

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

EMPLOYER

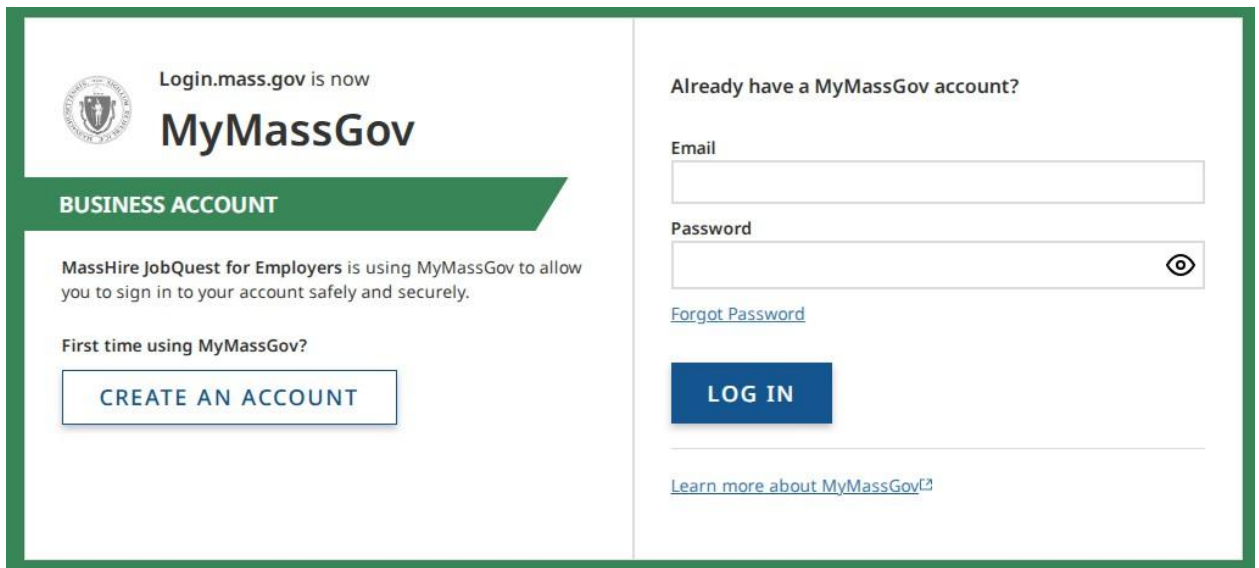
Log in or Register

To access JobQuest, you must have a MyMassGov account. Select the button below to login or register with MyMassGov. Once you have logged into your MyMassGov account, you will be redirected back to JobQuest.

LOGIN / REGISTER

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

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



Login.mass.gov is now
MyMassGov

BUSINESS ACCOUNT

MassHire JobQuest for Employers is using MyMassGov to allow you to sign in to your account safely and securely.

First time using MyMassGov?

[CREATE AN ACCOUNT](#)

Already have a MyMassGov account?

Email

Password

[Forgot Password](#)

[LOG IN](#)

[Learn more about MyMassGov](#)

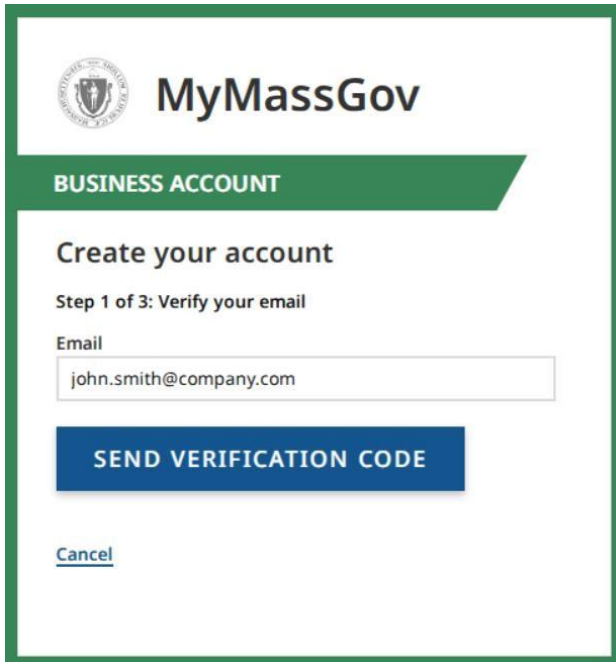
4. Click '**Continue**' to consent to share your profile information with MyMassGov



The screenshot shows the MyMassGov Business Account consent screen. At the top is the MyMassGov logo. Below it is a green header with the text "BUSINESS ACCOUNT". The main heading is "Consent to share MyMassGov profile information". The text below explains that MyMassGov creates and maintains a profile used across state agency websites, and by clicking "CONTINUE", the user agrees to creating and maintaining this profile and sharing the information in it, including personal information about the user, with participating agencies of the Commonwealth. There is a link to "Learn more about how we protect your privacy." and a blue "CONTINUE" button. A "Cancel" link is at the bottom left.

