STEP BY STEP NAVIGATION: PIN RESET PROCESS

July 30, 2021
STEP BY STEP PIN RESET (Staff Login)

1. Login to CONNECT as Staff.

   https://staff.connect.myflorida.com/Staff/Core/Login.ASPX

If you do not have Connect login credentials and have completed the Internal Security portion, please continue to review your emails as it will be issued in the order the requests have been received. Once you have your Connect login credentials, please email DEORACCQMT@deo.myflorida.com to assist you with your login. Please speak to your supervisor if you have not received your login credentials.

IMPORTANT: When navigating Connect always use the previous and next buttons located on the Connect page, usually located at the bottom of the page. Using the arrows located on top of internet browser to go back to page or move forward on a page in Connect will log you out. If this occurs, log into to Connect again. Please note that periodic updates and instruction maybe listed (see red text)
STEP BY STEP PIN RESET

2. Click on "Searches".
STEP BY STEP PIN RESET

3. Click on "Claimant"
STEP BY STEP PIN RESET

4. Search for a Claimant by:
   a. SSN
   b. Claimant ID

5. Click “Search” to view:
   a. A series of search results – select the Claimant “Name” containing the Claimant ID to be taken to the Claimant Information page

You can search for claimant by:
   a. SSN (best method)
   b. If claimant has CID, you will need to verify last four of social
   c. Claimant ID (best method)
   d. Last Name (using the last name only may take you longer to locate the claim)
   e. Phone Number
   f. City and State

***Searching by CID (Claimant ID) may take you directly to the claim and there will be no need to select a claim.
See Staff Portal and Claimant Portal views. Note that Staff has additional selections the claimant will not have.

**Please note:** You will most commonly use the View and Maintain Account Information (which contains Change Password and Claimant Information) and Manage Claimant Account (which contains Claimant Authentication and Employment History).

You will also note that claimants do not have access to Benefit Charges, and below. They also do not have access to the Manage Debt option.
6. On the Claimant Information Page, select “View and Maintain Account Information” from left hand pane.

When you click on Change Password Screen:

- Name
- Last Four of SSN
- Residential Address
- Home phone number (may be empty)
- E-mail (may be empty)

When you click on Contact Information Screen

- Residential and Mailing Address
- All phone numbers (Home, Cell, Other, International)
- E-mail (may be empty)
STEP BY STEP PIN RESET

- Click on "Manage Claimant Account" to access "Claimant Authentication Summary" and "Employment History" for 3 of the PIN Reset Guideline Questions if unable to get the answers from the questions you will ask from the "Change Password" screen.
**STEP BY STEP PIN RESET**

- In "Claimant Authentication Summary" you will be able to ask the PIN Reset Guideline Questions #1 and #5 including the claimant’s name:
  - **What is your Social Security Number?** (If they provide their Claimant ID instead, you will need to verify the Last four only.)
  - **What is your Driver’s License or State Id number?**

- In “Employment History” you will be able to ask the PIN Reset Guideline Question #6:
  - **What is your most recent employer on record?**

- Claims within the BYE, current claim and those with an expired PIN: **5 out of 7 answers are required to reset a PIN (SSN & DOB, plus three)**

- Claims outside the Benefit Year End (BYE)/Expired claims and NO PIN established in CONNECT: **4 out of the 7 answers are required to reset a PIN (SSN & DOB, plus two):**

1. **What is your Social Security number? (required question/answer)**
2. **What is your Date of Birth? (required question/answer)**

   (****Please note that there are 2 required questions but from the remaining 5 questions (#3 thru #7), the claimant can provide an appropriate correct answers.)

3. What is the address on the most recent claim?
4. What is the phone number on most recent claim?
5. What is your Driver’s License or State Id number?
6. What is your most recent employer on record?
7. What is your email as it appears on your claim?
* If needed, use **Conversion Notes in Connect ▶ Profile** to locate DL/Previous ER’s
PIN RESET QUESTIONS

No Exceptions!

1) What is your Social Security number?
2) What is your Date of Birth?

3) What is the address from your most recent claim?
4) What is the most recent phone number on record?
5) What is your Driver’s License or State Id number?
6) What is your most recent employer on record?
7) What is your email as it appears on your claim?

• Claims within the BYE, current claim and those with an expired PIN: **5 out of 7 answers are required to reset a PIN (SSN & DOB, plus three)**

• Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: **4 out of the 7 answers are required to reset a PIN (SSN & DOB, plus two):**

1. What is your Social Security number? (required question/answer)
2. What is your Date of Birth? (required question/answer)

(****Please note that there are **2 required questions** but from the remaining 5 questions (#3 thru #7), the claimant can provide an appropriate correct answers.)

