



# **Third Party Representative (TPR) Guide to CONNECT**

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## **2. INTRODUCTION**

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This document is a reference for navigating the system functions that a Third Party Representative (TPR) uses in the CONNECT system to access Claimant information related to the Florida Department of Economic Opportunity (DEO) Reemployment Assistance Program (RAP).

### **2.1 CONNECT System Overview**

The purpose of the System Overview is to provide a high-level overview of the CONNECT system. It will cover applications and features of CONNECT, users of CONNECT, how to access CONNECT, and how CONNECT benefits claimants.

#### **2.1.1 What is CONNECT?**

CONNECT is a claims management system that claimants use to apply for benefits. Claimants, employers and third parties access information related to claims, and communicate with DEO Staff through CONNECT.

#### **2.1.2 What is a TPR?**

A TPR is an entity that performs reemployment assistance program activities on behalf of a claimant. If you meet the definition of a TPR, you must register as a TPR with DEO. Once registered, a claimant must then grant you access to the specific CONNECT functions for which you are responsible. Claimants can do this online through their own account.

#### **2.1.3 Where can I access CONNECT?**

CONNECT is a Web based system, meaning that anyone with internet access and user credentials can access CONNECT. TPRs can access CONNECT by typing or copying the following link into a browser address bar:

<https://connect.myflorida.com/Representative/Core/Login.ASPX>. CONNECT can also be accessed from the DEO Web site: <http://www.floridajobs.org>.

Users must register for a user identification (ID) and password in order to enter CONNECT. The steps to register for TPR account are covered in Section 3.1., 'Register for a TPR Account.'

### 3. ACCESS THE TPR LOGIN PAGE

In this section, we will review the steps to access the TPR Login Page in CONNECT and setting up and maintaining a TPR account.

#### 3.1 Register for a TPR Account

To register for a TPR Account, follow the steps below.

1. Enter the CONNECT Web address into the address bar of your browser.
2. Select the 'TPR Registration' link on the left-hand menu of the TPR Login Screen.

3. Enter required user information.
  - a. First Name.
  - b. Last Name.
  - c. Business Name (if applicable).
4. Enter your address information.
  - a. Enter the name of the person at your address who should be receiving correspondence related to TPR activities related to the reemployment assistance benefits program.
  - b. Enter your address, including apartment or unit number.
  - c. Enter your city.
  - d. Select your state from the drop-down menu.
  - e. Select your country from the drop-down menu.
5. Enter your phone number, including the extension if you have one.
6. Enter your fax number if you have one.
7. Enter your email address.
8. Select the radio button to indicate your correspondence preference.
9. Select 'Next.'



Please note that if you select 'U.S. Mail,' you will still be able to access electronic versions of all documents sent to you in your TPR Inbox in the CONNECT system. We will cover how to access the TPR Inbox in Section 4.0, 'Navigate the TPR Homepage.'

Logon \* Indicates Required Field

**TPR Registration** **Register as a Third Party Representative(TPR)**

If you are an entity who performs reemployment assistance program benefits activities on behalf of a claimant, you must register with DEO as a Third Party Representative (TPR).

Once registered, a claimant must then grant you access to the specific functions for which you are responsible. Claimants can do this online through their own account.

To register, enter the following information. If you exit the application prior to submission, your information will not be saved.

**User Information**

You must add a First Name and Last Name or Business Name, both must not be entered.

3 First Name:   
 Last Name:   
 Business Name:

**Enter Mailing Address Information:**

4 Attention:  \* (Include apartment or unit number)  
 Address Line 1:  \*  
 Address Line 2:   
 City:  \*  
 State: FL - Florida  
 Zip Code:  \*  
 Phone: ( ) -  \* 5  
 Fax: ( ) -  \* 6  
 Email:  \* 7

8 Correspondence Preference:  US Mail  Electronic \* 9

Next

10. Select the appropriate address from possible matches.
11. If there are no appropriate matches for your address, select to use the address you entered by selecting the radio button next to your address in the 'Use Entered Address' section.
12. Select 'Next.'

Logon

**TPR Registration** **Address Validation**

Your address appears to be missing secondary information. Please enter the required details below.

