

Creating an Account

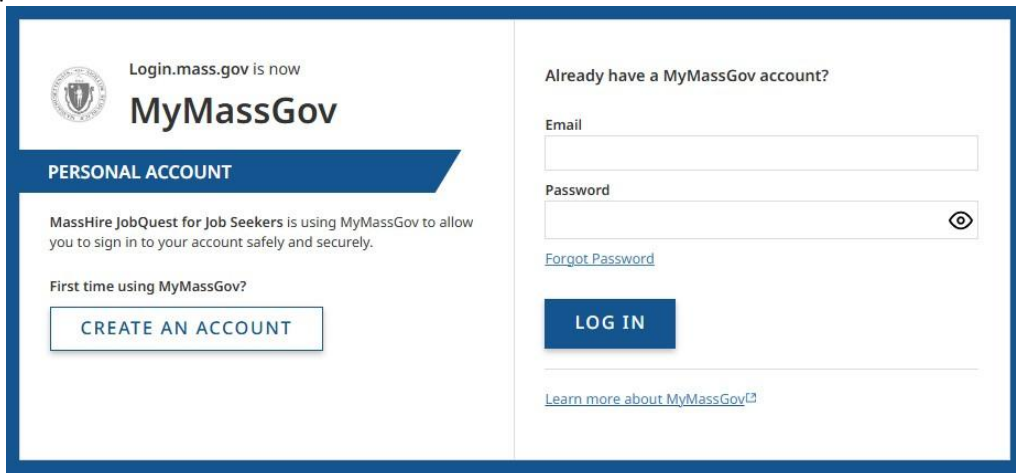
1. Go to the Login page on MassHire JobQuest:
<https://jobquest.mass.gov/JobQuest/Login/Index>
2. Click **'Login/Register'** under **Job Seeker** on the left side of the webpage

Login to JobQuest



Visit our [MyMassGov](#) page for additional details and FAQ.

3. You will be redirected to a blue MyMassGov login screen – if you already have a MyMassGov account for accessing other mass.gov services, you can log in now on the right side; otherwise, please click **'Create An Account'** on the left side




4. Click **'Continue'** to consent to share your profile information with MyMassGov



The screenshot shows the MyMassGov 'PERSONAL ACCOUNT' section. It features the MyMassGov logo and the text 'Consent to share MyMassGov profile information'. Below this, there is a paragraph explaining that MyMassGov creates and maintains a profile used across state agency websites, and that clicking 'CONTINUE' signifies agreement to create and maintain this profile and share information with participating agencies. A link to 'Learn more about how we protect your privacy' is provided. At the bottom, there is a blue 'CONTINUE' button and a 'Cancel' link.

5. **Step 1 of 3: Verify your email**

Enter your email address



The screenshot shows the MyMassGov 'PERSONAL ACCOUNT' section for account creation. It features the MyMassGov logo and the text 'Create your account'. Below this, it indicates 'Step 1 of 3: Verify your email'. There is an 'Email' label followed by an empty text input field. Below the input field is a blue 'SEND VERIFICATION CODE' button. At the bottom, there is a 'Cancel' link.

Please ensure that you spell your email address correctly, as you will need to receive a verification code at the email address you submit; once you have entered your email address, click **'Send Verification Code'**

- You will receive an email with a randomized 6-digit code at the email address you provided

Create your account

Step 1 of 3: Verify your email

The verification code has been sent to the email address that you entered. Please copy it to the "Verification code" box on this page. If you didn't receive a message with the code, check that you typed your email address correctly, check your spam folder, or click "Get a new code" link to receive a new code. The code will expire in 5 minutes.

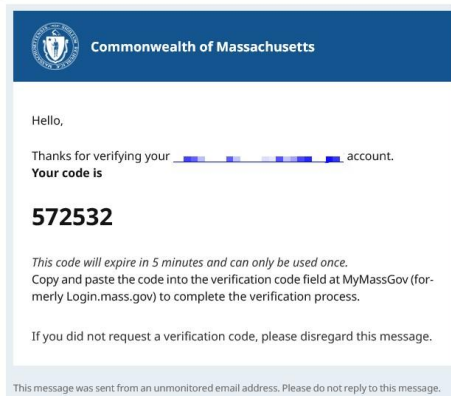
Email

Verification code

VERIFY

[Get a new code](#)

Check your email inbox for an email message from login@noreply.mass.gov – this email will contain a randomly generated 6-digit code



- Enter confirmation code from email into MyMassGov

Email

Verification code

VERIFY

Enter the 6-digit confirmation code exactly as it appears in your email, then click **Verify**

8. Step 2 of 3: Add account details

Create your account

Step 2 of 3: Add account details

Email

First Name

Last Name

CONTINUE

[Cancel](#)

Enter your name, then click 'Continue'

9. Step 3 of 3: Set up your password

Create your account

Step 3 of 3: Set up your password

Email

New Password
 

Password Rules

- ✓ Between 8 and 64 characters
- ✓ Must meet at least three of the following requirements:
 - ✓ Contains a special character (e.g., @ # \$ % ^ & *)
 - Contains a number
 - ✓ Contains an uppercase character
 - ✓ Contains a lowercase character

Confirm New Password
 

CREATE ACCOUNT

Your MyMassGov account password must meet the following criteria:

- i. Between 8 and 64 characters
- ii. Must meet at least three of the following requirements:
- iii. Contains a special character (e.g., @ # \$ % ^ & *)
- iv. Contains a number
- v. Contains an uppercase character
- vi. Contains a lowercase character

- b. Once you have created a password that satisfies these criteria, enter it a second time in the 'Confirm New Password' line, then click **'Create Account'**
- 10. Click **'Set up MFA'** to proceed to setting up your multifactor authentication method

Create your account

Your account was successfully created.

