

ABOUT EMPLOYER REGISTRATION

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|-----------------------------|--|
| <p>Introduction</p> | <p>This section describes how to start and complete an Employer registration.</p> <p>Employers who pay wages to anyone working or living within Massachusetts are required to register with and report quarterly wage data to the Department of Unemployment Assistance (DUA). This registration process will determine if you the Employer will be subject to Unemployment Insurance (UI) Contributions, and after successful registration it will provide access to the system through which Quarterly Wage records are reported.</p> <p>NOTE: The instructions in this section are only for Employers registering for the first time with DUA. If you have an existing account with DUA and have received a correspondence about activating your account on the QUEST system, please refer to the Account Activation section of this user guide for instructions.</p> <p>IMPORTANT NOTE: The person who registers 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 what permissions those users get. Therefore, the person chosen by an Employer to activate the account should be a highly trusted employee.</p> |
| <p>Required Information</p> | <p>The following information is required to complete the registration process:</p> <ul style="list-style-type: none">• Type of legal entity (sole proprietor, partnership, LLC, etc.)• Doing business as name (DBA)• Federal Employer Identification Number (FEIN)• State and date of formation or incorporation• Date that employees first performed services in Massachusetts• Owner/Officer information: SSN, FEIN, percent of ownership• North American Industry Classification System (NAICS) Code• Principal Business Activity performed in Massachusetts• Quarterly Gross Summary of wages paid to date• Number of employees currently on the payroll |
| <p>Helpful Hints</p> | <p>The registration can be started and completed in separate sessions (though they don't need to be).</p> <p>When the steps involved in starting the registration have been performed, a temporary user name and temporary password are provided onscreen and corresponded to you. This password cannot be reset, but you can contact the DUA if you later forget it.</p> <p>Once the temporary user name and temporary password are issued, the system saves the information entered to that point. You can leave the session and resume where you left off for up to 30 days, using the procedure for returning to an Employer registration.</p> <p>After 30 days, the temporary user name and temporary password expire, and the information in the account is purged. If this happens, you must restart the</p> |

registration from the beginning.

When the registration is **completed**, a **permanent user name** and a **temporary password** are provided. The first time you log in using this user name, you will be asked to set a permanent password.

The **Employer Account Number** (EAN) is assigned when registration is complete.

The **Employee ID** of the user who performs the registration is the same as the EAN (though this can be changed later if desired).

The user who performs the registration is always given the Employer System Administrator role, with full privileges.

IMPORTANT NOTE: Communication Method for correspondence is selected during registration. This choice determines the default method for all official communications to you from DUA.

NOTE: The system times out after 30 minutes of inactivity. If steps involved in starting the registration are not completed and the temporary user name and temporary password are not issued before a timeout, the information is not saved. If this happens, you must **restart** the registration from the beginning.

NOTE: When Registration is complete:

- Official Correspondence about the registration will be generated and transmitted to you.
- If you are a Non-Profit or Governmental organization, you will be assigned contributory status. However, your payment method will be changed to reimbursable if proof of 501(c)(3) status is received within 30 days.

STARTING AN EMPLOYER REGISTRATION

The following steps show how an Owner, Officer or Authorized Employee can start the process of registering a business with the DUA.

1. Navigate to <http://www.mass.gov/uima>. Scroll to the **Login to QUEST** area. Click the **Employer Login** 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.

2. The Massachusetts Department of Unemployment Assistance: **Employer Login** page appears. Click the **Employer Registration** link.

Commonwealth of Massachusetts

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Logon * Indicates Required Field

Employer Registration

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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**

Your account will be locked after 4 attempts. If you are having problems logging in, select the "Forgot Password" button to reset your password.

3. The **Welcome to the UI Registration** page displays. Read the following onscreen sections for important information about the registration process:

- **Welcome to UI Employer Registration** for a brief introduction.
- **Necessary Registration Information** for the information you need to supply during registration.
- **Notification** for information about certifying the information you provide.

