Third Party Representative (TPR)

Guide to CONNECT
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2. INTRODUCTION
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 Guide Instructions
This document provides step-by-step instructions for TPRs to navigate the DEO CONNECT system, including registering as a TPR in CONNECT and setting up a password, navigating the TPR Homepage in CONNECT, and searching for claimants that have indicated you as an approved TPR.

Topics listed in the Table of Contents can be jumped to by pressing “Ctrl+Click” to follow the hyperlink to that topic.

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Helpful hints, tips, and reminders are indicated with a pointed hand symbol and text box.

Please note that this icon is where you will find helpful hints, tips, and reminders.

You will find step-by-step instructions, and this red circle icon: 1 indicates the step number on the screenshot. These are to help you follow along in the guide as you complete the steps yourself on the CONNECT Web site. Please note that the steps are listed before the image.
2.2 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.

2.2.1 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.

2.2.2 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.

2.2.3 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.’

2.2.4 What are the benefits of CONNECT?

CONNECT provides easy, online access to all claim related information that TPRs and other users can access anywhere, at any time. CONNECT makes it easier and faster to apply for benefits, resolve issues, and provide information. It provides better processes, systems, and service for claimants, employers, third parties, and DEO Staff, and a stronger connection between RA and Workforce for quicker reemployment. Using CONNECT means:

- Less paperwork
- Less filing
- Faster response time
2.2.5 Who uses CONNECT?

CONNECT is a central system that is accessed by six types of users: claimants, employers, DEO staff, Third Party Representatives (TPRs), Third Party Administrators (TPAs) and Other State and Federal Agencies.

- Claimants – Claimants use CONNECT to apply for benefits, file an appeal, and view and send correspondence
- Employers – Employers use CONNECT to file appeals, and view and send correspondence
- DEO Staff – DEO Staff use CONNECT to evaluate information, authorize payments, adjudicate issues, and maintain data
- TPRs – If granted access by the claimant, TPRs use CONNECT to search, view information and act on behalf of the claimant during the appeal process
- TPAs – TPAs perform reemployment assistance benefit activities on behalf of an employer, and the employers provide the TPA access to specific information
- Other State and Federal Agencies – Other state and federal agencies have contracts that outline the specific information that they can access in CONNECT
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. We will cover the following topics:

- Register for a TPR Account
- Set up your password
- Change your password
- Login to your TPR Account

3.1 Register for a TPR Account

This section provides instructions on how to register for a new TPR account in CONNECT. This section documents the steps necessary to perform the following:

- Identify required information to create new TPR account
- Register for a TPR Account
- Obtain a TPR ID and password

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. Review the information in the ‘Register as a Third Party Representative (TPR)’ section.
4. Enter required user information.
   a. First Name.
   b. Last Name.
   c. Business Name (if applicable).
5. 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.

6. Enter your phone number, including the extension if you have one.
7. Enter your fax number if you have one.
8. Enter your email address.
9. Select the radio button to indicate your correspondence preference.

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.’

10. Select ‘Next.’

11. Review the address validation information.
12. Select the appropriate address from possible matches.
13. 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.
14. Select ‘Next.’
15. Review the information on the ‘Confirm TPR Registration’ screen.
16. If no changes, select ‘Submit.’
17. 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.

18. After you select ‘Submit,’ you will receive a confirmation that your account activation is complete and you are registered as a TPR in CONNECT.
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.

2. Enter your User ID and Password.

3. Select ‘Login.’
4. Review the PIN Code guidance at the top of the page.
5. Select ‘Password Guidelines’ to review the guidelines for setting up your password.
6. Enter your new password, and re-enter your password in the next field.
7. 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.

   Please note that these questions will be used to verify your identity in the event that you forget your password.

8. Enter a 4-digit PIN code.
9. Select ‘Save.’
3.1.2 Change your Password

To change your password, follow the steps below:

1. From the TPR Homepage, select ‘Change Password.’
2. Select the ‘Password Guidelines’ to review password guidance.
3. Enter your new password.
4. Reenter your new password.
5. If you choose, update your security questions and answers.
6. Select ‘Save.’
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.’

Please note that your account will be locked after 5 unsuccessful attempts to login to the CONNECT system.

3. Select ‘Forgot Password’ if you cannot remember your password.
3.3 Navigate the TPR Homepage

This section will provide information on navigating the TPR Homepage. We will cover the following topics:

- Navigate the TPR Homepage
- Maintain TPR Address
- Access your TPR Inbox
- Search for Claimant Information

3.3.1 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.
3.3.2 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.
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.’
3.3.3 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.

3.3.4 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.

For more information about Claimant Correspondence, please review the Claimant Guide to CONNECT, available on floridajobs.org.
4. FREQUENTLY ASKED QUESTIONS
This section covers Frequently Asked Questions.

4.1 Common Questions

4.1.1 How are benefits paid?
Payments are made via direct deposit to your bank account, or through a Florida Visa debit card. You will be asked to choose your payment method during the claim filing process. You can change your payment method preference after your claim is filed.

A Debit Card allows your Reemployment Assistance payments to be deposited directly into a Florida Visa debit account in your name. Once your claim is established and determined payable, a Florida Visa account will be set up in your name and a Visa debit card sent to your mailing address.

Direct Deposit allows your Reemployment Assistance payments to be deposited directly into your bank account. To establish direct deposit, you will need to provide the routing number and account number of your bank account.

4.1.2 When are benefits determined?
Benefit amounts are determined after a claim has been filed and processed.

4.1.3 Where is the link for the Initial Skills Assessment?
On the Claimant Homepage left-hand menu.

4.1.4 How do I obtain a copy of information that I entered into CONNECT?
Select ‘Print Preview’ from the upper right-hand corner of the screen and follow the instructions to print the page.

4.1.5 CONNECT will not allow me to advance to the next screen – how do I fix this?
Likely, you have missed a required field – these fields are marked with a red asterisk, and you will receive an error message at the top of the screen if you left one blank or entered an incorrect response. Double-check your data fields and re-submit or select ‘Next’ to move on.

4.2 Other Questions

For other questions, please review the FAQ section of the DEO Web site – you can access it from the Claimant Homepage by selecting the ‘FAQs’ link from the left-hand menu: