

## ABOUT ACCOUNT ACTIVATION

### Introduction

**NOTE:** Account Activation only applies to Employers who were doing business with DUA *before* December 7, 2009.

The QUEST system for Employers was rolled out on December 7, 2009. Almost every Employer who was *already* conducting business with DUA before that date was automatically set up with an account in QUEST. However, before you can use the account that was created for you, you must **activate** it.

If you need to activate your account, you should have received a communication from DUA (via US mail or other method) that included a **temporary password**. (Call 617-626-5075 if this information is not available.)

The temporary user ID is simply the **DUA Employer ID** you used before QUEST was introduced. You may also know this ID as your **State Unemployment Insurance** (SUI) Number. In the QUEST software, this number is referred to as the Massachusetts **Employer Account Number** (EAN).

Before beginning the activation process, also gather the following information:

- Federal Employer Identification Number (FEIN)
- Business contact information (addresses, phone, email)
- Owner/Officer contact information (name, SSN, home address, and phone)

Follow the instructions in this section to activate your account.

Once the account has been activated, a permanent User ID and a QUEST-generated password will be provided.

The first time you log into the account with the permanent User ID, you will also be prompted to change the QUEST-generated password to one of your own choosing.

**IMPORTANT NOTE:** The person who activates the account is actually creating a user who is assigned the System Administrator role by default. This user has access to all information in the Employer's account and is able to make changes, perform transactions, add additional users to the account, and choose which permissions those users get. Therefore, the person chosen by the Employer to activate the account should be a highly trusted employee.

## PERFORMING THE ACCOUNT ACTIVATION

Perform the following steps to activate an account.

1. Go to [www.mass.gov/uima](http://www.mass.gov/uima)
2. Scroll to the QUEST area of the page. Click the **Account Activation** button.

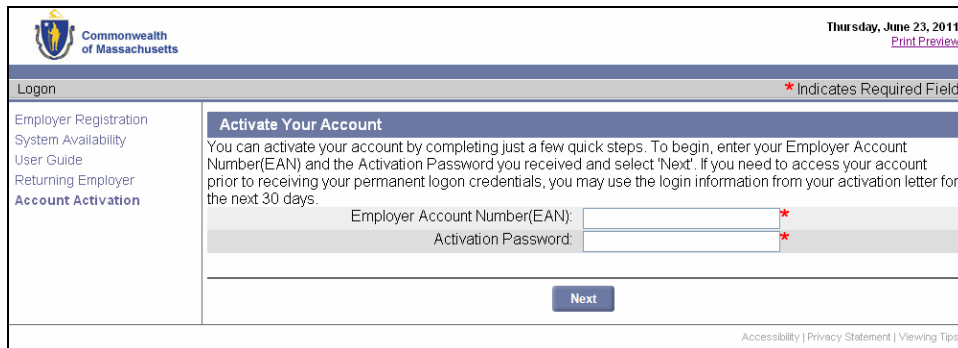


**Login to QUEST**  
**Monday to Friday: 7:00am - 10:00pm.**  
**Saturday: 7:00am - 3:00pm.** Employers can login to report wages, file payments, change address and even authorize access for an agent who does business on your behalf.

**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. The **Activate Your Account** page appears.



Commonwealth of Massachusetts

Thursday, June 23, 2011 [Print Preview](#)

Logon \* Indicates Required Field

Employer Registration  
System Availability  
User Guide  
Returning Employer  
**Account Activation**

**Activate Your Account**

You can activate your account by completing just a few quick steps. To begin, enter your Employer Account Number(EAN) and the Activation Password you received and select 'Next'. If you need to access your account prior to receiving your permanent logon credentials, you may use the login information from your activation letter for the next 30 days.

Employer Account Number(EAN): \*

Activation Password: \*

Accessibility | Privacy Statement | Viewing Tips

- Enter your **Employer Account Number** without dashes. You may know this number as your DUA Employer ID or your State Unemployment Insurance (SUI) Number.
- Enter the **Activation Password** that was provided to you.
- Click **Next** to continue.

- The **Welcome** page appears. Your **Employer Account Number** and **Employer Name** display at the top of the page. Read the information on the page and click **Next** to continue.

Commonwealth of Massachusetts

Thursday, June 23, 2011 [Print Preview](#)

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Employer Registration  
System Availability  
User Guide  
Returning Employer  
**Account Activation**

**Employer Information**  
Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Welcome to UI Employer Account Activation!**  
Employers who pay wages within Massachusetts are required to register with and report quarterly wage data to this Agency. This activation process will create your new online DUA account.

*Please note that not completing the activation process could result in the loss of entered data.*

**Necessary Activation Information**  
To successfully activate your online self-service account, you will need the following pieces of information:

- Federal Employment Identification Number (FEIN)
- Contact Information
- Employer Information, including Legal and Physical address
- Owner/Officer Information

**Notification**  
All information provided in this filing must be complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this Agency.

