ABOUT EMPLOYER REGISTRATION

Introduction

This section describes how to **start** and **complete** an Employer registration.

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.

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.

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.

Required Information

The following information is required to complete the registration process:

- 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

Helpful Hints

The registration can be **started** and **completed** in separate sessions (though they don't need to be).

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.

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.

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

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.

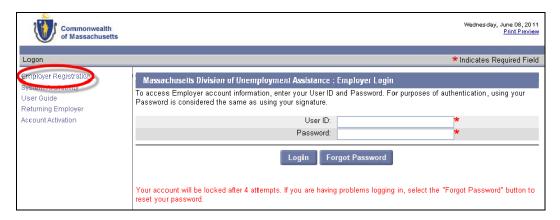
STARTING AN EMPLOYER REGISTRATION

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.



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



- 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.

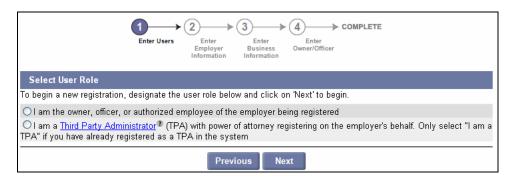


 On the same page, scroll to Beginning a New UI Registration, answer the questions on the page, and click Next.

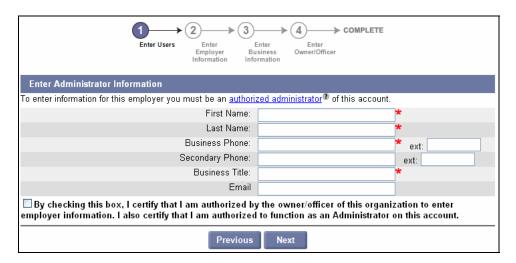


5. On the **Select User Role** page, select the applicable role (owner, or authorized employee of the Employer being registered, or TPA) and click **Next**.

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."



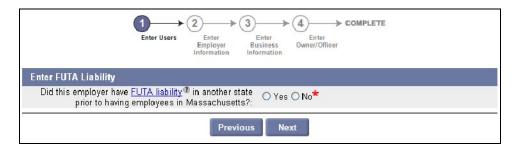
 On the Administrator Information page, enter administrator information, check the box, and click Next.



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



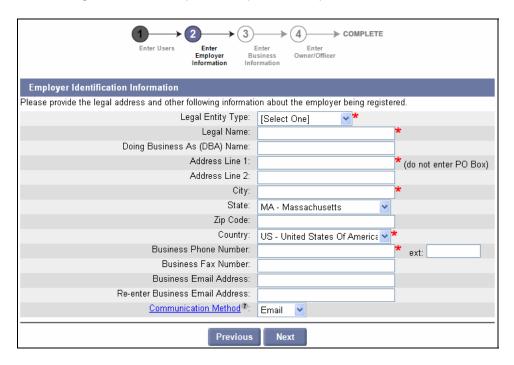
8. On the **Enter FUTA Liability** page, indicate whether the Employer has FUTA liability from another state by selecting Yes or No, and click **Next**.



9. 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.

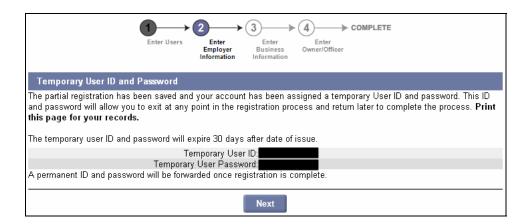


 On the Address Validation page, select the address that is closest to your actual address. Click Next.

NOTE: If applicable, select the address with the 9-digit extended Zip code (known as "Zip +4").



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.



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.

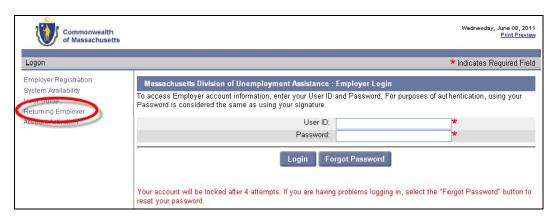
NOTE: If you are still in the original registration session (and you still see the Temporary User ID and Temporary User Password onscreen), simply click **Next** to continue. Go directly to *Completing an Employer Registration* for instructions.

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.



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



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**.



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*.

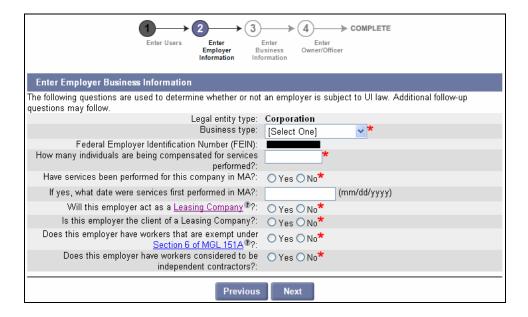
COMPLETING AN EMPLOYER REGISTRATION

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**.