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|---|--|
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| * Indicates Required Field | |
| <p>Logon</p> <p>Employer Registration</p> <p>System Availability</p> <p>User Guide</p> <p>Returning Employer</p> <p>Account Activation</p> | <p>Welcome to UI Employer Registration</p> <p>Employers who pay wages within Massachusetts are required to register with and report quarterly wage data to this agency. This registration process will determine if you are subject to Unemployment Insurance (UI) Contributions and after successful registration it will provide access to the system through which Quarterly Wage records are reported.</p> <p>Necessary Registration Information</p> <p>To successfully complete registration, you will need the following pieces of information:</p> <ul style="list-style-type: none"> • Type of legal entity (sole proprietor, partnership, LLC, etc.) • Doing business as name (DBA) • Federal Employer Identification Number (FEIN) • State and date of formation or incorporation • Date that employees first performed services in Massachusetts • Owner/Officer information: SSN, FEIN, percent of ownership • Third party Administrator (TPA) code (if TPA is performing employer registration) • Principle Business Activity performed in Massachusetts • Quarterly Gross Summary of wages paid to date • Number of employees currently on the payroll <p>Notification</p> <p>You will be asked to certify that all of the information provided in this filing is 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.</p> <p>I certify, under pains and penalties of perjury, that all information provided in this filing will be complete and true to the best of my knowledge and belief.</p> |

4. On the same page, scroll to **Beginning a New UI Registration**, answer the questions on the page, and click **Next**.

| | |
|---|--|
| Beginning a New UI Registration | |
| To begin registration, provide the necessary information: | |
| Are you an Employer compensating individuals for services performed in Massachusetts? * | <input type="radio"/> Yes <input type="radio"/> No * |
| If yes, enter the date you first paid wages to individuals working in Massachusetts: | <input type="text"/> (mm/dd/yyyy) |
| Are you an out-of-state Employer with Massachusetts residents working outside of Massachusetts? * | <input type="radio"/> Yes <input type="radio"/> No * |
| Have you previously registered with this Agency? * | <input type="radio"/> Yes <input type="radio"/> No * |
| Please enter your Federal Employer Identification Number (FEIN): | <input type="text"/> |
| Do you use a common paymaster ? * | <input type="radio"/> Yes <input type="radio"/> No * |
| If yes, enter the FEIN for your common paymaster: | <input type="text"/> |
| <input type="button" value="Next"/> | |

- On the **Select User Role** page, select the applicable role (owner, or authorized employee of the Employer being registered, or TPA) and click **Next**.

NOTE: If you are a Third Party Administrator, select "I am a Third Party Administrator (TPA) with power of attorney registering on the Employer's behalf."

- On the **Administrator Information** page, enter administrator information, check the box, and click **Next**.

- On the **Contact Information** page, put a check in **Same as Administrator Information** box, or enter contact information if different, and click **Next**.

- On the **Enter FUTA Liability** page, indicate whether the Employer has FUTA liability from another state by selecting Yes or No, and click **Next**.

1 → 2 → 3 → 4 → COMPLETE

Enter Users Enter Employer Information Enter Business Information Enter Owner/Officer

Enter FUTA Liability

Did this employer have [FUTA liability](#) in another state prior to having employees in Massachusetts? Yes No*

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- In the **Employer Identification Information** page, enter legal, business, and address/email information. Select a Communication Method. Click **Next**.

NOTE: Communication Method is always set to **Email** by default. The other choice is **US Mail**. Make sure to select your preferred communication method before proceeding.

NOTE: Select the Legal Entity type from the following: Sole Proprietor, Partnership, Corporation, Trust, LLC (single owner), LLC (partnership), LLC (corporation), or Governmental entity.

1 → 2 → 3 → 4 → COMPLETE

Enter Users Enter Employer Information Enter Business Information Enter Owner/Officer

Employer Identification Information

Please provide the legal address and other following information about the employer being registered.

Legal Entity Type: [Select One]*

Legal Name: *

Doing Business As (DBA) Name:

Address Line 1: * (do not enter PO Box)

Address Line 2:

City: *

State: MA - Massachusetts

Zip Code:

Country: US - United States Of America*

Business Phone Number: * ext:

Business Fax Number:

Business Email Address:

Re-enter Business Email Address:

[Communication Method](#): Email

Previous Next

10. On the **Address Validation** page, 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").

Address Validation

One or more potential addresses are provided below to comply with U.S. Post Office standards. Please indicate your choice and click "Next" to proceed, or click "Previous" to change the address you provided.