**Next**

Accessibility | Privacy Statement | Viewing Tips

- The **Administrator Information** page appears. Enter the requested information, check the box to certify that you are authorized, and click **Next** to continue.

1 → 2 → 3 → COMPLETE  
Employer Information Business Information Owner/Officer Information

**Administrator Information**  
To enter information for this employer you must be an [authorized administrator](#) of this account. Please enter the following information about yourself:

First Name:  \*

Last Name:  \*

Phone:  \* ext:

Secondary Phone:  \* ext:

Business Title:  \*

Email:

By checking this box, I certify that I am authorized by the owner/officer of this organization to enter employer information. I also certify that I am authorized to function as an Administrator on this account.

**Exit** **Next**

- The **Contact Information** page appears. Enter the requested information **or** put a check next to **Same as Administrator**. Click **Next** to continue.

This screenshot shows the first step of the registration process, 'Employer Information'. The page header includes the Commonwealth of Massachusetts logo and the date 'Thursday, June 23, 2011'. A progress indicator at the top shows three steps: 1 (Employer Information), 2 (Business Information), and 3 (Owner/Officer Information), with 'COMPLETE' at the end. The left sidebar contains links for 'Logon', 'Employer Registration', 'System Availability', 'User Guide', 'Returning Employer', and 'Account Activation'. The main content area has a blue header for 'Employer Information' and contains fields for 'Employer Account Number' and 'Employer Name'. Below this is a 'Contact Information' section with a sub-header and a paragraph: 'Please enter the following information about the person that should be contacted with questions regarding the initiation of this self-service account.' The form includes a 'Same as Administrator' checkbox (checked), and input fields for 'First Name', 'Last Name', 'Business Title', 'Business Phone', 'Secondary Phone', and 'Email'. There are also two 'ext:' fields. 'Previous' and 'Next' buttons are at the bottom. A footer link reads 'Accessibility | Privacy Statement | Viewing Tips'.

7. The **Communication Method / Business Information** page appears. Select Email or US Mail, enter an email address if applicable, answer the business questions, and click **Next**.

**IMPORTANT NOTE:** The Communication Method you choose at this point determines the default method for all official communications to you from DUA.

This screenshot shows the second step of the registration process, 'Business Information'. The page header is identical to the previous screenshot. The progress indicator now highlights step 2. The left sidebar remains the same. The main content area has a blue header for 'Business Information' and contains the following sections:
 

- Employer Information:** Fields for 'Employer Account Number' and 'Employer Name'.
- Communication Method:** A sub-header followed by the text 'The following questions are used to gather missing account information:'. Below this is a prompt: 'Please indicate your preferred Method Of Communication?'. There is a dropdown menu set to 'Email' with a red asterisk indicating it is a required field. Below the dropdown is a 'Business E-Mail Address' input field.
- Business Information:** A sub-header followed by three questions:
  - 'Do you use a common paymaster??:' with radio buttons for 'Yes' and 'No' (No is selected).
  - 'If yes, enter the FEIN for your common paymaster:' with an input field.
  - 'Will this employer act as a Leasing Company??:' with radio buttons for 'Yes' and 'No' (No is selected).
  - 'Do you have employees that perform services that may be exempt under Section 6 of MGL 151A??:' with radio buttons for 'Yes' and 'No' (No is selected).

 'Previous' and 'Next' buttons are at the bottom. A footer link reads 'Accessibility | Privacy Statement | Viewing Tips'. A red asterisk in the top right corner indicates 'Indicates Required Field'.

8. The **Legal Address** page appears. The address that DUA has on file is displayed. Edit the address if necessary. Click **Next** to continue.

- The **Address Validation** page appears. Select the address that is closest to your actual address. Click **Next**.

**NOTE:** If applicable, select the address with the 9-digit extended Zip code (known as “Zip +4”).

- The **Physical Location** page appears. Indicate whether your business has a presence in Massachusetts, and click **Next** to continue. (If you answer No, skip to **Step 12**.)

11. The **Massachusetts Physical Location Address** page appears. Enter or correct your Massachusetts address **OR** select an address type from the **Same as** box. Click **Next**.

1 → 2 → 3 → COMPLETE  
 Employer Information    Business Information    Owner/Officer Information

**Employer Information**

Employer Account Number:     Employer Name:

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**Massachusetts Physical Location Address**

Please enter, confirm or make modifications to your [MA physical location address](#).<sup>®</sup> This address cannot be a Post Office box. Do not enter a client site, other temporary job site, or employee home address.