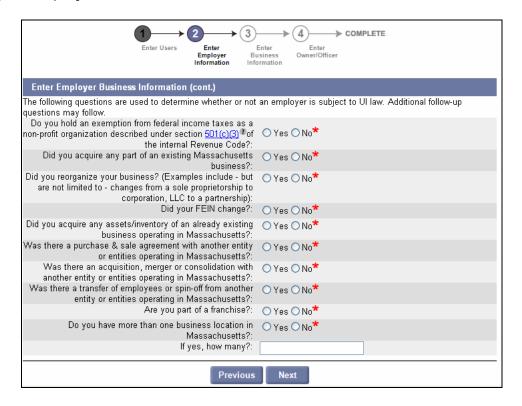
Perform the following steps to **complete** the registration.

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.

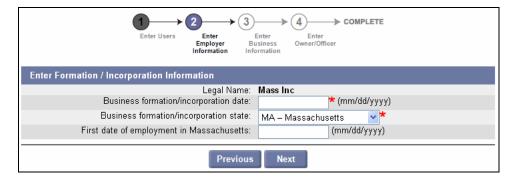
- 1. Perform the steps in *Starting an Employer Registration*, and (if necessary) *Returning to an Employer Registration*.
- 2. The **Enter Employer Business Information** page appears.
 - a. Select a Business type (Agricultural, Domestic, Other, or Out-of-State).
 - b. Answer the remaining questions.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



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



4. Enter Formation/Incorporation Information and click Next.

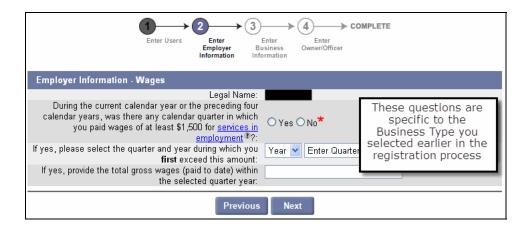


5. If you are **NOT** a Non-Profit or Governmental organization go to **Step 6**.

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

6. 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**.

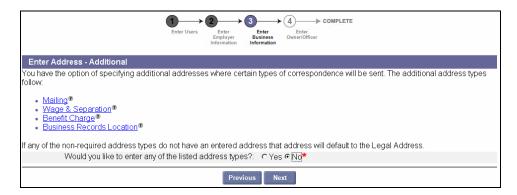


8. Depending on your Business Type and your previous answers, the **Enter Address – Physical Location** page may appear. If it does, fill in the fields and click **Next**.



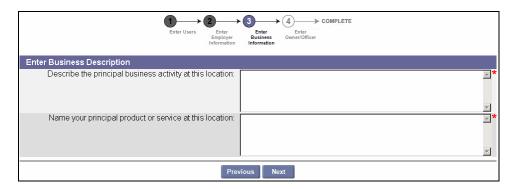
NOTE: If the physical address is the same as the legal address, select **Legal** in the **Same as** field, and skip to the next relevant field. However, Employers who don't have a physical address in Massachusetts should select **None**.

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**.



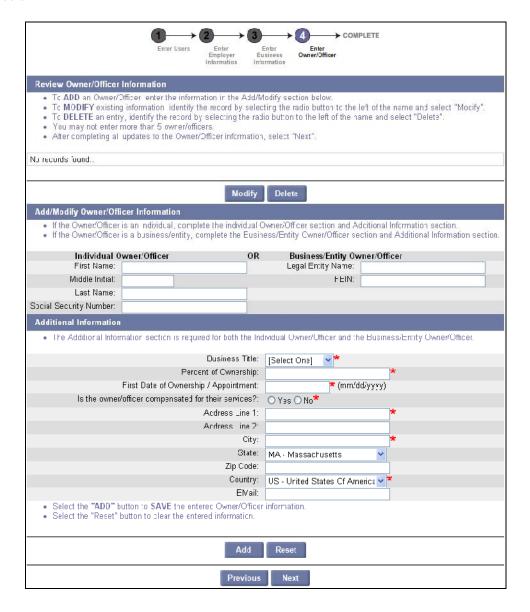
11. The **NAICS** Classification page appears. Select the 1st NAICS classification from the drop-down list and click **Next**. Select the 2nd, 3rd, 4th, and 5th classifications the same way. Click **Submit** once all five classifications have been added correctly.

