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How to Verify your Employer Account

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Paid Family &
Medical Leave
MASSACHUSETTS

Welcome to our Webinar

- **Welcome and Introductions**
- **Things to know**
 - If you have questions during the Webinar, please enter them into the question-and-answer section and we will address them at the end of the presentation.
 - We will provide the Webinar slides/video in a follow up email.
 - [Click here](#) up for our newsletter to receive updates from DFML.

Overview

- DFML is launching a **security initiative** that helps protect your employees and your company information. It makes sure that the right people have access to information.
- This effort brings us one step closer to introducing the **Employer Dashboard** which will allow you to more easily manage PFML leaves.
- The verification process is only for employers using the state program for paid family and/or medical leave, **not employers who are exempted and using private plans.**

Employer Account Verification

To complete the process, you will need to go to 2 accounts-

- 1. *Your Employer's MassTaxAccount*** – [Click here to log in](#) - Your **Tax Administrator** will need to obtain contribution information from the most recent filing period.
- 2. *Your Employer's PFML Account*** – [Click here to log in](#)- Your **Leave Administrator** will need to take the exact amount that the Tax Administrator provided and enter it into their PFML account to verify the account.

Why Two Departments and Two Systems?

Department of Revenue



DOR collects PFML contributions from employers on behalf of DFML through MassTaxConnect.

Department of Family and Medical Leave

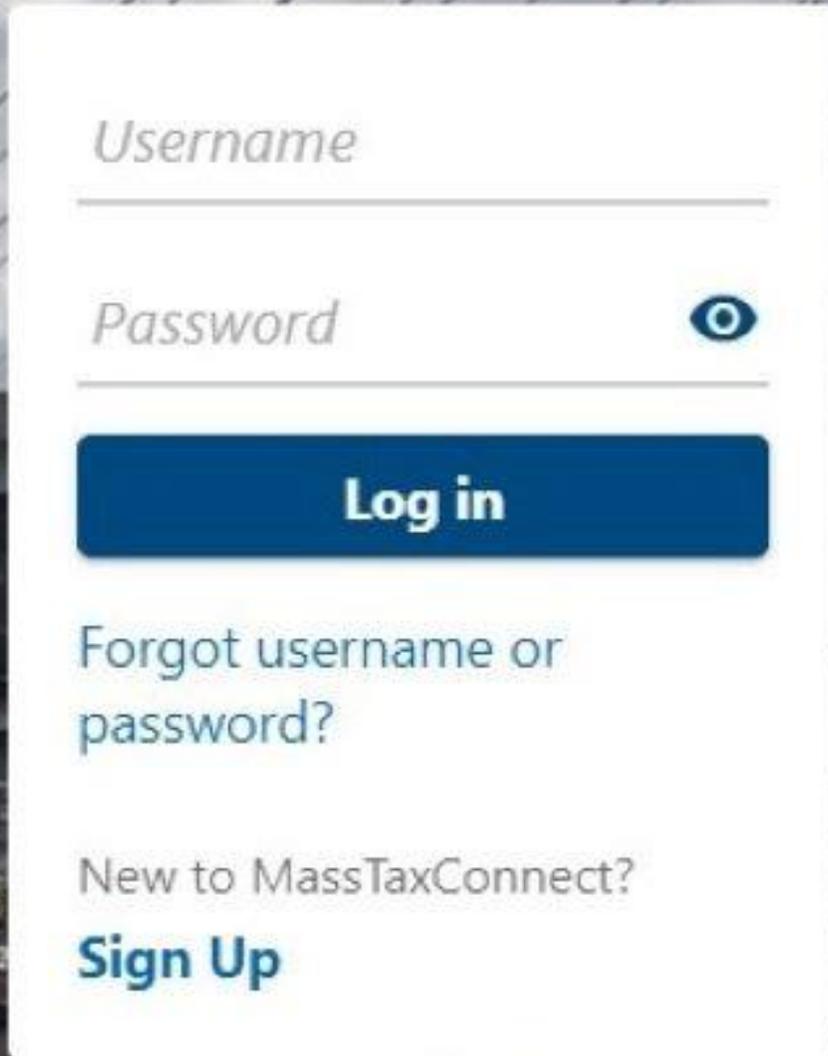


DFML reviews and all claims for benefits and makes payments.

What does this mean for me and my company?

- DFML values the security of your account and your employee's leave related information.
- Our team needs to know that you are authorized to review this sensitive information.
- DFML needed to find **one data point** that would prove that you are the right person to look at claims.
- We selected **one number** from a recent tax remittance to provide this verification and selected May 11th as the date to require this information so that your company's information will be secure.

Gathering Tax Return Data on MassTaxConnect

A screenshot of the MassTaxConnect login interface. It features a white login card with a blue 'Log in' button and a blue 'Sign Up' link. The background shows a blurred image of a modern building with a glass facade and a tree with yellow leaves.

Username

Password 

Log in

Forgot username or password?

New to MassTaxConnect?

Sign Up

Step 1: Have your registered Tax Administrator log in to MassTaxConnect

Gathering PFML Tax Return Data on MassTaxConnect

Step 2: Have your Tax Admin go to the accounts tab, then select Paid Family and Medical Leave and choose returns.

