



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 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.'

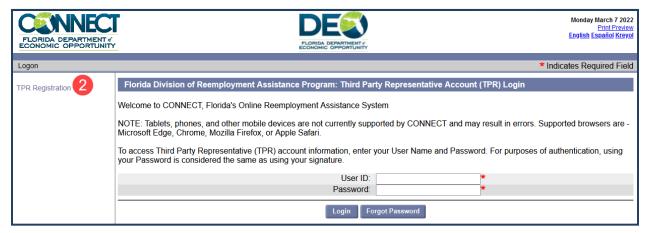
3. ACCESS THE TPR LOGIN PAGE

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.

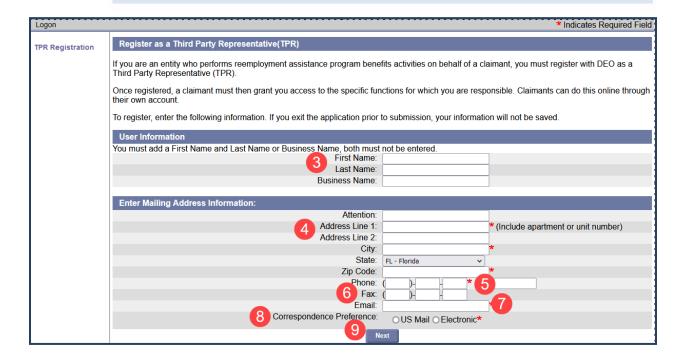
- 1. Enter the CONNECT Web address into the address bar of your browser.
- 2. Select the 'TPR Registration' link on the left-hand menu of the TPR Login Screen.



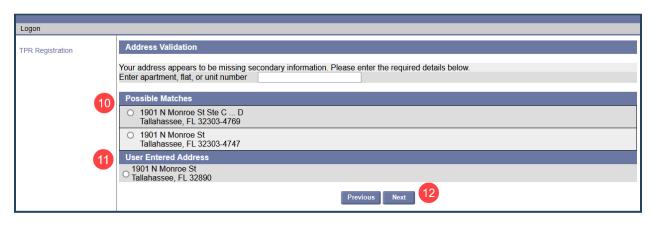
- Enter required user information.
 - a. First Name.
 - b. Last Name.
 - c. Business Name (if applicable).
- 4. Enter your address information.
 - a. Enter the name of the person at your address who should be receiving correspondence related to TPR activities related to the reemployment assistance benefits 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.'



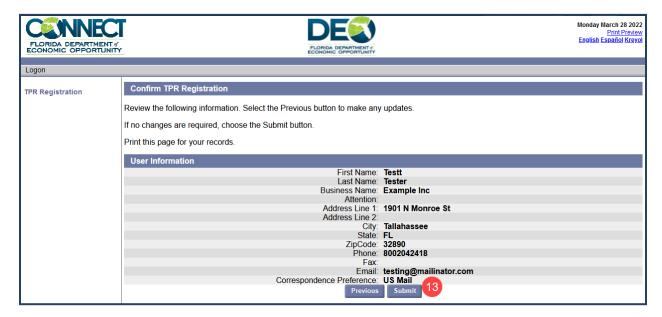
- 10. Select the appropriate address from possible matches.
- 11. If there are no appropriate matches for your address, select to use the address you entered by selecting the radio button next to your address in the 'Use Entered Address' section.
- 12. Select 'Next.'



- 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.



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!



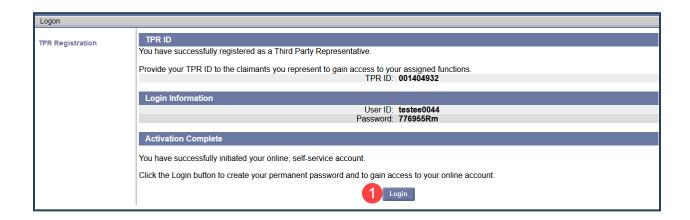
3.1.1 Set up your password

To set up your password, follow the steps below.

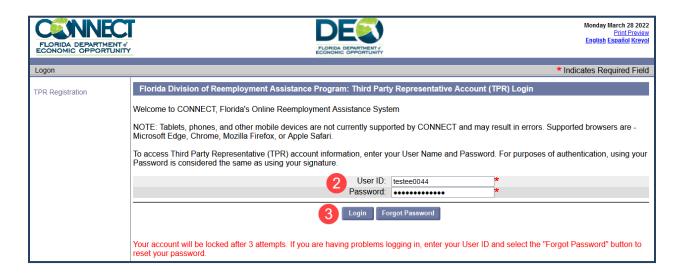
1. From the account activation confirmation screen, select 'Login' to set up your password.



