Guide for Requesting Your Reemployment Assistance Benefit Payments
I. Overview

To receive Reemployment Assistance benefits, Claimants are required to Request Benefit Payment in CONNECT. Completing this process submits your request for payment during your weeks of unemployment, even if your claim is pending for review. You will not receive a payment on your claim unless you have requested benefits. You will be able to request your benefit payment for each week available. You will also be prompted to answer a series of questions for each applicable week.

If you earned wages during your Reemployment Assistance claim, you will need to report them and can do so when requesting benefit payments. This information is included in this guide.

For additional questions and assistance claiming your weeks, please contact the Reemployment Assistance Customer Service Center at 833-FL-APPLY (833-352-7759)
II. How to Request Your Benefit

1- Visit FloridaJobs.org and select “Claimants” in the top right hand corner or [click here](#) to access the CONNECT homepage.

2- Read the Claimant Warning Notice and select “I acknowledge I have read the above.” And then click “Next.”

![Displaying Warning Notice]

3- Enter your Social Security Number or Claimant ID and PIN. Then select “Log-in.”

![Displaying Log-in]

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4- Once you have successfully logged-in to your CONNECT account, on the left side of the CONNECT home page, you can click the “Request Benefit Payment” link or visit the claimant home page and select “Click Here to Request Benefits.”
5- Click the checkbox to agree with the Workforce Registration statement and click “Next.” Please note that Governor DeSantis has waived the work registration requirement for individuals filing an application for benefits from March 15, 2020 until September 5, 2020. You will not be penalized for not registering in Employ Florida if your claim for Reemployment Assistance is filed between March 15, 2020 and September 5, 2020.
6- You will need to read and complete the Fraud Acknowledgment and click “Next.”
7- Verify the week being claimed and the payment method are correct on the “Request Payment Home Page” and “Next.”

8- You will confirm your address by clicking the “Confirm” button.

9- You will be prompted to answer the initial questions and once complete, you will click the “Next” button. You may be asked additional questions depending on your response to the initial questions and may be prompted to fill out the work search log.

“Did you look for work?” is related to the work search requirement. The work search requirement has been waived for weeks beginning March 15, 2020 to weeks ending September 5, 2020. This means that for the weeks between this timeframe, you are not required to report five work search contacts; however, you will still be asked if you looked for work when you request your benefits. You may respond by clicking “yes” or “no.” You may click “no,” and this response will not delay or prevent you from receiving your benefit payment.
10- If you click “yes” and indicated you did look for work, a screen will appear and will explain the work search requirements. You will be asked if you have read and agree to the information provided on the screen. After you click the acknowledgment box, click the “Next” button.

<table>
<thead>
<tr>
<th>Work Search Requirements</th>
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</thead>
<tbody>
<tr>
<td>You are required to make a systematic and sustained effort to find suitable work for each week for which you are claiming benefits.</td>
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<tr>
<td>Based on the population of your residential county, Florida law requires you to submit a minimum of five (5) work search contacts or details of a single CareerSource Center visit for each week.</td>
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<tr>
<td>You must provide the following information about each employer you contact:</td>
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<tr>
<td>1. Date of contact</td>
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<tr>
<td>2. Method of contact</td>
</tr>
<tr>
<td>3. Business name, telephone number, street address, website name/URL or email address</td>
</tr>
<tr>
<td>4. Result of your search</td>
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<tr>
<td>5. Type of work sought</td>
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<tr>
<td>OR:</td>
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<tr>
<td>You must provide the following information about a CareerSource Center visit:</td>
</tr>
<tr>
<td>1. Date of visit</td>
</tr>
<tr>
<td>2. Name of CareerSource Center</td>
</tr>
<tr>
<td>3. Address of CareerSource Center</td>
</tr>
<tr>
<td>4. Method of contact</td>
</tr>
<tr>
<td>5. Type of work sought</td>
</tr>
<tr>
<td>6. Type of reemployment services received</td>
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</tbody>
</table>

The following guidelines describe the types of activities that may constitute a productive work search contact. Productive work search contacts include, but are not limited to:
- Registering for work and reemployment services with a local CareerSource Center.
- Completing a job application in person or online with employers who may reasonably be expected to have openings for suitable work.
- Mailing a job application and/or resume, as instructed in a public job notice.
- Making in-person visits with employers who may reasonably be expected to have openings.
- Interviewing with potential employers in person or by telephone.
- Registering for work with private employment agencies or placement services.
- Using the employment resources available at CareerSource Centers that may lead directly to obtaining employment, such as:
  - Participating in skills assessments for occupation matching.
  - Participating in instructional workshops, or
  - Obtaining and following up on job referrals from the CareerSource Center.
- Using online job matching systems, including Internet-based system of the Florida CareerSource Employment System, to submit applications/resumes, search for matches or request referrals, and/or apply for jobs.
- Reporting to the Union Hall, if this is your primary work search method.
- Using other job search activities such as reviewing job listings on the internet, newspapers or professional journals, contacting professional associations, networking with colleagues or friends.