5. Step 1 of 3: Verify your email


Enter your email address



The screenshot shows the MyMassGov Business Account email verification screen. At the top is the MyMassGov logo. Below it is a green header with the text "BUSINESS ACCOUNT". The main heading is "Create your account". Below that is "Step 1 of 3: Verify your email". There is an "Email" label and a text input field containing "john.smith@company.com". Below the input field is a blue "SEND VERIFICATION CODE" button. A "Cancel" link is at the bottom left.

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



MyMassGov

BUSINESS ACCOUNT

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.

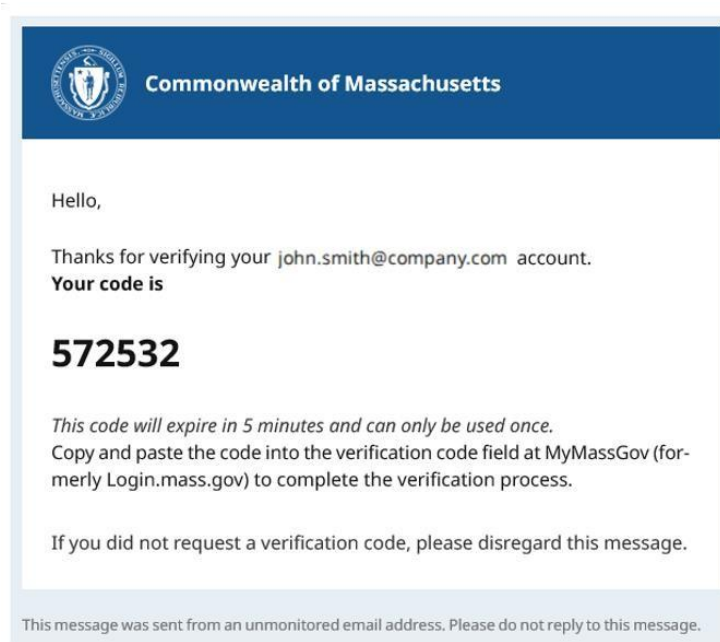
Email

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



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



MyMassGov

BUSINESS ACCOUNT

Create your account

Step 2 of 3: Add account details

Email

First Name

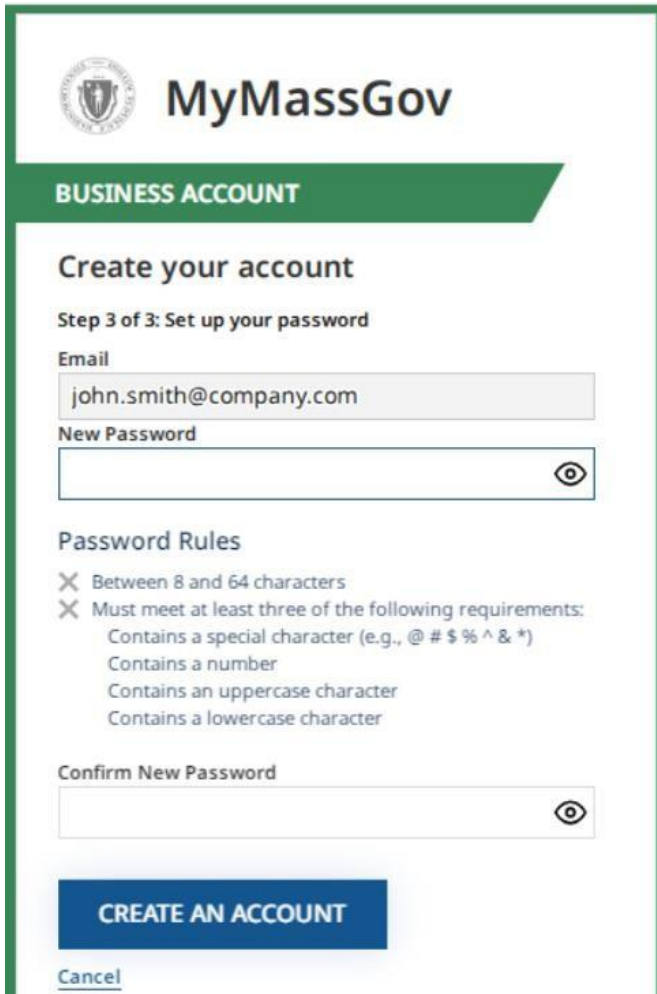
Last Name

CONTINUE

[Cancel](#)

Enter your name, then click 'Continue'

9.