Paid Family and Medical Leave

Knitting Castle
5 Yarn Way
Needham, MA 02492

2020 Return > View or Amend Return
Quarterly
Status
Received

Account > Make a Payment
PFM- | > Returns
Balance > Exemptions
\$0.00 > Change my Liability Status
> Close Tax Account



Gathering PFML Tax Return Data on MassTaxConnect

Step 3: Choose the most recent period for which a return has been filed.

Returns balance **\$0.00** > [Make a Payment](#)

Paid Family and Medical Leave
PFM-

Returns [All Periods](#)

Period	Return	Status	
31-Mar-2021	Paid Family and Medical Leave Tax Form	Not Required	File Now
31-Dec-2020	Paid Family and Medical Leave Tax Form	Received	View or Amend Return
30-Sep-2020	Paid Family and Medical Leave Tax Form	Received	View or Amend Return
30-Jun-2020	Paid Family and Medical Leave Tax Form	Received	View or Amend Return
31-Mar-2020	Paid Family and Medical Leave Tax Form	Received	View or Amend Return
31-Dec-2019	Paid Family and Medical Leave Tax Form	Received	View or Amend Return



Gathering PFML Tax Return Data on MassTaxConnect

Step 4: Copy the tax amount for verification

< Returns

31 Dec 2020

Paid Family and Medical Leave
PFM-

Balance

\$0.00

> File or Amend a Return

> Make a Payment

Period

Summary

Tax	\$30,812.87
Credit	(\$30,812.87)
Balance	\$0.00

Period Activity

8 Jan 2021	Payment posted
9 Dec 2020	Received

Payment for \$30,813.06

Paid Family and Medical Leave



PFML Employer Account – Log In

Step 5: Leave Administrators log in to their PFML Employer Account and click complete this process or navigate to the ‘Your Organizations’ page.



Paid Family and Medical Leave

Welcome

[Dashboard](#)

Welcome



Verify your account to continue

We require every employer to verify paid leave contributions when creating an account. You need to [complete this process](#) to review applications from your team.

Thanks for joining the paid leave program. Massachusetts workers can now apply for paid family and medical leave.

Settings

- [Your organizations](#)

Learn more

- [Your role as a Massachusetts employer](#)
- [Employer reimbursements](#)



Paid Family &
Medical Leave
MASSACHUSETTS

PFML Employer Account - Select your Company

Step 6: Select the organization you need to verify and follow the prompts.

Your organizations



Verify your account

Every employer must verify paid leave contributions when creating an account. You need to complete this process to review applications from your team. If you have an EIN that isn't verified you won't see any applications related to that EIN.

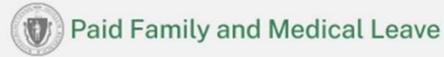
You'll be able to add more organizations to your account in the near future.

Organization	Employer ID number (EIN)
Mission-Critical Target Infomediaries and Sons	**_***2082
Global Incubate E-Business LLC	**_***2720
Holistic Syndicate Metrics Inc	**_***7180
Global Drive Solutions Inc VERIFICATION REQUIRED	**_***7774

Add organization

PFML Employer Account - Verify your Account

leave_administrator@company.com [Log out](#)



[← Back](#)

Verify your paid leave contributions

Organization

Knitting Castle

Employer ID number (EIN)

-*3443

We need more information to verify your identity. We require every employer to verify recent [MassTaxConnect](#) data when creating an account. This helps protect your employees and your company information.

► [Where to find your paid leave contributions](#)

Paid leave contributions from {MM/DD/YYYY}

Include the full amount with dollars and cents.

\$30,812.87

Submit

Step 7: Leave Administrators should take the dollar amount provided by the Tax Administrator and paste it into the field provided to verify the paid leave account.



Paid Family and Medical Leave (PFML)

Paid Family and Medical Leave is a state-offered benefit for anyone who works in Massachusetts and is eligible to take up to 26 weeks of paid leave for medical or family reasons.

PO Box 838 Lawrence, MA 01842

(833) 344-7365

[Department of Family and Medical Leave \(DFML\)](#)



Paid Family & Medical Leave
MASSACHUSETTS

PFML Employer Account - Successfully Verified

Once your account is verified, you may have to wait up to 15 minutes to access claims.

jamalpace+stageemployer@navapbc.com [Log out](#)



Paid Family and Medical Leave

Thanks for verifying your paid leave contributions

Organization: Next-Generation Empower Communities LLC

Employer ID number (EIN): **-***4591

Your account has been verified. In 15 minutes you will be able to log in and review applications. If anyone else on your team needs to review applications, they'll also need to complete the [verification process](#).

[Continue](#)

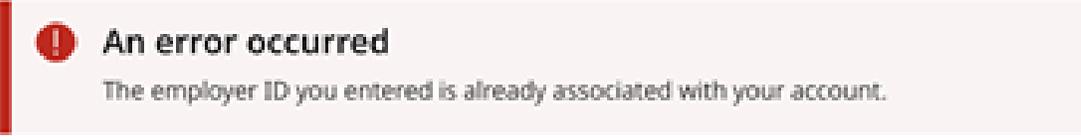
PFML Employer Account - Verification Errors

If the verification process cannot be completed, you will receive an error message with instructions on how to resolve the issue.