Possible Matches

19 Staniford St
Boston, MA 02114-2502

Provided Address

19 Staniford St
Boston, MA 02114

Once the Temporary User ID and Temporary User Password display on the page, the Employer registration data is saved. You have up to 30 days to complete the registration.

1 → 2 → 3 → 4 → COMPLETE

Enter Users Enter Employer Information Enter Business Information Enter Owner/Officer

Temporary User ID and Password

The partial registration has been saved and your account has been assigned a temporary User ID and password. This ID and password will allow you to exit at any point in the registration process and return later to complete the process. **Print this page for your records.**

The temporary user ID and password will expire 30 days after date of issue.

Temporary User ID: [REDACTED]

Temporary User Password: [REDACTED]

A permanent ID and password will be forwarded once registration is complete.

11. **You must still complete the registration** before you can be issued an **EAN** and use the account.

You can complete the registration without pausing, or stop at this point, and resume the process later.

- To complete the registration **now**, click **Next**. Skip the next section in the document and go directly to *Completing an Employer Registration*.
- To complete the registration **later**, start with the instructions in the next section: *Returning to an Employer Registration*.

IMPORTANT: Print or otherwise record the Temporary User ID and Temporary User Password in case you need them to access your account.

IMPORTANT: The Temporary User ID and Temporary User Password you receive onscreen are **valid for 30 days**. If they are allowed to expire before you complete your Employer account registration, you must start the process from the beginning.

RETURNING TO AN EMPLOYER REGISTRATION

Introduction

If you **started an Employer registration** with the DUA (and received your Temporary User ID and Temporary User Password onscreen) but you **did not complete the registration in the same session**, you can return to the point where you stopped, by following the instructions in this section.

NOTE: If you are still in the original registration session (and you still see the Temporary User ID and Temporary User Password onscreen), simply click **Next** to continue. Go directly to *Completing an Employer Registration* for instructions.

NOTE: The Temporary User ID and Temporary User Password you receive when you create an account are **valid for 30 days**. If they expire, begin the process anew by performing the steps in *Starting an Employer Registration*.

1. Navigate to <http://www.mass.gov/uima>. Scroll to the **Login to QUEST** area. Click the **Employer Login** 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.

2. The **Massachusetts Department of Unemployment Assistance: Employer Login** page appears. Click the **Returning Employer** link.

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Logon * Indicates Required Field

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Attendance Information

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: *

Your account will be locked after 4 attempts. If you are having problems logging in, select the "Forgot Password" button to reset your password.

3. The **Continuing a Registration** page appears. Enter the Temporary User ID and Temporary User Password you received when you started the registration. Click **Next**.

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Logon * Indicates Required Field

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Continuing a Registration

To continue a previously started registration, enter the Temporary User ID and Password you received in the fields below, then click on "Next".

Temporary User ID: *

Temporary Password: *

Next

4. Continue to the next section, *Completing an Employer Registration*.

NOTE: If the Temporary User ID and Temporary Password do not work, it may be because it has been more than 30 days since the account was created. If this is the case, start the process from the beginning by following the instructions in *Starting an Employer Registration*.

COMPLETING AN EMPLOYER REGISTRATION

After an Employer account has been **started**, and the Temporary User ID and Temporary User Password have been established, the registration still needs to be **completed**.

Perform the following steps to **complete** the registration.

NOTE: If you interrupted the registration after the account was **started** but before the registration was **completed** (i.e., if you stopped after receiving the Temporary User ID and Temporary User Password), see the instructions in the section *Returning to a Pending Employer Registration* first.

1. Perform the steps in *Starting an Employer Registration*, and (if necessary) *Returning to an Employer Registration*.
2. The **Enter Employer Business Information** page appears.
 - a. Select a Business type (Agricultural, Domestic, Other, or Out-of-State).
 - b. Answer the remaining questions.
 - c. Click **Next**.

1 → 2 → 3 → 4 → COMPLETE

Enter Users Enter Employer Information Enter Business Information Enter Owner/Officer

Enter Employer Business Information

The following questions are used to determine whether or not an employer is subject to UI law. Additional follow-up questions may follow.

