'TPA Home' link is highlighted with a callout: 'Click here anytime to return to the home page.' Below this, there are several functional links: 'Account Maintenance', 'Employment and Wage Detail Reporting', 'Payment Information', 'Searches', and 'User Maintenance'. A callout points to the 'TPA Home' link, stating: 'Click here to access this functionality.' On the left side, a vertical navigation bar is shown with a callout: 'This is the Left Hand Side Navigation Bar.' Below the navigation bar, there are four main sections: 'Account Maintenance' (View or update TPA account information such as; Name, Organization Type, addresses and phone numbers.), 'Employment and Wage Detail Reporting' (Submit Employment and Wage Detail files for multiple or individual employer accounts (adjustments and original reports), or view employment and wage detail report information for TPA submissions and client groups. To manage Employment and Wage Detail Reports for individual employer accounts, this includes 'Copy from Previous' or 'Manual' submissions, navigate to the Employer's account via the 'Searches' function.), 'Payment Information' (Make payments for multiple or individual employer accounts or view payment information for agent submissions and client groups. To manage individual employer accounts, navigate to the employer's account via the 'Searches' function.), and 'User Maintenance' (Create new or update existing TPA user information).

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](#) ?

Change Password | Logoff

Employer Home

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

- Cancel Payments
- Payment Account Summary**
- Search Payments
- Request for 940 Certification

Third Party Administrator
TPA ID: 100 TPA Name: XXXX

Employer Information [Change Employer](#) [Leave Employer](#)
Employer Account Number: 100 Employer Name: Employer

Statement Period:

Account Summary Statement Period: October, 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](#).
- Prior quarter debt is carried forward to the current quarter/month.
- Payments made are applied to the current quarter/month amount due first.

Click here for additional information on this phrase.

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.

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

Change Password | Logoff

Employer Home

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

- Cancel Payments
- Payment Account Summary**
- Search Payments
- Request for 940 Certification

Third Party Administrator
TPA ID: 100 TPA Name: XXXX

Employer Information [Change Employer](#) [Leave Employer](#)
Employer Account Number: 100 Employer Name: Employer

Statement Period:

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](#).
- Prior quarter debt is carried forward to the current quarter/month.
- Payments made are applied to the current quarter/month amount due first.