Error	Resolution
<p>You entered a FEIN that is not in DOR.</p> <p> An error occurred Enter a valid Employer Identification Number (EIN). Check that you entered your EIN correctly.</p>	<p>Ensure you enter the correct EIN, check with your employer that you are using the EIN they use to make PFML contributions with.</p>
<p>You entered the wrong contribution amount.</p> <p> An error occurred The amount does not match our records. Please try again.</p>	<p>Ensure that you have the correct contribution amount for the quarter/date listed. Learn more</p>
<p>You entered a withholding amount for a FEIN that has not made contributions to DOR</p> <p> An error occurred Your account can't be verified yet, because your organization has not made any paid leave contributions. Once this organization pays quarterly taxes, you can verify your account and review applications.</p>	<p>Ensure that your organization had made paid leave contributions. Learn more</p>

PFML Employer Account - Verification Errors

If the verification process cannot be completed, you will receive an error message with instructions on how to resolve the issue.

Error	Resolution
<p>You entered the FEIN in the incorrect format. Examples:</p> <ul style="list-style-type: none">• If you use words instead of numbers.• If you use an 8-digit number instead of a 9-digit number 	<p>Double-check your Federal Employer Identification Number and enter it in the correct format</p>
<p>You entered a duplicate EIN- You have already added this organization, and this is a duplicate</p> 	<p>No action necessary- you have already verified this organization</p>

PFML Employer Account - Multiple Companies

If you manage leave for multiple companies, you will need to complete this for each Employer ID number (EIN) on your account.

Your organizations

 **Verify your account**
Every employer must verify paid leave contributions when creating an account. You need to complete this process to review applications from your team. If you have an EIN that isn't verified you won't see any applications related to that EIN.

You'll be able to add more organizations to your account in the near future.

Organization	Employer ID number (EIN)
Mission-Critical Target Infomediaries and Sons	**_***2082
Global Incubate E-Business LLC	**_***2720
Holistic Syndicate Metrics Inc	**_***7180
Global Drive Solutions Inc VERIFICATION REQUIRED	**_***7774

Add organization

PFML Employer Account - Non-Contributors/\$0 Contributions Balance

If you have no contributions to PFML because:

- You are a new employer or newly opted into PFML
- You just acquired new employees
- You had an exemption but are no longer exempted (for all or part of PFML)
- You have not yet contributed to PFML

There are two ways you can rectify your account:

- The Tax Admin in charge of your [MassTaxAccount](#) will need to [click here](#) to follow these directions
- The Tax Admin in charge of your account can call the Department of Revenue at (617) 466-3950

Setting up an Employer Account

If you have not already set up your employer account, you can call our contact center **before May 11** at (833) 344-7365 to get this completed.

On May 11th, employer self-registration will be live- [go here](#) to set up an account. On or after that date, you will be directed [to this link](#).

Creating an employer account to review paid family and medical Leave (PFML) applications

In order to review and manage PFML applications for your organization's staff, you'll have to create an Employer Account.

 *If you are a worker looking to apply for paid leave benefits, please do not create an Employer Account.*

THE DETAILS

What you need

How to register

Contact

What you need

To create a PFML employer account, call the Department of Family and Medical Leave's contact center at [\(833\) 344-7365](tel:833-344-7365).

When you create an Employer Account, you'll be asked for an email address. Use your work email address; please do not use a personal email address.

CONTACT

Department of Family and Medical Leave

 **Phone**

For questions about benefits and eligibility:
(833) 344-7365
Department of Family and Medical Leave - Hours of operation: Monday-Friday, 8 a.m. - 5 p.m.

Tips for Success

- **Do not attempt to complete the process now!** The functionality for verifying Leave Administrators will be **live beginning May 11** and is not accessible prior to that date.
- If you have open claims, approve them prior to May 11th in order to avoid any chance of delay.
- Decide the approach you want to take for verifying your account. It is your choice to either get the verification done up front, or do it when you know that a claim is waiting for your review
- Start a conversation with your Finance and/or Payroll Department and let them know that you will need numbers from previous quarter's tax filing.
- Make sure your colleagues are ready to complete the verification process. Verification is needed from each Leave Administrator who has an account with a unique email address.

Resources

- [Walkthrough with screenshots of the verification process](#)
- [Instructions and more information on the verification process](#)
- [File a Return and Remit a Contribution for Paid Family and Medical Leave](#)
- [Click here](#) up for our newsletter to receive updates from DFML
- **Department of Family and Medical Leave** - Monday-Friday, 8 a.m. - 5 p.m.
 - For questions about benefits and eligibility: [\(833\) 344-7365](#)
 - Fraud Reporting Hotline: [\(857\) 366-7201](#)
- **Department of Revenue** - Monday-Friday, 8:30 a.m. - 4:30 p.m.
 - For questions about contributions and exemptions: [\(617\) 466-3950](#)
 - Tax Return Data can only be given to a verified Tax Administrator.



Thank you