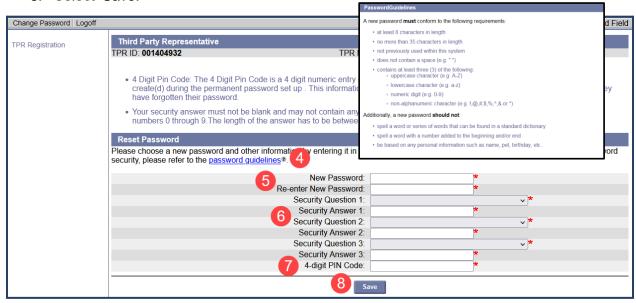
Please note that you may also access the TPR Login Page by entering the CONNECT Web address into your address bar.



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



- 4. 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.'



3.1.2 Change your Password

To change your password, follow the steps below:

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



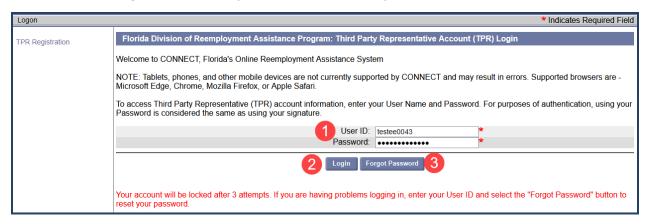
- 2. Enter your new password.
- 3. Reenter your new password.
- 4. If you choose, update your security questions and answers.
- Select 'Save.'



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.'
- 3. Select 'Forgot Password' if you cannot remember your password.



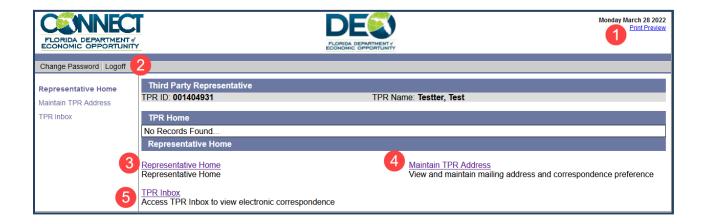


Please note that your account will be locked after 3 unsuccessful attempts to login to the CONNECT system.

3.3 Navigate the TPR Homepage

To navigate the TPR Homepage, follow the steps below.

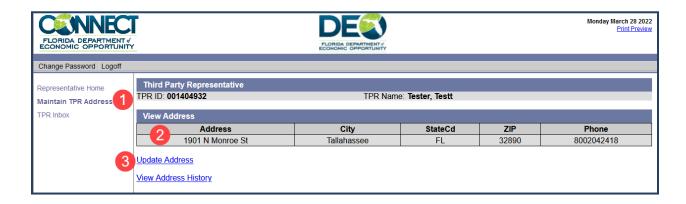
- 1. Select 'Print Preview' on any screen to print the information on the screen.
- 2. Select 'Logoff' to log out of your account.
- 3. Select 'Representative Home' to return to the TPR Homepage.
- Select 'Maintain TPR Address' to update your address information and correspondence preference.
- 5. Select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



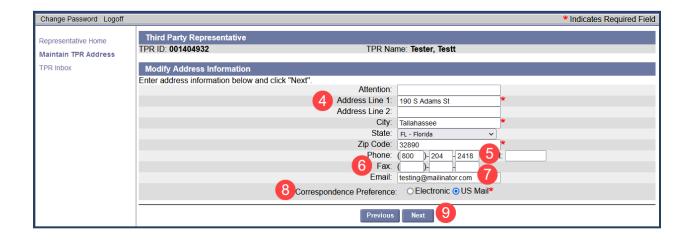
3.3.1 Maintain your TPR Address

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.



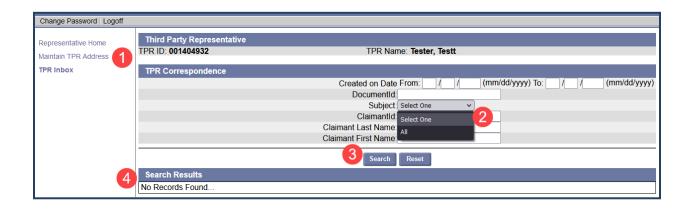
- 4. In the fields, enter your updated address information.
- 5. Enter your phone number.
- 6. Enter your fax number.
- 7. Enter your email address.
- 8. Select your correspondence preference.
- 9. Select 'Next.'



3.3.2 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.



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.