Same as:

Address Line 1:

Address Line 2:

City:

State: **Massachusetts**

Zip Code:

Country: **United States Of America**

Phone:     ext:

Fax:

E-Mail:

12. The **Owner/Officer** page appears (see figure on next page).

- Review any Owner/Officer entries in the **Review Owner/Officer Information** section.
  - If an entry needs correction, or the percentage of ownership is blank:
    - Select the radio button to the left of that entry.
    - Click **Modify**.
    - Edit the fields in **Add/Modify Owner/Officer Information** and **Additional Information**.
    - Click **Save** below the **Additional Information** area.
    - Repeat for each existing Owner/Officer entry.
  - If an entry should be deleted:
    - Select the radio button to the left of that entry.
    - Click **Delete**.
- If no Owner/Officer information appears, or if you need to add more Owner/Officer entries:
  - Enter the information into the fields in **Add/Modify Owner/Officer Information** and **Additional Information**.
  - Click **Add** below the **Additional Information** area.
  - Repeat for each new Owner/Officer entry you want to add.
- At any point, you can clear the fields in **Add/Modify Owner/Officer Information** and **Additional Information** by clicking **Reset**. This does not delete saved entries.
- When all information listed in **Review Owner/Officer Information** is correct, click **Next**.

**IMPORTANT NOTE:** Information about an Owner/Officer in the **Add/Modify Owner/Officer Information** area should *either* go under **Individual Owner/Officer** (left column) *or* **Business Entity Owner/Officer** (right column). Do not put information in both columns.

**IMPORTANT NOTE:** A maximum of five (5) Owner/Officers can be listed with an Employer account.

1 → 
 2 → 
 3 → COMPLETE  
Employer Information      Business Information      Owner/Officer Information

**Employer Information**

Employer Account Number:       Employer Name:

**Review Owner/Officer Information**

- To **ADD** an Owner/Officer, enter the information in the Add/Modify section below.
- To **MODIFY** existing information, identify the record by selecting the radio button to the left of the name and select "Modify".
- To **DELETE** an entry, identify the record by selecting the radio button to the left of the name and select "Delete".
- You may not enter more than 5 owner/officers.
- After completing all updates to the Owner/Officer information, select "Next".

	Name	Title	SSN/FEIN	Address Information	% Ownership
<input type="radio"/> *	Roger <input type="text"/>	President	<input type="text"/>	19 Staniford St. Boston	99.00%
<input type="radio"/> *	Tony <input type="text"/>	Partner	<input type="text"/>	19 Staniford St. Boston	1.00%
<b>Total Number of Owner/Officers:</b>		<b>2</b>		<b>Total Percentage of Ownership:</b>	<b>100.00%</b>

Modify
Delete

**Add/Modify Owner/Officer Information**

- If the Owner/Officer is an individual, complete the individual Owner/Officer section and Additional Information section.
- If the Owner/Officer is a business/entity, complete the Business/Entity Owner/Officer section and Additional Information section.

Individual Owner/Officer	OR	Business/Entity Owner/Officer
First Name: <input type="text"/>		Legal Entity Name: <input type="text"/>
Middle Initial: <input type="text"/>		FEIN: <input type="text"/>
Last Name: <input type="text"/>		
Social Security Number: <input type="text"/>		

**Additional Information**

- The Additional Information section is required for both the Individual Owner/Officer and the Business/Entity Owner/Officer.

Business Title:  \*

Percent of Ownership:  \*

First Date of Ownership / Appointment:  \* (mm/dd/yyyy)

Is the owner/officer compensated for their services?:  Yes  No \*

Address Line 1:  \*

Address Line 2:

City:  \*

State:

Zip Code:

Country:  \*

Email:

- If modifying an existing Owner/Officer, select "**SAVE**" button to **SAVE** the entered information.
- If adding an existing Owner/Officer, select "**ADD**" button to **SAVE** the entered information.
- Select the "Reset" button to clear the entered information.

Add
Reset

Previous
Next

13. The **Activation Complete** page appears. It provides a permanent **User ID** and a temporary **password**. You can log in immediately by clicking **Login**, or close your browser and login later. See the section, *First Time Login After Account Activation* for instructions.

**IMPORTANT NOTE:** Print the page or otherwise record the User ID and Password.

1 → 2 → 3 → COMPLETE  
Employer Information Business Information Owner/Officer Information

**Employer Information**  
Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Activation Complete**  
Thank you for providing this information. You have successfully initiated your online self service account. Your permanent User ID and password are as follows:  
**User ID:** [REDACTED]  
**Password:** [REDACTED]  
You will receive a copy of your logon credentials via US Mail, but print this page for your records.

Login

### *First Time Login After Account Activation*

This section applies only if you are logging in for the **first time** after completing the account **activation**. It describes how to change the QUEST-generated password and establish your security question and PIN.

(If you have previously logged in using these instructions, then you should follow the regular log in procedure in the section: *Logging In*.)

1. If you just activated your account and are still viewing the **Activation Complete** page, skip to **Step 3**.

If you closed your browser before logging in, navigate to the DUA – QUEST webpage at [www.mass.gov/uima](http://www.mass.gov/uima).

2. Scroll to the QUEST area of the page. Click **Employer Login**.

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- In the **Employer Login** page, enter the User ID and Password you received when you completed the activation. Click **Login**.

- The **Reset Password** page appears. Enter the current password and new password, select a security question, answer the question, and enter a 4-digit PIN code. Click **Save** to continue.

- When the **Employer Home** page appears you have successfully changed your password and logged into the QUEST system.