



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF UNEMPLOYMENT ASSISTANCE

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Date:

Massachusetts is proud to begin working with employers to implement QUEST, the new online Unemployment Insurance system. As an employer in Massachusetts, <business legal name> you are responsible for maintaining your online employer account. All previously registered Employer Accounts have been transferred into the new QUEST System. To ensure that we have up-to-date information and to activate your online QUEST account, an authorized representative for <business legal name> is required to log into QUEST at <agency web site address> with the Permanent User ID and Temporary Password listed below.

Permanent User ID: <Permanent User ID>
Temporary Password: < Temporary Password >

**The agency site will be available on December 7th, 2009.
These tasks must be done to enable your 4th Quarter 2009 Filing**

During the initiation process a minimum of one Account Administrator must be listed for the business. The person initiating the self-service account will be asked to verify the employer account information, make updates, and provide missing information. If you use a Third Party Agent, you must authorize the agent and select the roles for them to perform for you. A demo can be seen at www.mass.gov/dua/quest.

If you need assistance during this process OR if you feel this information was assigned in error, please contact this agency at <unit contact phone>.