Creating an Account

1. Go to the Login page on MassHire JobQuest:
   https://jobquest.mass.gov/JobQuest/LandingPage.aspx

2. Click '**Login/Register**' under the yellow **Employer** header on the right side of the webpage
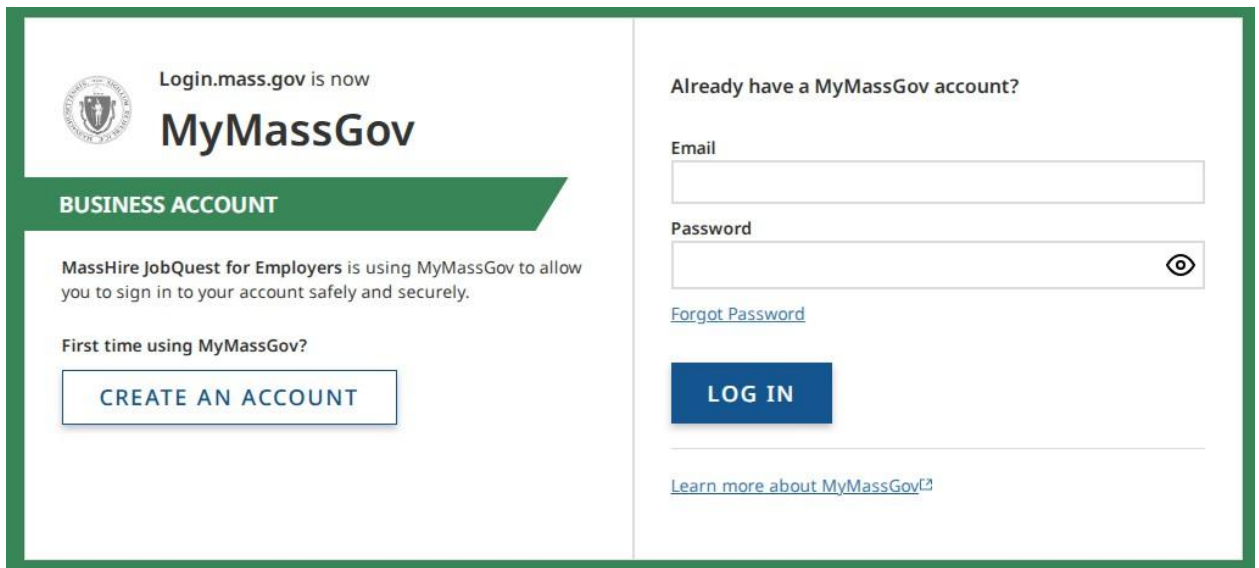
3. You will be redirected to a green MyMassGov **Business Account** login screen – if you already have a business MyMassGov account for accessing other mass.gov services, you can log in now on the right side; otherwise, please click '**Create An Account**' on the left side
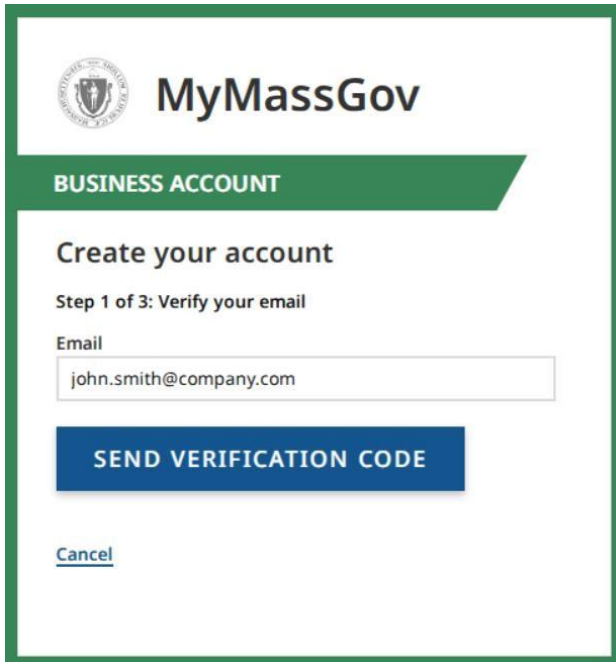

4. Click '**Continue**' to consent to share your profile information with MyMassGov

MyMassGov

BUSINESS ACCOUNT

Consent to share MyMassGov
profile information

MyMassGov creates and maintains a profile that is used
across state agency websites. By clicking "CONTINUE", you
are agreeing to our creating and maintaining this profile
and sharing the information in it, including personal
information about you, with participating agencies of the
Commonwealth.