Next, set up multifactor authentication (MFA) to help keep your account secure. You can't continue without setting up MFA. If you cancel, you will be logged out.



- 11. Select the multifactor authentication method that works best for you:

Set up multifactor authentication

Choose your authentication method

Multifactor authentication (MFA) helps keep your account secure. Select your MFA options — we recommend more than one.

- Authenticator App*
- Phone (Voice & Text Message)
- Secondary Phone (Voice & Text Message)



[Cancel](#)

**Use an authenticator app you have installed or download a free one such as Google Authenticator, Authy, or Microsoft Authenticator.*

- a. **Authenticator App** is best if you already have a personal smartphone with an application such as Microsoft Authenticator, Authy, or Google Authenticator installed and you know how to scan a QR code in one of these applications
- b. **Phone (Voice & Text Message)** is best if you do not have an authenticator app already installed on your personal smartphone – **for the purposes of this guide, we will use this method**

- Authenticator App*
- Phone (Voice & Text Message)
- Secondary Phone (Voice & Text Message)



- 12. Enter your phone number and select if you prefer a **text message** or a **phone call** – this will be the method that MyMassGov uses to deliver you a random, one-time-use 6-digit authentication code each time you log in (you can change this later!)

Link your phone number

Each time you log in, we'll send a one-time code to this number by text message or phone call. Enter the phone number you'd like to use and select how you'd like to receive it.

Country Code
United States(+1) ▼

Phone number

Text Me
 Call Me

SEND VERIFICATION CODE

Then click **'Send Verification Code'**

13. You will receive either a text message or phone call from MyMassGov with a one-time-use, 6-digit code

Text Me
 Call Me

Enter code

VERIFY

Enter the code you receive and then click **'Verify'**

14. You are now **done** creating your MyMassGov account and you will be redirected back to MassHire JobQuest
15. JobQuest will present the **New User Registration** page to you:

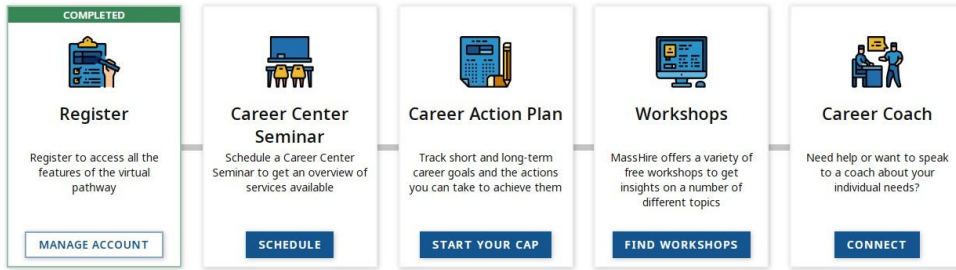
- a. Enter your **Social Security Number**, **Date of Birth**, and **Last Name** and then click the checkbox next to **'I Agree'**:

- i. **Already have a JobQuest account?** Don't worry, we're not making you create a brand new one! We just need to match up your MyMassGov account to your JobQuest account – after you check the 'I Agree' box, JobQuest will find your existing account and auto-fill the rest of the fields
- ii. If you do **not** already have a JobQuest account, JobQuest will ask you a few more questions to establish your JobQuest registration; please respond to all required questions (marked with a red asterisk*)
- iii. If you receive an **error message** during this step, please check the **Support** section of this guide below

16. In either case, use the **'Continue'** buttons to proceed until you reach the final page and click **'Complete Registration'**

17. You will be brought to your MassHire JobQuest **Dashboard** where you can now search for jobs, create your profile, sign up for workshops, and more!

Path to Reemployment



Additional Support Materials

- a. Change or Add a Phone Number to your MyMassGov Account (strongly recommended even if you have set up your MFA with another method – this ensures that the MyMassGov support team can reset your account if needed!) - <https://www.mass.gov/how-to/change-the-phone-number-in-your-mymassgov-multifactor-authentication-mfa-settings>
- b. Change Username/Email - <https://www.mass.gov/info-details/change-the-emailaddress-in-a-mymassgov-account>
- c. Change Password - <https://www.mass.gov/info-details/reset-the-password-for-amymassgov-account>
- d. Change Multifactor Authentication - <https://www.mass.gov/info-details/changemultifactor-authentication-mfa-options-for-mymassgov>
- e. Change Name - <https://www.mass.gov/info-details/update-the-name-in-amymassgov-account>

Support Helpdesk

- If you need help logging in to, or setting up, your MyMassGov account, please contact jobquest@mass.gov