Enter apartment, flat, or unit number

10 **Possible Matches**

- 1901 N Monroe St Ste C ... D  
Tallahassee, FL 32303-4769
- 1901 N Monroe St  
Tallahassee, FL 32303-4747

11 **User Entered Address**



- 1901 N Monroe St  
Tallahassee, FL 32890

Previous Next 12

- 13. If no changes, select 'Submit.'
- 14. If you need to make a change to the information, select 'Previous' to go back.



Please do not use the back button on your browser – this will cause the page to refresh and you will lose any information that you have not submitted.

  <span style="float: right;">Monday March 28 2022  <a href="#">Print Preview</a>  <a href="#">English Español Kreyol</a></span>																											
Logon																											
TPR Registration	<p><b>Confirm TPR Registration</b></p> <p>Review the following information. Select the Previous button to make any updates.</p> <p>If no changes are required, choose the Submit button.</p> <p>Print this page for your records.</p> <p><b>User Information</b></p> <table border="0"> <tr><td>First Name:</td><td><b>Testt</b></td></tr> <tr><td>Last Name:</td><td><b>Tester</b></td></tr> <tr><td>Business Name:</td><td><b>Example Inc</b></td></tr> <tr><td>Attention:</td><td></td></tr> <tr><td>Address Line 1:</td><td><b>1901 N Monroe St</b></td></tr> <tr><td>Address Line 2:</td><td></td></tr> <tr><td>City:</td><td><b>Tallahassee</b></td></tr> <tr><td>State:</td><td><b>FL</b></td></tr> <tr><td>Zip Code:</td><td><b>32890</b></td></tr> <tr><td>Phone:</td><td><b>8002042418</b></td></tr> <tr><td>Fax:</td><td></td></tr> <tr><td>Email:</td><td><b>testing@mailinator.com</b></td></tr> <tr><td>Correspondence Preference:</td><td><b>US Mail</b></td></tr> </table> <p style="text-align: right;"> <input type="button" value="Previous"/> <input type="button" value="Submit"/> <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px; color: red; font-weight: bold;">13</span> </p>	First Name:	<b>Testt</b>	Last Name:	<b>Tester</b>	Business Name:	<b>Example Inc</b>	Attention:		Address Line 1:	<b>1901 N Monroe St</b>	Address Line 2:		City:	<b>Tallahassee</b>	State:	<b>FL</b>	Zip Code:	<b>32890</b>	Phone:	<b>8002042418</b>	Fax:		Email:	<b>testing@mailinator.com</b>	Correspondence Preference:	<b>US Mail</b>
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Fax:																											
Email:	<b>testing@mailinator.com</b>																										
Correspondence Preference:	<b>US Mail</b>																										

- 15. After you select 'Submit,' you will receive a confirmation that your account activation is complete, and you are registered as a TPR in CONNECT.



Please be sure to save your Login Information – you will need it to log in to CONNECT for the first time in order to set up your password!

Logon					
TPR Registration	<p><b>TPR ID</b></p> <p>You have successfully registered as a Third Party Representative.</p> <p>Provide your TPR ID to the claimants you represent to gain access to your assigned functions.                  TPR ID: <b>001404932</b></p> <p><b>Login Information</b></p> <table border="0"> <tr><td>User ID:</td><td><b>testee0044</b></td></tr> <tr><td>Password:</td><td><b>776955Rm</b></td></tr> </table> <p><b>15</b> <b>Activation Complete</b></p> <p>You have successfully initiated your online, self-service account.</p> <p>Click the Login button to create your permanent password and to gain access to your online account.</p> <p style="text-align: center;"><input type="button" value="Login"/></p>	User ID:	<b>testee0044</b>	Password:	<b>776955Rm</b>
User ID:	<b>testee0044</b>				
Password:	<b>776955Rm</b>				

### 3.1.1 Set up your password

To set up your password, follow the steps below.



1. From the account activation confirmation screen, select 'Login' to set up your password.



Please note that you may also access the TPR Login Page by entering the CONNECT Web address into your address bar.