Learn more about how we protect your privacy.

CONTINUE

Cancel

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

Enter your email address

MyMassGov

BUSINESS ACCOUNT

Create your account

Step 1 of 3: Verify your email

Email

john.smith@company.com

SEND VERIFICATION CODE

Cancel

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'**

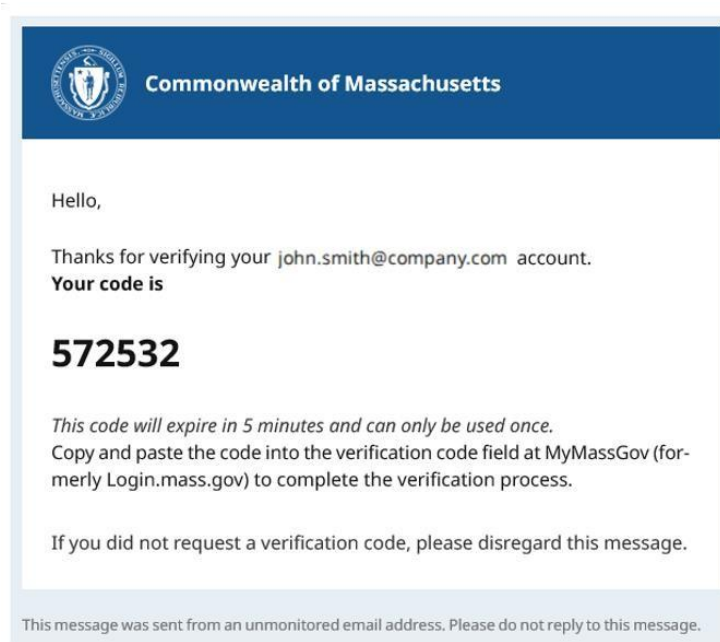Receive confirmation email with verification code

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

Commonwealth of Massachusetts

Hello,

Thanks for verifying your john.smith@company.com account.
Your code is

572532

This code will expire in 5 minutes and can only be used once.
Copy and paste the code into the verification code field at MyMassGov (formerly Login.mass.gov) to complete the verification process.

If you did not request a verification code, please disregard this message.

This message was sent from an unmonitored email address. Please do not reply to this message.

7. Enter confirmation code from your email into MyMassGov

Email

john.smith@company.com

Verification code

572532

VERIFY

Enter the 6-digit confirmation code exactly as it appears in your email, then click **'Verify' Step 2 of 3:**
Add account details

![MASSHIRE JobQuest for Employers]

MyMassGov & MassHire JobQuest
Employer Account Creation & Support Guide
MassHire Department of Career Services
Last modified 3/4/2025 8.
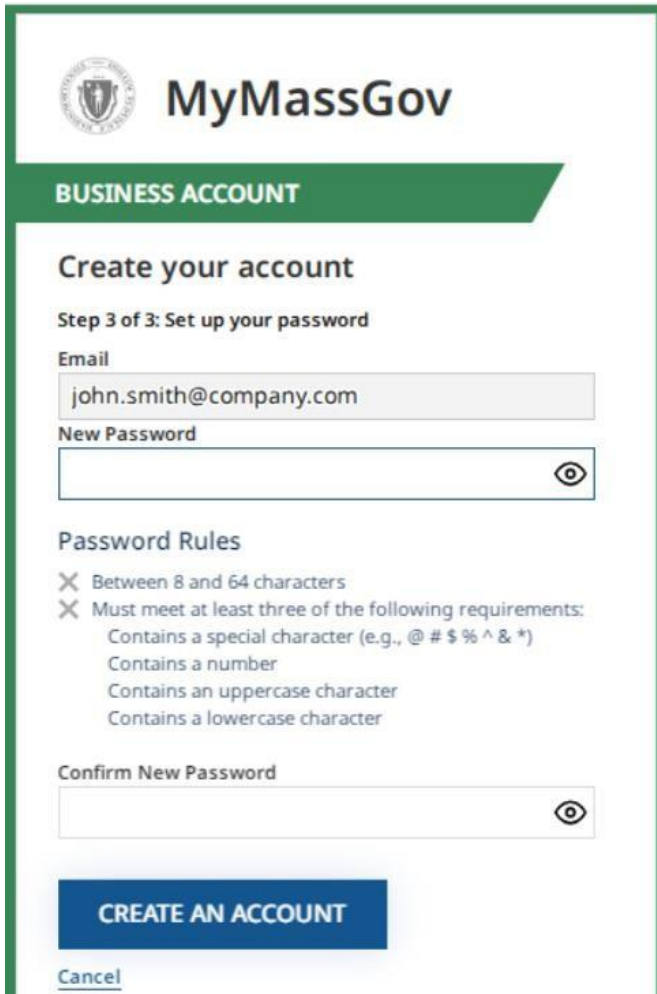
Enter your name, then click **'Continue'**

9.