Legal entity type: **Corporation**

Business type: [Select One] *

Federal Employer Identification Number (FEIN): [REDACTED]

How many individuals are being compensated for services performed?: [] *

Have services been performed for this company in MA?: Yes No *

If yes, what date were services first performed in MA?: [] (mm/dd/yyyy)

Will this employer act as a [Leasing Company](#)??: Yes No *

Is this employer the client of a Leasing Company?: Yes No *

Does this employer have workers that are exempt under [Section 6 of MGL 151A](#)??: Yes No *

Does this employer have workers considered to be independent contractors?: Yes No *

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- The **Enter Employer Business Information (cont'd)** page appears. Answer the questions about your company and click **Next**.

- Enter **Formation/Incorporation Information** and click **Next**.

- If you are **NOT** a Non-Profit or Governmental organization go to **Step 6**.

If you **ARE** a Non-Profit or Governmental organization, go to **Step 8**.

- The **Employer information – Wages** page appears. The questions on the page are specific to the Business Type you selected in **Step 2**. (This example shows what Employers who selected Business Type **Other** would see.)

Answer the questions on the page and click **Next**.

7. Depending on how you answered in **Step 6**, the **Employment Information – Other** page may appear. If it does, answer the questions on it, and click **Next**.

8. Depending on your Business Type and your previous answers, the **Enter Address – Physical Location** page may appear. If it does, fill in the fields and click **Next**.

NOTE: If the physical address is the same as the legal address, select **Legal** in the **Same as** field, and skip to the next relevant field. However, Employers who don't have a physical address in Massachusetts should select **None**.

9. The **Enter Address – Additional** page appears. Select **Yes** if any of the following addresses – Mailing, Wage & Separation, Benefit Charge, or Business Records Location – are different than your Legal address; otherwise select **No**. Click **Next**.

NOTE: If you select **Yes** in **Step 9**, you will be prompted to address information for any applicable addresses, before **Step 10** appears.

10. The **Enter Business Description** page appears. Fill in the principal business activity and principal product or service, and click **Next**.

11. The **NAICS Classification** page appears. Select the 1st NAICS classification from the drop-down list and click **Next**. Select the 2nd, 3rd, 4th, and 5th classifications the same way. Click **Submit** once all five classifications have been added correctly.

NOTE: Some Religious organizations have NAICS code 813110.

NOTE: If you do not know your NAICS Classification, you can look it up from the following website: <http://www.naics.com>

| | |
|---------------------|--|
| 1st Classification: | 31 - Manufacturing |
| 2nd Classification: | 311 - Food Manufacturing |
| 3rd Classification: | 3113 - Sugar/Confectionery Product Manufacture |
| 4th Classification: | 31132 - Confectionery Manufacturing, Cacao Beans |
| 5th Classification: | 311320 - Confectionery Manufacturing, Cacao Beans |

12. The **Owner/Officer** page appears. Add, correct, or delete Owner/Officer entries using the instructions below.

1 →
 2 →
 3 →
 4 → COMPLETE

Enter Users
Enter Employer Information
Enter Business Information
Enter Owner/Officer

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".

No records found.

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 style="width: 90%;" type="text"/> | | Legal Entity Name: <input style="width: 90%;" type="text"/> |
| Middle Initial: <input style="width: 80%;" type="text"/> | | FEIN: <input style="width: 80%;" type="text"/> |
| Last Name: <input style="width: 90%;" type="text"/> | | |
| Social Security Number: <input style="width: 90%;" 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:

- Select the "ADD" button to SAVE the entered Owner/Officer information.
- Select the "Reset" button to clear the entered information.

Add
Reset

Previous
Next

To add Owner/Officer entries:

- Enter the information into the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas.
- Click **Add** below the **Additional Information** area.
- Repeat for each new Owner/Officer entry you want to add.

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.

To modify/correct an Owner/Officer entry:

- Select the radio button to the left of an entry.
- Click **Modify**.
- Edit the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas.
- Click **Save** below the **Additional Information** area.
- Repeat for each existing Owner/Officer entry.

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 checked="" type="radio"/> | [REDACTED] | President | [REDACTED] | 19 Staniford St, Boston, MA 02114-2502 | 100% |
| Total Number of Owner/Officers: | | | 1 | Total Percentage of Ownership: 100.00% | |

To delete an entry:

- Select the radio button to the left of that entry.
- Click **Delete**.

If necessary, clear the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas by clicking **Reset**. This does **not** delete saved entries.

