

NAVIGATION AND SOFTWARE TIPS

Introduction

This section provides tips on navigating and using the QUEST software:

- The Employer Home page
- System Timeout
- Helpful Hints – Assistive Content
- Additional Tips

The Employer Home Page

The first page that appears after you log in to the system is the **Employer Home** page.

The screenshot shows the QUEST Employer Home page. It is divided into three main panes:

- The Top Pane:** Contains the Commonwealth of Massachusetts logo, a 'Change Password Login/Logoff' button, and the date 'Tuesday, July 19, 2011' with a 'Print Preview' link.
- The Left Pane:** A vertical navigation menu with links: Employer Home, FAQ, Workflow, Account, Benefit, Correspondence, Employment and Wage Detail Reporting, Payment Information, and User Maintenance. A callout indicates 'Click to return to Employer Home' and another notes 'Function links in an expandable list'.
- The Main Pane:** Displays 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. Below this are sections for:
 - FAQ:** Review frequently asked questions (FAQ's) for the UI program or UI system.
 - Account Maintenance:** Maintain account information including changing legal name, mailing address, owners/officers, reporting status, or reporting status. View the most recent Notice, authorize TPAs or provide info 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.
 - 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.
 - Workflow - My Inbox:** View any action items requiring your attention.
 - Employment and Wage Detail Reporting:** Submit Employment and Wage Detail Reports for this Agency and the Department of Labor.
 - Accessibility Information, Privacy Statement, and more Viewing Tips**

At the bottom of the page, there are links for 'Accessibility | Privacy Statement | Viewing Tips'.

The **Employer Home** page has three panes: the **left pane**, the **top pane**, and the **main pane**.

- The top pane has links to **Change Password**, **Login**, and **Logoff**.
- The **left pane** has links you can click to bring up the main QUEST **functions**. When you click function links in QUEST, the list in the left pane expands to show the additional functions that are available under the main functions. The left pane also has the **Employer Home** link. Click this link at any time to return to the Employer Home page.
- The **main pane** initially displays the same links to Employer functions as the left pane. It also provides explanations about each function.

If you click a function link, the main pane displays information and controls that are specific to the function.

IMPORTANT NOTE: Not all function links display for all users. The Employer System Administrator at your place of business has configured which functions links you see when you use QUEST.

System Timeout

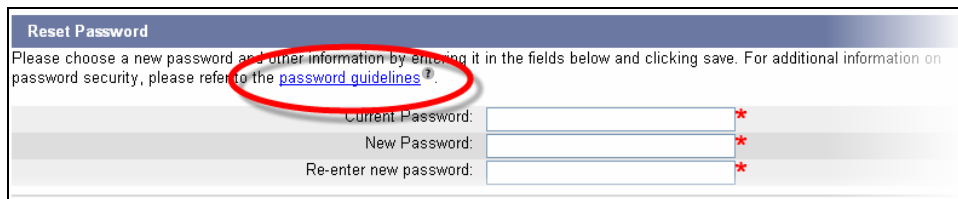
The QUEST system times out after 30 minutes. If you are entering detailed data, save frequently; otherwise if a timeout does occur, the data may be lost. (Save by clicking the Save button or by navigating to the next page and then returning to the previous page.)

Helpful Hints – Assistive Content

Most pages in QUEST provide helpful hints about using the software right on screen. In addition, there are links that you can click to bring up a separate window with more in-depth information about a topic. This information is known as **Assistive Content** in QUEST.

Assistive Content links are blue and underlined, with a small question mark to the right.

An example of an assistive content link for **password guidelines**:



Reset Password

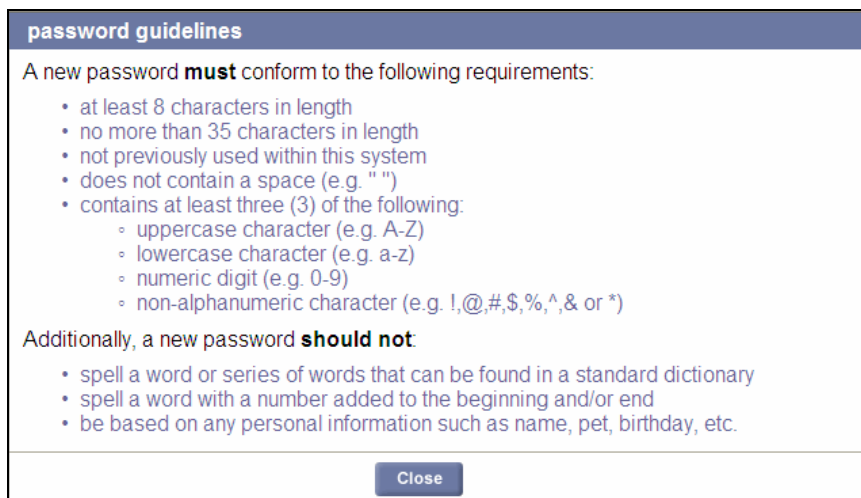
Please choose a new password and other information by entering it in the fields below and clicking save. For additional information on password security, please refer to the [password guidelines?](#)

Current Password: *

New Password: *

Re-enter new password: *

Click the Assistive Content link to display information about the phrase in a separate window.



password guidelines

A new password **must** conform to the following requirements:

- at least 8 characters in length
- no more than 35 characters in length
- not previously used within this system
- does not contain a space (e.g. " ")
- contains at least three (3) of the following:
 - uppercase character (e.g. A-Z)
 - lowercase character (e.g. a-z)
 - numeric digit (e.g. 0-9)
 - non-alphanumeric character (e.g. !, @, #, \$, %, ^, & or *)

Additionally, a new password **should not**:

- spell a word or series of words that can be found in a standard dictionary
- spell a word with a number added to the beginning and/or end
- be based on any personal information such as name, pet, birthday, etc.

Close

Click **Close** to close the Assistive Content window.

Additional Tips

Do not use your browser's **Back** or **Forward** buttons to navigate in QUEST. Click the **Previous** or **Next** (or Save or Submit) buttons that are provided right on each QUEST page.

Use the **Employer Home** link to return to the top-level Employer Home page at any time.

Data in some **tables in QUEST can be sorted by column**. Columns that can be used for sorting have a bold blue underlined column heading. Click the column heading to sort data in the table by that column.