Step 3 of 3: Set up your password

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'**

Click **'Set up MFA'** to proceed to setting up your multifactor authentication method

10.

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

    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)

CONTINUE

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 (this can be changed later, but MFA will always be required)

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 (per the option you choose) from MyMassGov with a one-time-use, 6-digit code

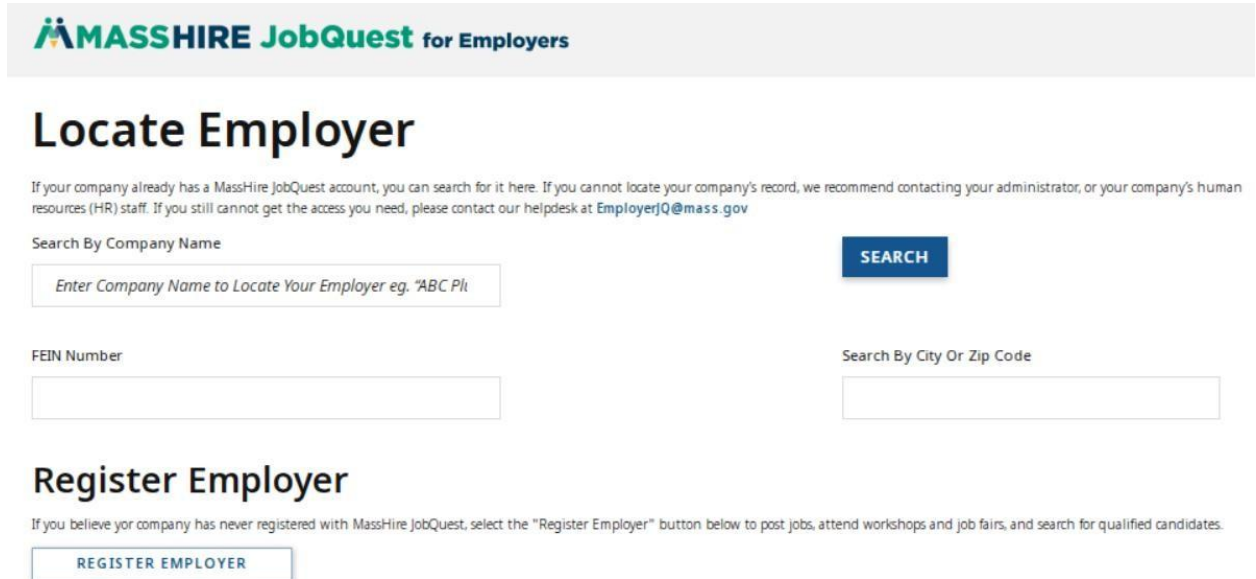● Text Me

○ Call Me

Enter code

691522

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 to link it to your account.

15. JobQuest will present the **Locate Employer** page to you:
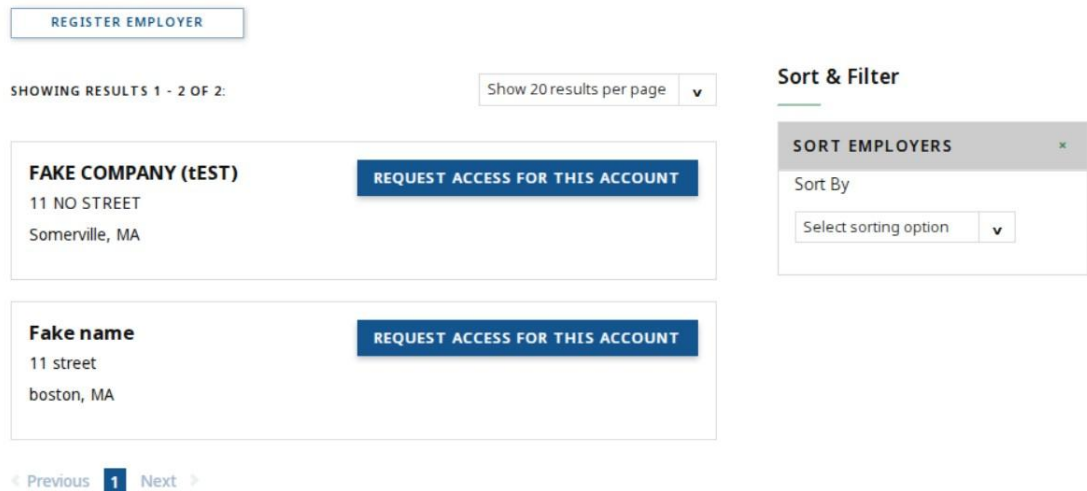
16. Enter the **name of the company you work for** in the 'Search By Company Name' line and click the blue 'Search' button – you can also search for your company by FEIN or city/zip code