Step 3 of 3: Set up your password

The screenshot shows the MyMassGov Business Account creation interface. At the top is the MyMassGov logo and the text 'BUSINESS ACCOUNT'. Below this is the heading 'Create your account' and the step indicator 'Step 3 of 3: Set up your password'. The form includes an 'Email' field with the value 'john.smith@company.com', a 'New Password' field with a toggle icon, and a 'Confirm New Password' field with a toggle icon. Below the password fields are 'Password Rules' listed with 'X' icons: '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', and 'Contains a lowercase character'. At the bottom are 'CREATE AN ACCOUNT' and 'Cancel' buttons.

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.

The screenshot shows the MyMassGov Business Account creation page. At the top is the MyMassGov logo. Below it is a green header with the text "BUSINESS ACCOUNT". The main heading is "Create your account". Below this, it says "Your account was successfully created." followed by instructions: "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." There is a blue button labeled "SET UP MFA" and a link labeled "Cancel" below it.

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

The screenshot shows the MyMassGov Business Account MFA setup page. At the top is the MyMassGov logo. Below it is a green header with the text "BUSINESS ACCOUNT". The main heading is "Set up multifactor authentication". Below this, it says "Choose your authentication method". Then, it says "Multifactor authentication (MFA) helps keep your account secure. Select your MFA options — we recommend more than one." There are three checkboxes: "Authenticator App*", "Phone (Voice & Text Message)", and "Secondary Phone (Voice & Text Message)". There is a blue button labeled "CONTINUE" and a link labeled "Cancel" below it.

- 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

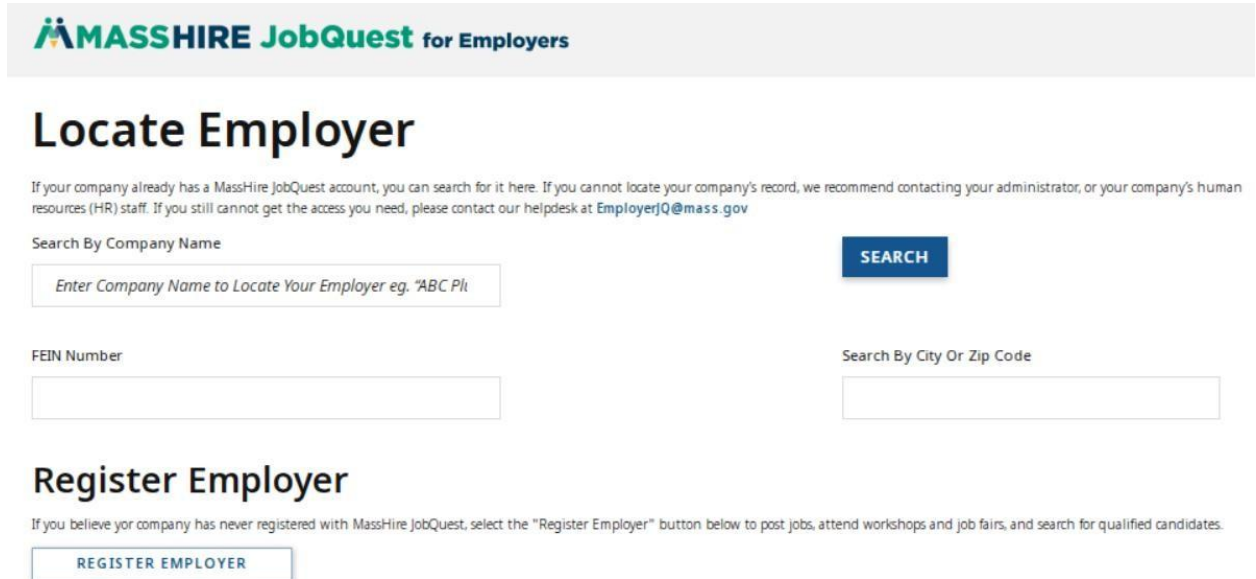
691522

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:



Locate Employer

If your company already has a MassHire JobQuest account, you can search for it here. If you cannot locate your company's record, we recommend contacting your administrator, or your company's human resources (HR) staff. If you still cannot get the access you need, please contact our helpdesk at EmployerJQ@mass.gov