Ligon	
TPR Registration	<p><b>TPR ID</b></p> <p>You have successfully registered as a Third Party Representative.</p> <p>Provide your TPR ID to the claimants you represent to gain access to your assigned functions. TPR ID: <b>001404932</b></p>
	<p><b>Login Information</b></p> <p>User ID: <b>testee0044</b> Password: <b>776955Rm</b></p>
	<p><b>Activation Complete</b></p> <p>You have successfully initiated your online, self-service account.</p> <p>Click the Login button to create your permanent password and to gain access to your online account.</p>
	<p style="text-align: center;"><b>1</b> Login</p>

2. Enter your User ID and Password.
3. Select 'Login.'

  <span style="float: right;">Monday March 28 2022 <a href="#">Print Preview</a> <a href="#">English Español Kreyol</a></span>	
Ligon <span style="float: right;">* Indicates Required Field</span>	
TPR Registration	<p><b>Florida Division of Reemployment Assistance Program: Third Party Representative Account (TPR) Login</b></p> <p>Welcome to CONNECT, Florida's Online Reemployment Assistance System</p> <p>NOTE: Tablets, phones, and other mobile devices are not currently supported by CONNECT and may result in errors. Supported browsers are - Microsoft Edge, Chrome, Mozilla Firefox, or Apple Safari.</p> <p>To access Third Party Representative (TPR) account information, enter your User Name and Password. For purposes of authentication, using your Password is considered the same as using your signature.</p>
	<p style="text-align: center;"><b>2</b></p> <p>User ID: <input type="text" value="testee0044"/> *</p> <p>Password: <input type="password" value="*****"/> *</p>
	<p style="text-align: center;"><b>3</b> Login Forgot Password</p>
	<p>Your account will be locked after 3 attempts. If you are having problems logging in, enter your User ID and select the "Forgot Password" button to reset your password.</p>

4. Select 'Password Guidelines' to review the guidelines for setting up your password.
5. Enter your new password and re-enter your password in the next field.
6. Select your Security Questions and answers.
  - a. Enter your first Security Question.
  - b. Enter the answer to your first Security Question.
  - c. Select your second Security Question.
  - d. Enter the answer to your second Security Question.
  - e. Enter your third Security Question.
  - f. Enter the answer to your third Security Question.
7. Enter a 4-digit PIN code.
8. Select 'Save.'

**Change Password** | Logoff

TPR Registration

**Third Party Representative**  
 TPR ID: 001404932

- 4 Digit Pin Code: The 4 Digit Pin Code is a 4 digit numeric entry create(d) during the permanent password set up . This information have forgotten their password.
- Your security answer must not be blank and may not contain any numbers 0 through 9.The length of the answer has to be between

**Reset Password**  
 Please choose a new password and other information by entering it in security, please refer to the [password guidelines](#).

**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.

5 New Password:

Re-enter New Password:

6 Security Question 1:

Security Answer 1:

7 Security Question 2:

Security Answer 2:

Security Question 3:

Security Answer 3:

8 4-digit PIN Code:

Save

### 3.1.2 Change your Password

To change your password, follow the steps below:

1. From the TPR Homepage, select 'Change Password.'

**CONNECT**  
 FLORIDA DEPARTMENT of  
 ECONOMIC OPPORTUNITY

**DEO**  
 FLORIDA DEPARTMENT of  
 ECONOMIC OPPORTUNITY

Monday March 28 2022  
[Print Preview](#)

**Change Password** 1 | Logoff

Representative Home  
 Maintain TPR Address  
 TPR Inbox

**Third Party Representative**  
 TPR ID: 001404931 TPR Name: **Testter, Test**

**TPR Home**  
 No Records Found...

**Representative Home**  
[Representative Home](#)  
 Representative Home

[Maintain TPR Address](#)  
 View and maintain mailing address and correspondence preference

[TPR Inbox](#)  
 Access TPR Inbox to view electronic correspondence



2. Enter your new password.
3. Reenter your new password.
4. If you choose, update your security questions and answers.
5. Select 'Save.'

Change Password | Logoff \* Indicates Required Field

TPR Registration

**Third Party Representative**  
 TPR ID: 001404931 TPR Name: **Testter, Test**

- 4 Digit Pin Code: The 4 Digit Pin Code is a 4 digit numeric entry of your choosing. The PIN is an alternate "User" credential which you create(d) during the permanent password set up . This information is requested for authentication purposes when the user indicates they have forgotten their password.
- Your security answer must not be blank and may not contain any special characters. Please use only the letters A through Z and the numbers 0 through 9. The length of the answer has to be between 3 and 35 characters.

