

ACCESSING QUEST

Introduction	<p>This section describes how to access the QUEST system.</p> <ul style="list-style-type: none">• Most new users typically access QUEST for the first time by clicking the link in an email they receive. See the section, <i>First Time Account Access with Emailed Link</i>.• After their first time accessing QUEST, all users can log in from the DUA website. See the section, <i>Logging In</i>. <p>IMPORTANT NOTE: The System Administrator who registers or activates the Employer account will access QUEST for the first time using a different login process. See the section, <i>First Time Login After Registration</i> or the section, <i>First Time Login After Account Activation</i>, in the <i>Registration</i> or <i>Activation</i> sections.</p>
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First Time Account Access with Emailed Link

When your System Administrator creates an account for you, the QUEST system automatically generates an email message containing a link.

1. Click the link in the email message to launch a browser with a special login page.
2. Enter a Password of your choosing, select a security question, answer the security question, set a PIN, and click **Save**.

Logging In

If you have previously logged into QUEST, you can log in using the following steps.

1. Navigate to the DUA – QUEST webpage at www.mass.gov/uima.
2. Scroll to the **QUEST** area of the page. Click **Employer Login**.

Login to QUEST
Monday to Friday: 7:00am - 10:00pm.
Saturday: 7:00am - 3:00pm. Employers can login to report wages, file payments, change address and even authorize access for an agent who does business on your behalf.



Employer Login **Agent Login** **Account Activation**

Employers currently registered with DUA must activate their QUEST account first. Please click the Account Activation button and enter your DUA Employer Account Number (EAN) and Activation Password which were mailed to you to begin your account activation.

3. In the **Employer Login** page, enter your User ID and Password. Click **Login**.

Commonwealth of Massachusetts
Tuesday, July 19, 2011
[Print Preview](#)

Logon * Indicates Required Field

Employer Registration
System Availability
User Guide
Returning Employer
Account Activation

Massachusetts Division of Unemployment Assistance : Employer Login

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID: *

Password: *

Login Forgot Password

4. When the **Employer Home** page appears you have successfully logged into the QUEST system.

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Thursday, June 23, 2011
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Change Password | Logoff

Employer Home

Employer Information

Employer Account Number: Employer Name:

Employer Home

[Employer Home](#)
[Employer Home](#)

[FAQ](#)
Review frequently asked questions (FAQ's) for the UI program or UI system.

[Workflow - My Inbox](#)
View any action items requiring your attention.

[Account Maintenance](#)
Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.

[Benefit Charge Activities](#)
View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.

[Correspondence](#)
Search for Correspondence

[Employment and Wage Detail Reporting](#)
Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information.

[Payment Information](#)
Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.

[User Maintenance](#)
Assign or Update user access to Employer account information.

[Accessibility](#) | [Privacy Statement](#) | [Viewing Tips](#)

Logging Off

Click **Logoff** to end your QUEST session.