13. When the information on the page is complete, click **Next**.

14. The **Registration Summary/Edit** page appears. Review the information.

Business Information and Ownership Information can be edited if necessary. To return to the page where the information was originally input, double click the blue band behind the 3) Confirm Business Information label or the 4) Confirm Ownership Information label.

When the information is correct, proceed through the pages until you have reached the **Registration Summary/Edit** page again.

To complete the registration, click **Submit**.

1 2 3 4 COMPLETE

Enter Users
Enter Employer Information
Enter Business Information
Enter Identification

Registration Summary/Edit

Your registration is almost complete! Please scroll down to review and 'Submit' the following information by clicking the corresponding header link.

1) Confirm Users information

Administrator

First Name: [REDACTED]
 Last Name: [REDACTED]
 Phone: [REDACTED]
 Secondary Phone: [REDACTED]
 Business Title: **Owner**
 E-mail: [REDACTED]

Contact

First Name: [REDACTED]
 Last Name: [REDACTED]
 Phone: [REDACTED]
 Secondary Phone: [REDACTED]
 Business Title: **Owner**
 E-mail: [REDACTED]

Confirm Users Information
(cannot be edited)

2) Confirm Employer Information

Legal Entity Type: **Sole Proprietorship**
 Entity Name: [REDACTED]
 DBA Name: [REDACTED]
 Address Line 1: **19 Staniford St**
 Address Line 2: [REDACTED]
 City: **Boston**
 State: **Massachusetts**
 Zip: **02114 2602**
 Country: **United States Of America**
 Business Phone Number: [REDACTED]
 Business Fax Number: [REDACTED]
 Business E-mail: [REDACTED]
 Communication Method: **Email**

Confirm Employer Information
(cannot be edited)

3) Confirm Business Information

Legal Entity Type: **Sole Proprietorship**
 Business Type: **Other**
 Federal Employer Identification Number (FEIN): [REDACTED]
 How many individuals are being compensated for services performed?: **60**
 Have contracts been performed for this company in MA?: **Yes**
 If Yes, what date was services first performed in MA?: **7/1/2010**
 Are you a 501(c)(3) employer?: **No**
 Did this employer acquire any part of an existing Massachusetts business?: **No**
 Did you reorganize your business? (Examples include but are not limited to: changes from a sole proprietorship to corporation, LLC to a partnership): **No**
 Did your FEIN change?: **No**
 Did you acquire any assets/inventory of an already existing business operating in Massachusetts?: **No**
 Was there a purchase & sale agreement with another entity operating in Massachusetts?: **No**
 Was there an acquisition, merger or consolidation with another entity operating in Massachusetts?: **No**
 Was there a transfer of employees or spin off from another entity operating in Massachusetts?: **No**
 Are you part of a franchise?: **No**
 Does this employer have workers considered to be independent contractors?: **No**
 Does this employer have more than one business location in Massachusetts?: **No**
 If yes, how many?: **No**
 Will this employer act as a Leasing Company?: **No**
 Is this employer the client of a Leasing Company?: **No**
 Do you perform any services that are exempt under section 6 or MCL 151A?: **No**

Confirm Business Information
(can be edited)

4) Confirm Ownership Information

First Name: [REDACTED]
 Last Name: [REDACTED]
 Social Security Number: [REDACTED]
 Legal Entity Name: [REDACTED]
 FEIN: [REDACTED]
 Is the owner/owner compensated for their services?: **Yes**
 Address Line 1: [REDACTED]
 Address Line 2: [REDACTED]
 City: **Doston**
 State: **Massachusetts**
 Zip: **02114-2603**
 Country: **United States Of America**
 Email: [REDACTED]
 Business Title: **Sole Proprietor**
 Percent of Ownership: **100%**
 First Date of Ownership / Appointment: **7/1/2010**

Confirm Ownership Information
(can be edited)

Certification

By pressing **Submit**, I agree to the following terms:

- information you provide will be used for the purpose of determining your liability to fund under the Massachusetts Unemployment Insurance Law and other purposes;
- You are asked to certify that all of the information provided in this filing is complete. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, nondisclosure, and failure or refusal to furnish reports or requested information to the state;
- I certify, under pains and penalties of perjury, that all information provided in this filing is complete and true to the best of my knowledge and belief.

If the above is correct, please click **Submit** to process your registration information.
 To correct any of the above information, navigate to the associated section and make the necessary change.

