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**Massachusetts Department of Unemployment Assistance  
Employment Modernization Transformation (EMT)**

**Phase 1:** Applies to Employers, Third-Party Administrators, and Agents

**Phase 2:** Unemployment claimants

- Current Logon page for MA DUA: [Quest](#)
- New Logon page for MA DUA: <https://unemployment.mass.gov/Employers/#14>
- MA Department of Unemployment Assistance Contact Information
  - 617-626-5075
  - [duasystemmodernization@mass.gov](mailto:duasystemmodernization@mass.gov)
- Information for employers and how-to videos can be found on the following website.  
<https://www.mass.gov/unemployment-insurance-modernization>

**ACTION ITEMS for BUSINESS OWNERS:**

1. Create a new username and password for the new MA DUA system. Online instructions can be found here.  
<https://www.mass.gov/how-to/getting-started-with-unemployment-services-for-employers>
2. Authorize roles for Third-Party Administrators (Your payroll company). You can do this by selecting a TPA while you are logged into your account or the TBA can request access and you can log into your account and approve the role. [Video Instructions](#)

## **Troubleshooting:**

### **If you receive the following error message:**

The email address you used to create your account does not match an email address on record with the Massachusetts Department of Unemployment Assistance.

If you are an employee of a third-party administrator or an employee of a business already registered with the Massachusetts Department of Unemployment Assistance, please contact the account administrator within your organization to request access.

If you are the owner of a business and believe you have received this message in error, please contact us at (617) 626-5075 for assistance.

### **You will need to do the following:**

You will need to submit a User Designation Form to gain access to your account. You can follow the steps below to do so. <https://www.mass.gov/lists/dua-forms-for-employers>.

Access this website <https://unemployment.mass.gov/Employers/>. On the Online registration panel, click Submit user designation form. Download, complete, and upload the form. It will then be reviewed by DUA staff, so they can add your logon. You will receive the following email in approximately 5 business days.

*A new logon has been created for you to access the Unemployment Services for Employers system for the Massachusetts Department of Unemployment Assistance.*

*Your username is \_\_\_\_\_.*

*Navigate to <https://unemployment.mass.gov/Employers/> and then click the Log In button to establish your credentials with the agency.*