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



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



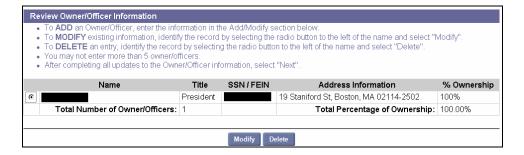
To add Owner/Officer entries:

- 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.



To delete an entry:

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

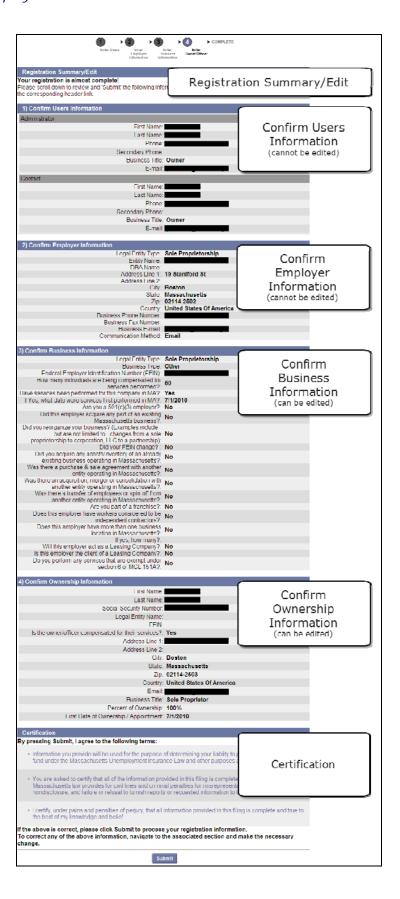
If necessary, clear the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas by clicking **Reset**. This does **not** delete saved entries.

- 13. When the information on the page is complete, click **Next**.
- 14. The **Registration Summary/Edit** page appears. Review the information.

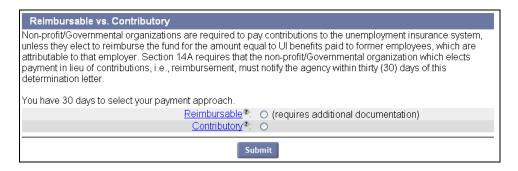
Business Information and Ownership Information can be edited if necessary. To return to the page where the information was originally input, double click the blue band behind the 3) Confirm Business Information label or the 4) Confirm Ownership Information label.

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**.



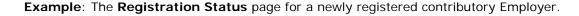
15. If you are a Non-Profit or Governmental organization, the **Reimbursable vs. Contributory** page appears. Select a payment approach and click **Submit**.

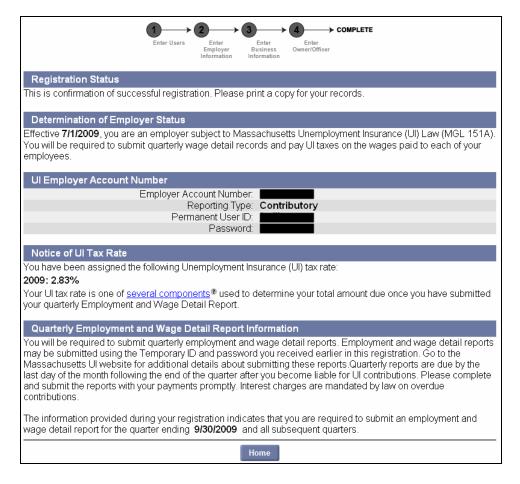


16. The **Registration Status** page appears. Registration is complete. If you indicated a transfer of experience, you will continue to the Experience Transfer process, where you provide historical information that is used for Rate Calculation (see the section *Provide information on the Purchase or 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.





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*.)

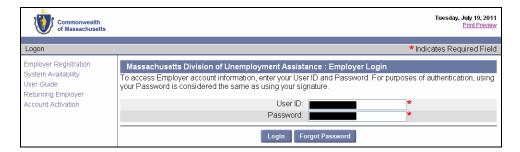
1. If you just registered your account and you just clicked Home, skip to Step 3.

If you closed your browser before logging in, navigate to the DUA – QUEST webpage at www.mass.gov/uima.

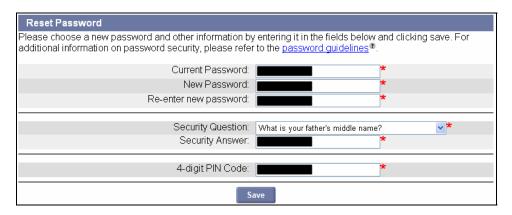
2. Scroll to the QUEST area of the page. Click Employer Login.



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**.



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.



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