Submit

15. If you are a Non-Profit or Governmental organization, the **Reimbursable vs. Contributory** page appears. Select a payment approach and click **Submit**.

Reimbursable vs. Contributory

Non-profit/Governmental organizations are required to pay contributions to the unemployment insurance system, unless they elect to reimburse the fund for the amount equal to UI benefits paid to former employees, which are attributable to that employer. Section 14A requires that the non-profit/Governmental organization which elects payment in lieu of contributions, i.e., reimbursement, must notify the agency within thirty (30) days of this determination letter.

You have 30 days to select your payment approach.

[Reimbursable](#)[?]: (requires additional documentation)

[Contributory](#)[?]:

16. The **Registration Status** page appears. Registration is complete. If you indicated a transfer of experience, you will continue to the Experience Transfer process, where you provide historical information that is used for Rate Calculation (see the section *Provide information on the Purchase or Sale of a Business*). Otherwise, you can log in immediately by clicking **Home**, or close your browser and login later. See the section, *First Time Login After Registration* for instructions.

IMPORTANT NOTES: The Registration Status page contains details about the Employer registration:

- **Confirmation** of the registration.
- The Determination of Employer Status, and (if applicable) the **effective date** at which the Employer is subject to Massachusetts Unemployment Law.
- **UI Employer Account number** (EAN).
- The permanent **User ID**.
- Temporary **password**.
- If you are subject to UI tax you will see one of the following:
 - Notice of UI Tax Rate (if you are a contributory Employer).
 - The **quarter end date** for which the Employer must submit an employment and wage detail report.
 - Obligations of Employers Selecting the UI Reimbursement Method (if you are a reimbursable Employer).
- If you are not subject to UI tax, a Non-Subject Employer Information area.

Example: The **Registration Status** page for a newly registered contributory Employer.

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Enter Users Enter Employer Information Enter Business Information Enter Owner/Officer

Registration Status
This is confirmation of successful registration. Please print a copy for your records.

Determination of Employer Status
Effective **7/1/2009**, you are an employer subject to Massachusetts Unemployment Insurance (UI) Law (MGL 151A). You will be required to submit quarterly wage detail records and pay UI taxes on the wages paid to each of your employees.

UI Employer Account Number
Employer Account Number: ██████████
Reporting Type: **Contributory**
Permanent User ID: ██████████
Password: ██████████

Notice of UI Tax Rate
You have been assigned the following Unemployment Insurance (UI) tax rate:
2009: 2.83%
Your UI tax rate is one of [several components](#)® used to determine your total amount due once you have submitted your quarterly Employment and Wage Detail Report.

Quarterly Employment and Wage Detail Report Information
You will be required to submit quarterly employment and wage detail reports. Employment and wage detail reports may be submitted using the Temporary ID and password you received earlier in this registration. Go to the Massachusetts UI website for additional details about submitting these reports. Quarterly reports are due by the last day of the month following the end of the quarter after you become liable for UI contributions. Please complete and submit the reports with your payments promptly. Interest charges are mandated by law on overdue contributions.

The information provided during your registration indicates that you are required to submit an employment and wage detail report for the quarter ending **9/30/2009** and all subsequent quarters.

[Home](#)

First Time Login After Registration

This section applies only if you are logging in for the **first time** after completing the initial **Employer registration**. 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 registered your account and you just clicked **Home**, skip to **Step 3**.

If you closed your browser before logging in, 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.

 

 **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 the User ID and Password you received onscreen or by U.S. mail when you completed the registration. Click **Login**.

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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: *

4. 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.

Reset Password

Please choose a new password and other information by entering it in the fields below and clicking save. For additional information on password security, please refer to the [password guidelines](#).

Current Password: *

New Password: *

Re-enter new password: *

Security Question: *

Security Answer: *

4-digit PIN Code: *

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

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| Change Password Logout | | |
| Employer Home FAQ Workflow - My Inbox Account Maintenance Benefit Charge Activities Correspondence Employment and Wage Detail Reporting Payment Information User Maintenance | Employer Information | |
| | Employer Account Number: [REDACTED] Employer Name: [REDACTED] | |
| | Employer Home | |
| | Employer Home Employer Home | |
| | <hr/> | |
| | 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. |