17. Scroll down to review the results of the search and if you see the company you work for, click the blue 'Request Access For This Account' button next to your company

    a. If you have searched and cannot find your company, and you believe it does not yet exist in our system, please click the white '**Register Employer'** button – skip to step **18** below

    b. You will be brought to a page titled **Submit Information** – here you need to enter your first and last name, job title at the company, and your phone number. Additionally, you may be asked to provide the company FEIN to prove you are authorized to act on behalf of that company in MassHire JobQuest.

Submit Information

BACK TO RESULTS

This page allows you to request access to an existing employer account on MassHire JobQuest. When you complete this form, a message will be sent to any administrators of this company with the details you submit.

You are currently requesting access to:

FAKE COMPANY (tEST)
11 NO STREET
Somerville, MA 02145

* First Name	* Last Name	* Email
		john.smith@company.com

* Job Title	* Phone	* Company FEIN

SUBMIT INFO

c. Once you complete this information, click the blue **'Submit Info'** button.

d. Your request for access to that company will be sent to the current administrative user of the company.
If there is not currently an administrative user for that company, your request will be reviewed by the MassHire JobQuest for Employers team.

18. If you have searched and cannot find your company, and you believe it does not yet exist in our system, please click the white '**Register Employer'** button

a. Read the disclosure agreement and check 'I agree to all of the above terms' at the bottom of the page, then click the blue arrow labeled 'Continue to Next Section'

We are committed to providing Massachuse͡
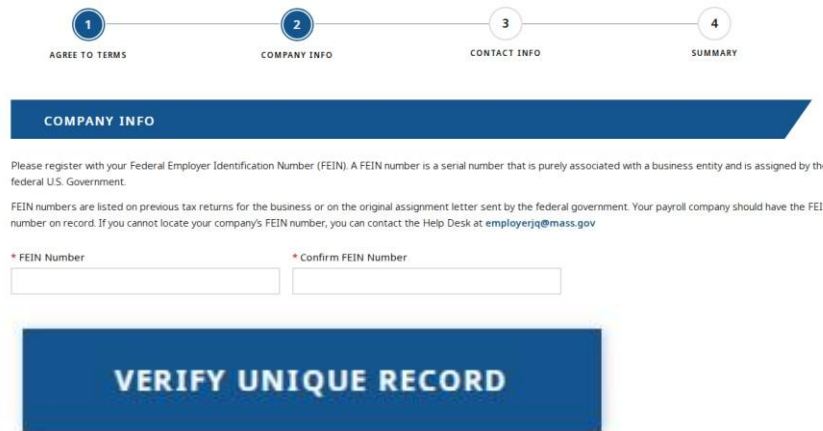in surveys to gauge the value and effectivene͡

☐ I agree to all of the above terms

CONTINUE TO NEXT SECTION
Company Info >

b. Fill out all required fields (marked with an asterisk) and click the blue 'Verify Unique Record'

COMPANY INFO

Please register with your Federal Employer Identification Number (FEIN). A FEIN number is a serial number that is purely associated with a business entity and is assigned by the federal U.S. Government.

FEIN numbers are listed on previous tax returns for the business or on the original assignment letter sent by the federal government. Your payroll company should have the FEIN number on record. If you cannot locate your company's FEIN number, you can contact the Help Desk at **employerjq@mass.gov**

* FEIN Number

* Confirm FEIN Number

VERIFY UNIQUE RECORD

  i. If we find your company does already exist in our system, JobQuest will automatically fill in the rest of your company information. If not, please fill out all required fields marked with a red asterisk.

19. You will receive an email confirming the information you submitted, and another email when your request for access has been reviewed.

20. Once verified, you will be brought to your MassHire JobQuest **Employer Dashboard** where you can now post jobs, search for candidates, invite candidates to apply for your open jobs, and search for employer workshops and events!

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 employerjq@mass.gov