3. What is the address on the most recent claim?
4. What is the phone number on most recent claim?
5. What is your Driver’s License or State Id number?
6. What is your most recent employer on record?
7. What is your email as it appears on your claim?
* If needed, use **Conversion Notes in Connect ► Profile** to locate DL/Previous ER’s
### EXPIRED CLAIMS AND CURRENT CLAIMS

<table>
<thead>
<tr>
<th>Outside of the BYE-Expired Claims</th>
<th>Within the BYE -Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Filed in Legacy/Expired claims and NO PIN established in CONNECT</td>
<td>• Within the current BYE and those with an expired PIN</td>
</tr>
<tr>
<td>• 4 out of the 7 questions are required:</td>
<td>• 5 out of 7 questions are required:</td>
</tr>
<tr>
<td>• Social Security Number</td>
<td>• Social Security Number</td>
</tr>
<tr>
<td>• Date of Birth</td>
<td>• Date of Birth</td>
</tr>
<tr>
<td>• 2 more of the remaining questions correctly</td>
<td>• 3 more of the remaining questions correctly</td>
</tr>
</tbody>
</table>

PIN Reset Verification Questions will vary on whether it is a outside of the BYE or Within the BYE
STEP BY STEP PIN RESET

- In “Claimant Authentication Summary” you will see the following:
  - Driver’s license (Question #5)

- Claims within the BYE, current claim and those with an expired PIN: **5** out of **7** answers are required to reset a PIN (SSN & DOB, plus three)
- Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: **4** out of the **7** answers are required to reset a PIN (SSN & DOB, plus two):

1. **What is your Social Security number?** *(required question/answer)*
2. **What is your Date of Birth?** *(required question/answer)*

(****Please note that there are **2 required questions** but from the remaining 5 questions (#3 thru #7), the claimant can provide an appropriate correct answers.)

3. What is the address on the most recent claim?
4. What is the phone number on most recent claim?
5. What is your Driver’s License or State Id number?
6. What is your most recent employer on record?
7. What is your email as it appears on your claim?
* If needed, use Conversion Notes in Connect ► Profile to locate DL/Previous ER’s
STEP BY STEP PIN RESET

• If Driver’s license is not listed in “Claimant Authentication Summary” screen, check the effective date to determine if it was before CONNECT (October 2013), then review any Converted Notes in the Claimant Profile.

• Claims within the BYE, current claim and those with an expired PIN: 5 out of 7 answers are required to reset a PIN (SSN & DOB, plus three)

• Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: 4 out of the 7 answers are required to reset a PIN (SSN & DOB, plus two):

1. **What is your Social Security number?** (required question/answer)
2. **What is your Date of Birth?** (required question/answer)

(****Please note that there are 2 required questions but from the remaining 5 questions (#3 thru #7), the claimant can provide an appropriate correct answers.)

3. What is the address on the most recent claim?
4. What is the phone number on most recent claim?
5. What is your Driver’s License or State Id number?
6. What is your most recent employer on record?
7. What is your email as it appears on your claim?
* If needed, use Conversion Notes in Connect ► Profile to locate DL/Previous ER’s
7. Click on “Change Password”
STEP BY STEP PIN RESET

8. On “Change Password” screen, you will be able to ask some of the PIN Reset Guidelines Questions shown below as well as reset the PIN:

- What is your DOB? (Required) (Question #2)
- What is the address on the most recent claim? (Question #3)
- What is the phone # on the most recent claim? (Question #4)
  - If the claimant is providing an address and telephone number not in the “Change Password” screen, navigate to “Contact Information” for additional addresses, etc.
- What is your e-mail address as it appears on your claim? (Question #7)

• Claims within the BYE, current claim and those with an expired PIN: 5 out of 7 questions answered are required to reset a PIN

• Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: 4 out of the 7 questions answered are required to reset a PIN:

  1. What is your Social Security number? (required question)
  2. What is your Date of Birth? (required question)
  3. What is the address from your most recent claim?
  4. What is the most recent phone number on record?
  5. What is your Driver’s License or State Id number?
  6. What is your most recent employer on record?
  7. What is your email as it appears on your claim?

Please note that there are 2 required questions but from the remaining 5 questions (#3 thru #7), the claimant will need to provide an answer to 3 more questions.

If the claimant is providing an address not in “Change Password” screen, navigate to “Contact Information” for additional addresses. For expired claims ONLY, you can “View Address History” for additional addresses.
STEP BY STEP PIN RESET

“Contact Information” screen provides additional resources for asking some of the PIN Reset Guidelines (Questions #3, #4, and #7)

Note: If the claimant is providing an address and/or telephone number not in this screen or the “Change Password” screen, navigate to View Address History for additional information that may be verified.

- Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: 4 out of the 7 questions answered are required to reset a PIN:

1. **What is your Social Security number? (required question)**
2. **What is your Date of Birth? (required question)**
3. What is the address from your most recent claim?
4. What is the most recent phone number on record?
5. What is your Driver’s License or State Id number?
6. What is your most recent employer on record?
7. What is your email as it appears on your claim?

Please note that there are 2 required questions but from the remaining 5 questions (#3 thru #7), the claimant will need to provide an answer to 3 more questions.

If the claimant is providing an address not in “Change Password” screen, navigate to “Contact Information” for additional addresses. For expired claims **ONLY**, you can “View Address History” for additional addresses.
STEP BY STEP PIN RESET

Generate New PIN (Preferred Method)

9. Once the appropriate number of Guideline Questions have been answered, go to Change Password screen…

- Select the “Generate New PIN” button.