**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](#)®.

2 New Password:  \*  
 3 Re-enter New Password:  \*  
 Security Question 1: What is your father's middle name?  \*  
 Security Answer 1: Matt \*  
 4 Security Question 2: What was the name of the street you grew up on?  \*  
 Security Answer 2: Sapling \*  
 Security Question 3: What was the name of your elementary school?  \*  
 Security Answer 3: Keith \*  
 4-digit PIN Code:  \*

5

### 3.2 Login to your TPR Account

To login to a TPR Account, follow the below steps.

1. Enter your User ID and Password.
2. Select 'Login.'
3. Select 'Forgot Password' if you cannot remember your password.

Logon \* Indicates Required Field

TPR Registration

**Florida Division of Reemployment Assistance Program: Third Party Representative Account (TPR) Login**

Welcome to CONNECT, Florida's Online Reemployment Assistance System

NOTE: Tablets, phones, and other mobile devices are not currently supported by CONNECT and may result in errors. Supported browsers are - Microsoft Edge, Chrome, Mozilla Firefox, or Apple Safari.

To access Third Party Representative (TPR) account information, enter your User Name and Password. For purposes of authentication, using your Password is considered the same as using your signature.

1 User ID:  \*  
 Password:  \*

2   3

Your account will be locked after 3 attempts. If you are having problems logging in, enter your User ID and select the "Forgot Password" button to reset your password.



Please note that your account will be locked after 3 unsuccessful attempts to login to the CONNECT system.

### 3.3 Navigate the TPR Homepage

To navigate the TPR Homepage, follow the steps below.

1. Select 'Print Preview' on any screen to print the information on the screen.
2. Select 'Logoff' to log out of your account.
3. Select 'Representative Home' to return to the TPR Homepage.
4. Select 'Maintain TPR Address' to update your address information and correspondence preference.
5. Select 'TPR Inbox' to view correspondence or search for claimant information.

The screenshot shows the TPR CONNECT homepage. At the top right, there is a date 'Monday March 28 2022' and a 'Print Preview' link with a red circle '1' next to it. Below the header, there is a navigation bar with 'Change Password' and 'Logoff' links, with a red circle '2' next to 'Logoff'. On the left side, there is a menu with 'Representative Home', 'Maintain TPR Address', and 'TPR Inbox'. The main content area shows 'Third Party Representative' information with 'TPR ID: 001404931' and 'TPR Name: Tester, Test'. Below this, there is a 'TPR Home' section with 'No Records Found...'. At the bottom, there are two callouts: a red circle '3' next to 'Representative Home' and a red circle '4' next to 'Maintain TPR Address' with the text 'View and maintain mailing address and correspondence preference'. At the very bottom, there is a red circle '5' next to 'TPR Inbox' with the text 'Access TPR Inbox to view electronic correspondence'.

#### 3.3.1 Maintain your TPR Address

To maintain TPR address, follow the steps below.

1. Select 'Maintain TPR Address' from the left-hand menu on the TPR Homepage.
2. Review your current address information.
3. Select the hyperlink 'Update Address' to update your address.

The screenshot shows the 'Maintain TPR Address' page. At the top right, there is a date 'Monday March 28 2022' and a 'Print Preview' link. Below the header, there is a navigation bar with 'Change Password' and 'Logoff' links. On the left side, there is a menu with 'Representative Home', 'Maintain TPR Address', and 'TPR Inbox'. The main content area shows 'Third Party Representative' information with 'TPR ID: 001404932' and 'TPR Name: Tester, Testt'. Below this, there is a 'View Address' section with a table showing address information. At the bottom, there are two callouts: a red circle '1' next to 'Maintain TPR Address' and a red circle '2' next to the 'Address' column in the table. At the very bottom, there is a red circle '3' next to 'Update Address' and 'View Address History' links.

Address	City	StateCd	ZIP	Phone
1901 N Monroe St	Tallahassee	FL	32890	8002042418

4. In the fields, enter your updated address information.
5. Enter your phone number.
6. Enter your fax number.
7. Enter your email address.
8. Select your correspondence preference.
9. Select 'Next.'

