



Claimant

**A Guide for Updating Your Contact
Information in CONNECT**

OVERVIEW:

It is very important to confirm your contact information is updated and correct in the CONNECT system. The Florida Department of Economic Opportunity (DEO) uses the contact information associated with your account to mail and or email important correspondence pertaining to your Reemployment Assistance claim. This includes important information providing you with actions you need to take on your claim. Please follow the steps below to update your contact information in CONNECT.

STEPS TO UPDATE YOUR CONTACT INFORMATION IN CONNECT:

- 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.'**

3- Click on **'View and Maintain Account Information.'**

4- Click on **'Contact Information.'**

- 5- Review your contact information. If it is out of date or inaccurate, scroll down to the bottom of the page and click on **'Edit.'**

View and Maintain Contact Information

Residential Address

Attention: _____

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip Code: _____

County: _____

Country: _____

Mailing Address

Attention: _____

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip Code: _____

Country: _____

[View Address History](#)

Telephone Numbers

Home: _____

Mobile: _____

Other: _____

International: _____

[Manage Notification Settings](#)

Correspondence Preference

Correspondence Preference*: **Electronic**

Email Address: _____ Proactive Email Notification

*All correspondence will be available in your CONNECT Inbox.

- o US Mail: In addition, the correspondence will be mailed to you. You may respond by mail or electronically by accessing the correspondence through your Connect Inbox. You will have at least seven days from the postmark date to respond to requests for information.
- o Electronic: You will receive an email advising you that correspondence has been posted in your CONNECT Inbox. The correspondence will not be attached to the email. You will have at least two business days to respond to requests for information through your CONNECT portal.

Failure to respond to requests for information in a timely manner will affect your eligibility for Pandemic Assistance (PA) benefits. The action due date will be noted on your Connect Inbox and on correspondence mailed to you.

You will have 20 days to request changes to a Pandemic Unemployment Assistance (PUA) monetary determination or to appeal a PUA non-monetary determination. You will have 20 days to request a review of an appeal decision related to a PUA determination.

You will also receive notices on your CONNECT Home Page when a response is needed to a request for information and when correspondence has been posted that will have a negative effect on your PA benefits.

Preferred Language

Preferred language: **English**

Prev 5 Edit

- 6- Update your residential and/or mailing address, click on ‘Submit.’ Please note, this address should be the mailing address in which you want to receive correspondence. Please also make sure there are no errors in both your mailing address and email address to ensure a timely receipt of correspondence. If your email address is incorrect, call 866-232-3755 to make changes.

Maintain Contact Information

Residential Address

Attention:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

County:

Country:

Country: US - United States Of Ameri

Mailing Address

Check this box if Mailing Address is same as Residential Address:

Attention:

Address Line 1:

Address Line 2:

City:

State: FL - Florida

Zip Code:

Country: US - United States Of Ameri

Country: US - United States Of Ameri

Telephone Numbers

*One Telephone Number is Required U.S. and Canada Only:

Home: () - - ext:

Cell: () - - ext:

Other: () - - ext:

International Phone

No phone number:

Correspondence Preference

How would you like to receive your correspondence?* Electronic US Mail*

If Electronic, enter email address: @gmail.com

Re-enter email address: @gmail.com

Indicate your preferred language, using this drop down menu: English

If your preferred language is not in the above list, please select one from this drop down menu: Select One

In order to further protect your reemployment assistance account, DEO is requiring any claimant that needs to change banking or email address information to contact (866) 232-3755. Upon identity verification a staff member will assist in making this change to your account.

*All correspondence will be available in your CONNECT Inbox.

- US Mail: In addition, the correspondence will be mailed to you. You may respond by mail or electronically by accessing the correspondence through your Connect Inbox. You will have at least seven days from the postmark date to respond to requests for information.
- Electronic: You will receive an email advising you that correspondence has been posted in your CONNECT Inbox. The correspondence will not be attached to the email. You will have at least two business days to respond to requests for information through your CONNECT portal.

Failure to respond to requests for information in a timely manner will affect your eligibility for Reemployment Assistance (RA) benefits. The action due date will be noted on your Connect Inbox and on correspondence mailed to you.

You will have 20 days to request changes to a monetary determination, to appeal a non-monetary determination or to request a review of an appeal decision.

You will also receive notices on your CONNECT Home Page when a response is needed to a request for information and when correspondence has been posted that will have a negative effect on your RA benefits.

Previous 6 Submit

7- Review address validation screen if necessary. ‘Click Next.’

Address Validation

Based on the address you have entered, one or more addresses have been identified which comply with U.S. Post Office formatting standards. Please indicate your choice. Click "Next" to proceed, or "Previous" to amend address information.

Possible Matches

Palm Harbor, FL 34683-3941

User Entered Address

Palm Harbor, FL 34683-3941

Prev
7
Next

8- Review Proactive Notifications and update if necessary. ‘Click Submit.’

Proactive Notifications

The Reemployment Assistance Program is offering proactive notifications to provide you with important reminders such as when to request benefits, notice of payments, and alerts on actions needed or determinations made on your claim.

Would you like to receive proactive notifications? Yes No*

Select Notification Type : Email
 SMS/Text Messages
 Voice

Email :

Note: If the contact information displayed is incorrect, please select the Previous button to update your contact information.

Activate Email Alerts Regarding Your Florida Reemployment Assistance Claim (RA)
 I understand that by participating, I consent to receive email notifications sent by an automatic emailing system regarding my RA claim. These include but are not limited to: reminders such as when to request benefits, notice of payments and alerts on actions needed or determinations made on your claim. If you would like to change your proactive notification option, go to the Contact Information page in CONNECT. **Standard usage and data rates may apply.** If you do not receive your proactive notification emails, please check your spam or junk email folders.

Yes
 No

Prev
8
Submit

You are finished. You will now see the updated address listed in CONNECT. Please be sure they are accurate.

For additional assistance, please call **1-833-FL-APPLY (1-833-352-7759)** or visit FloridaJobs.org to review helpful frequently asked questions.