Printable Weekly Work Search Form for your record keeping.
You must have Adobe Acrobat Reader installed to open your application files. If you do not have Adobe Acrobat Reader click here to download.

☐ I have read and agree to the above information
11-You will be asked to provide information regarding work search. Enter information for each work search contact on the “Work Search Details” screen. Once the information is provided, you will click the “Next” button.

12-The work search contact will be entered on the “Jobs Contact Log” on the next screen, and you will have the ability to edit or remove the work search information. You will either click the “Add” or “Submit” button. If you click the “Add” button, you will receive an additional work search screen where you can add additional work search information if you contacted an additional employer. You can add up to five work search entries. If you click the “Submit” button after only providing one work search entry, you will be sent to a new screen that will prompt you to respond to additional questions.
13-When you click the “Submit” button, you will be taken to a summary screen. You will have the ability to modify your answers to the previous questions. After you review the summary, click the “Submit” button.
If you select “No” to “Did you look for work?” or submitted less than five work search contacts, a screen will appear asking additional questions. You will add information in the required fields to proceed to the next screen. If you provided information for the weeks beginning March 15, 2020, through the week ending September 5, 2020, the information will not affect your search requirements.
15-You will complete the final acknowledgment by checking the box and clicking the “Submit” button.

16-You will then receive a confirmation. After answering the questions for one week, if additional weeks are available, you will click the “Request Benefits” button to request benefits for additional weeks.
III. Reporting Earnings

Claimants can also report earnings during the Request Benefit Payment process. This section provides instructions on how to report earnings during the Request Benefit Payment process.

1- To report earnings during the week being requested, answer ‘Yes’ to Question 3 on the “Initial Questions” (Step 9 in the Requesting Benefit Payment process.) screen and click “Next.”

2- On the “Collect Earnings Information” screen, enter the total number of hours worked and the gross earnings then indicate whether the employment ended during that week and click “Next.”
3- On the “Detailed Earnings Information” screen, select a previous employer from the “Employer” dropdown and click “Add” or select new employment from the “Employment Type” dropdown below and click “Add.”

4- Once the employer is added under the “Earnings Details” header, enter the gross earnings and indicated whether a separation occurred during that week if so, enter the separation date and click “Next.”
5- If there was a separation of employment, the “Detailed Employment Information” screen will populate. Complete the required fields and click “Next.”
IV. Addendum – Notifications about Work Search Requirements

When you request your Reemployment Assistance benefits, you may receive a notification similar to the ones below. These notifications may state that you have failed to meet work search requirements. In order to better serve you, Governor DeSantis has waived the Work Search requirement until September 5, 2020. Please disregard the starred (*) notifications. These notifications will not prevent you from collecting monetary determinations.

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**Example Notification**

- **Initial Questions**
  - Did you look for work during the week ending on 08/01/2020?  
  - Did you talk to an employer during the week ending on 08/01/2020?  
  - Did you apply for at least one job during the week ending on 08/01/2020?  
  - Did you make at least one effective contact during the week ending on 08/01/2020?  

- **Weekly Summary**
  - You have completed the following actions for the week ending on 08/01/2020:
    - Look for work
    - Talk to an employer
    - Apply for at least one job
    - Make at least one effective contact

**Fast-Finding Questionnaire**

- Did you search for work through the Florida Department of Economic Opportunity's CareerSource Florida database?
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**Reemployment Assistance Program**

- You are eligible for reemployment assistance benefits from 08/02/2020 to 08/22/2020.

**Additional Information**

- The following information is needed to determine your eligibility for reemployment assistance benefits. You must respond to this information by 08/22/2020. You may also find this information at www.floridajobinfo.com.

- You may report any change in your work search activity by calling 1-888-JOB-FLOR or by logging into your account at www.floridajobinfo.com.

- Your availability for work is in question because you failed to provide information to show that you contacted the career center for employment services or engaged in work search activities. You are required to contact a CareerSource Florida counselor and provide proof of work search activity for the period above. Failure to respond by the specified deadline may result in your benefits being suspended.

**Section 1 Work Search Efforts**

1. Did you attempt to submit the required records for the period in question?  
   - Yes  
   - No

2. Did you contact your local CareerSource Florida center representative by phone or email to discuss reemployment services?  
   - Yes  
   - No

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