Change Password | Logoff \* Indicates Required Field

Representative Home  
Maintain TPR Address  
TPR Inbox

**Third Party Representative**  
TPR ID: 001404932 TPR Name: **Tester, Testt**

**Modify Address Information**  
Enter address information below and click "Next".

Attention:

4 Address Line 1: 190 S Adams St \*

Address Line 2:

City: Tallahassee \*

State: FL - Florida

Zip Code: 32890 \*

Phone: (800) 204 2418 5

6 Fax: ( ) - - t:

Email: testing@mailinator.com 7

8 Correspondence Preference:  Electronic  US Mail \*

Previous Next 9

### 3.3.2 Access TPR Inbox

To access the TPR Inbox, follow the steps below.

1. Select 'TPR Inbox' on the left-hand menu of the TPR Homepage.
2. To view all correspondence, select 'All' from the 'Subject' drop-down menu.
3. Select 'Search.'
4. View correspondence in the 'Search Results' section.

Change Password | Logoff

Representative Home  
Maintain TPR Address  
TPR Inbox

**Third Party Representative**  
TPR ID: 001404932 TPR Name: **Tester, Testt**

**TPR Correspondence**

Created on Date From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

DocumentId:

Subject: Select One 2

ClaimantId: Select One

Claimant Last Name: All

Claimant First Name:

3 Search Reset

4 **Search Results**  
No Records Found...

### 3.3.3 Search for Claimant Information

To search for claimant information, follow the steps below.

1. Select 'TPR Inbox' from the left-hand menu of the TPR Homepage.
2. Enter Claimant Last Name.
3. Enter Claimant First Name.
4. Select 'Search.'



Please note that you can only see Claimants that have indicated you as a TPR.

Change Password   Logoff																									
Representative Home Maintain TPR Address <b>TPR Inbox</b>	<table border="1"> <tr> <td colspan="2"><b>Third Party Representative</b></td> </tr> <tr> <td>TPR ID: <b>001404932</b></td> <td>TPR Name: <b>Tester, Testt</b></td> </tr> <tr> <td colspan="2"><b>TPR Correspondence</b></td> </tr> <tr> <td colspan="2">Created on Date From: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy) To: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)</td> </tr> <tr> <td>DocumentId:</td> <td><input type="text"/></td> </tr> <tr> <td>Subject:</td> <td>Select One <input type="text"/></td> </tr> <tr> <td>ClaimantId:</td> <td><input type="text"/></td> </tr> <tr> <td>Claimant Last Name:</td> <td><input type="text"/></td> </tr> <tr> <td>Claimant First Name:</td> <td><input type="text"/></td> </tr> <tr> <td colspan="2" style="text-align: right;"> <input type="button" value="Search"/> <input type="button" value="Reset"/> </td> </tr> <tr> <td colspan="2"><b>Search Results</b></td> </tr> <tr> <td colspan="2">No Records Found...</td> </tr> </table>	<b>Third Party Representative</b>		TPR ID: <b>001404932</b>	TPR Name: <b>Tester, Testt</b>	<b>TPR Correspondence</b>		Created on Date From: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy) To: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)		DocumentId:	<input type="text"/>	Subject:	Select One <input type="text"/>	ClaimantId:	<input type="text"/>	Claimant Last Name:	<input type="text"/>	Claimant First Name:	<input type="text"/>	<input type="button" value="Search"/> <input type="button" value="Reset"/>		<b>Search Results</b>		No Records Found...	
<b>Third Party Representative</b>																									
TPR ID: <b>001404932</b>	TPR Name: <b>Tester, Testt</b>																								
<b>TPR Correspondence</b>																									
Created on Date From: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy) To: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)																									
DocumentId:	<input type="text"/>																								
Subject:	Select One <input type="text"/>																								
ClaimantId:	<input type="text"/>																								
Claimant Last Name:	<input type="text"/>																								
Claimant First Name:	<input type="text"/>																								
<input type="button" value="Search"/> <input type="button" value="Reset"/>																									
<b>Search Results</b>																									
No Records Found...																									