

ABOUT WORKFLOW - MY INBOX

Introduction

The **Workflow - My Inbox** feature allows you to view and respond to Questionnaires sent to you by the DUA.

In certain cases, the DUA may choose to send you a questionnaire to seek additional information from you. For example, if you have filed an appeal, DUA may need additional information to process your appeal and will send you a questionnaire.

If your correspondence method is **Email**, you will receive a questionnaire in your **QUEST inbox**. This section of the document describes how to view and respond to the questionnaires received on QUEST.

NAVIGATING TO WORKFLOW - MY INBOX

1. Log on to QUEST. Click the **Workflow – My Inbox** link in the left pane (the link also appears on the main pane of the Employer Home page).

The screenshot shows the QUEST Employer Home page. The left navigation pane contains several links, with 'Workflow - My Inbox' circled in red. The main content area is divided into sections: 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'; 'Employer Home' with links for 'Employer Home' and 'Employer Home'; and three columns of links: 'FAQ' (Review frequently asked questions), 'Workflow - My Inbox' (View any action items), 'Account Maintenance' (Maintain account information), and 'Benefit Charge Activities' (View Benefit Charges).

2. The **Employer Inbox** page appears. Enter **Received On Date From** and **To** dates. Click **Search**.

The screenshot shows the 'Employer Inbox' search form. It has a header 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. Below that is the 'Employer Inbox' section with a 'Received On Date' section containing 'From' and 'To' date pickers. At the bottom are 'Search' and 'Reset' buttons.

3. The search results appear below the search grid in the **Workitems** area. Click the **Open** link for a specific **Step Name** item to access the questionnaire.

Workitems			
	Step Name	Date Created	Date Assigned
Open	Answer Questionnaire	12/1/2009 1:36:27 PM	12/1/2009 1:36:27 PM
Open	Answer Questionnaire	12/1/2009 10:59:59 AM	12/1/2009 10:59:59 AM

- The questionnaire appears. Provide your responses and click **Submit**. Your response will be sent to DUA.

Questionnaire Example: Worker Status Criteria Worksheet – Fisherman.

Employer Information	
Employer Account Number:	██████████
Employer Name:	██████████
Employer/Employee Information	
Employer Account Number:	██████████
Employer Name:	██████████
Employee Name:	██████████
Employee SSN:	██████████
Occupation/Occupation in Question:	██████████
Worker Status Criteria Worksheet - Fisherman	
In order to assist this Agency in resolving the issue of whether an employee/employer relationship exists between your company and the individual named above, please complete the following questionnaire with regards to the services performed for the organization.	
This questionnaire should be completed and returned as soon as possible. If no response is received, the determination will be based on statements available.	
Be specific with job description of this individual and why unemployment may have been paid into another state if this individual worked in Massachusetts.	
1. Describe the organization's business	<input type="text"/> *
2. Describe the work done by the worker	<input type="text"/> *
3. Is the work done under a written agreement between the organization and the worker?	<input type="radio"/> Yes <input type="radio"/> No *
3.1 If yes, provide the terms of the written agreement.	<input type="text"/>
3.2 If no, provide the terms of the work arrangement.	<input type="text"/>