# HOW TO START WITH QUEST

| Introduction | How you start with QUEST depends on whether you are a **regular user** or an **Administrator** who is setting up your QUEST account. |
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## For Regular Users

Regular users can start using QUEST once they are notified that their account is ready. Start with these sections to get up and running:

- *QUEST Requirements*
- *Accessing QUEST*
- *Navigation and Software Tips*

## For Administrators

Before regular users can use QUEST, an Administrator must set up the Employer account, create users, and (if applicable) authorize Third Party Administrators (TPAs) to act on your behalf.

### Registering or Activating the Account

An **Administrator** must set up the Employer account – either by **registering** it, or **activating** it – before QUEST can be used.

- If your business was established after December 7, 2009 or you have not yet conducted business with the Massachusetts Department of Unemployment Assistance (DUA), you must **register** with the DUA before you can use QUEST. Start with the section, ***Employer Registration***.

- If your firm conducted business with the DUA before the QUEST system was rolled out on December 7, 2009, then an Employer account was probably already created on your behalf. However, you must **activate the account** before you can use QUEST. Start with the section, ***Account Activation***.

### Creating Additional QUEST Users

The person who completes the **Employer registration** or **account activation** is assigned the **Employer System Administrator** role by default. This user receives login credentials to access the QUEST self – service account during the registration/activation process.

This user can in turn add additional users to the QUEST account. New users can be assigned the Employer System Administrator role or any of six other roles. For detailed instructions, see the section, *User Maintenance*.

### Authorizing Your TPA(s)

Some Employers contract with Third Party Administrators (TPA) to perform accounting and/or payroll services. Many of these TPAs routinely conduct business with DUA on behalf of those Employers. If you use any TPA(s) you must authorize them from within QUEST to act on your behalf. See *TPA Authorization* under the *Account Maintenance* section for instructions.

For each TPA you authorize you must enter the TPA ID that was issued by DUA, and assign the roles that are specific to the functions you want the TPA to perform. DUA recommends that you coordinate with your TPA(s) to arrange authorization.