Search By Company Name

Enter Company Name to Locate Your Employer eg. "ABC Plt" **SEARCH**

FEIN Number

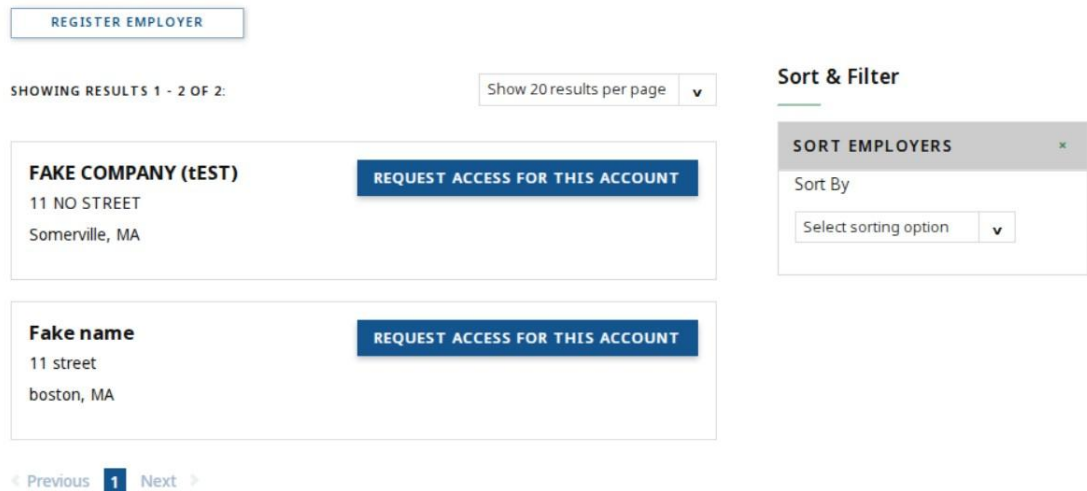
Search By City Or Zip Code

REGISTER EMPLOYER

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

Register Employer

If you believe your company has never registered with MassHire JobQuest, select the "Register Employer" button below to post jobs, attend workshops and job fairs, and search for qualified candidates.



REGISTER EMPLOYER

SHOWING RESULTS 1 - 2 OF 2: Show 20 results per page

FAKE COMPANY (tEST) **REQUEST ACCESS FOR THIS ACCOUNT**

11 NO STREET
Somerville, MA

Fake name **REQUEST ACCESS FOR THIS ACCOUNT**

11 street
boston, MA

Sort & Filter

SORT EMPLOYERS

Sort By

Select sorting option

Previous **1** Next

- 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 Massachusetts
in surveys to gauge the value and effectiveness

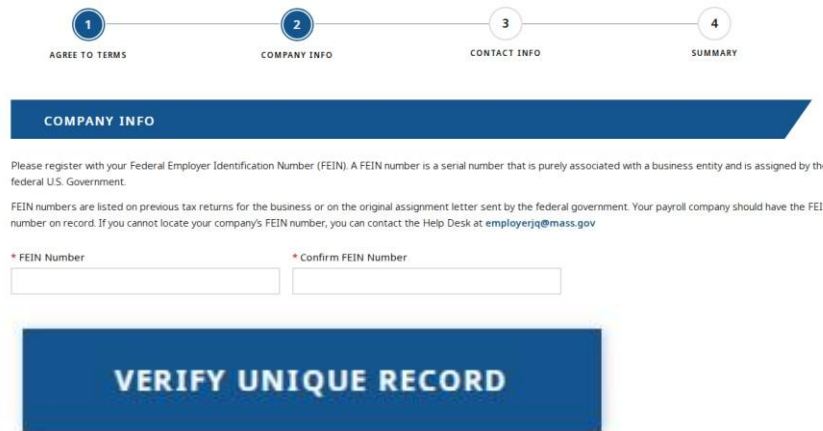
☐

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'

The screenshot shows the "COMPANY INFO" step of a four-step registration process. At the top, a progress bar indicates the steps: 1. AGREE TO TERMS, 2. COMPANY INFO (current step), 3. CONTACT INFO, and 4. SUMMARY. Below the progress bar, the title "COMPANY INFO" is displayed in a blue header. The main content area contains explanatory text about the Federal Employer Identification Number (FEIN) and instructions on where to find it. Below the text are two input fields: "* FEIN Number" and "* Confirm FEIN Number". At the bottom of the form is a large blue button with the text "VERIFY UNIQUE RECORD".

1 AGREE TO TERMS 2 COMPANY INFO 3 CONTACT INFO 4 SUMMARY

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