This is a temporary PIN that you will be providing to the claimant. Advise the claimant that the temporary PIN will expire in 24 hours.
STEP BY STEP PIN RESET

10. CONNECT will create a Temporary PIN for the Claimant, which will display on the Temporary PIN screen.

11. Provide the PIN to the Claimant over the phone and explain that it will expire in the next 24 hours.

This is a temporary PIN that you will be providing to the claimant. **Advise the claimant that the temporary PIN will expire in 24 hours.**
STEP BY STEP PIN RESET

Send PIN Reset E-mail (Only upon request from claimant)

Before using this method, Staff should ask claimant to verify e-mail address in CONNECT. If none listed or if e-mail has changed, this option cannot be used.

1. Select “Send PIN Reset E-mail” button. This button will send an email to the Claimant which will contain a link to reset their CONNECT PIN.
   • Advise claimant to check spam/junk folders. E-mail will come from DEO/Do Not Reply. Ignore the User Code and only click on the link.
   • Explain that the Temporary PIN will then serve as the "old PIN".

Advise that the link sent for the reset of a new PIN will expire within 96 Hours.
In 2020, the Department partnered with ID.me, a trusted technology partner, to assist claimants who were locked out of their CONNECT accounts. The Department has recently expanded that partnership to help keep Floridians' identities secure from fraudulent activity and bolster current fraud prevention measures.

- Any new claimant filing for Reemployment Assistance, will need to verify their identity through ID.me. For more information about ID.me visit the claimant resource page at [http://floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants](http://floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants).

- Any new state Reemployment Assistance claims filed on or after January 1, 2021 are eligible for up to 19 weeks of benefits instead of 12 weeks of benefits.

If you're unable to help the claimant, please direct them to help.id.me where they can submit an inquiry. ID.me’s member support team is available 24 hours a day, 7 days a week and will respond to the claimant’s question as soon as possible.
RA HELP CENTER – PIN INSTRUCTIONS

If unable to reset PIN, using Google Chrome, refer claimant to FloridaJobs.org and to click on Reemployment Assistance Resources.

Advise the claimant to click on Reemployment Assistance Help Center.
RA HELP CENTER – PIN INSTRUCTIONS

The claimant will need to click on the I am a CLAIMANT box.

To access the PIN Reference Guide, they will select Account Login Assistance and I need to reset my PIN, and then click on “this” in Please reference this guide to reset your PIN.
RA HELP CENTER – PIN INSTRUCTIONS

If the claimant is Locked Out and/or the agent cannot reset the PIN over the phone, advise the caller to follow the steps below after clicking on RA Help Center link:

1. Select "I am a Claimant".
2. Select "Account Login Assistance".
3. Select "I'm locked out of my CONNECT account"
4. Select "I need to confirm or verify my identity"
5. Click the Next Button to access the ID.me login screen.
The claimant will be taken to the following information:

- The claimant will need to click on the Verify with ID.me button
- They will then be prompted to answer questions and provide ID information
- They can click on ID.me FAQs for additional information

If the claimant has never verified their identity through ID.me they will click on Create an ID.me Account.

If they already have an account, they will need to Sign in to ID.me

The claimant can contact help.ID.me, if they have any questions.

Once their identity is verified, they will need to fill out an electronic form and upload the requested documentation. Advise the claimant to allow time for the submitted documents to be reviewed in order to have their PIN reset.
### PIN Reset: Not Registered Claims

The claim status shows as "Not Registered" when the claimant has not completed the application, and the claim may only contain Name, DOB, Social Security Number, and possibly Driver's License on record.

- Address, phone number and/or employment may be missing.

**Verify the available information on the claim**

- **If correct:** Reset the PIN

- **If incorrect:**
  - Have the claimant access the RA Help Center. (see slides #20 - #23)
  - The claim will remain in this status through Saturday night and the claimant will need to re-submit their application after the claim purges.

---

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY**

This is a scenario that you may encounter when claimants begin the application process but did not finish the application. Please make sure that the effective date of the claim is current.
To view the Event Log for creating your note, Click on "Claimant Profile"
CONNECT: STEP BY STEP NOTES

Click on Add Note

Create the Note and click on Add

Add Note:

Process: Contact Center

Claimant verified PIN questions, provided temp PIN and advise of 24-hour deadline
EVENT LOG: NOTES

Note to add if PIN Reset completed
Claimant verified PIN questions; provided temp PIN and advised of 24-hour deadline
Claimant verified PIN questions; emailed PIN reset and advised of 96-hour deadline

Note to add if caller is unable to verify answers
Claimant was unable to verify PIN questions; referred claimant to RA Help Center link

Note to add if PIN provided as per FIRRE review
Per FIRRE review, information verified, PIN reset, and advised of 24-hour deadline
EVENT LOG: NOTES

Once you have completed the note, click on “Change Claimant” to search information on new caller.

Note: CONNECT times out if there is no activity for 30 minutes. If this occurs, you will need to log back into CONNECT.