



DEO CONNECT Claimant Guide

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2. INTRODUCTION

This document is a reference for navigating the CONNECT system functions that you will use to register or activate an account, navigate the Claimant Homepage in CONNECT, apply for benefits, file appeals, view correspondence, respond to action items, and access information about payments, benefits, appeals, determinations, and correspondence related to your Florida Department of Economic Opportunity (DEO) (formerly Agency for Workforce Innovation or AWI) Claimant account.

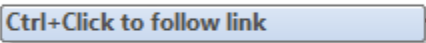
This is not a policy document. If you would like information on DEO or Reemployment Assistance (RA) policies, please refer to the [Benefits Rights and Information Handbook](#) on the DEO Website.

DEO offers assistance to people who do not speak English as their primary language and those who have a limited ability to read, speak, write, or understand English. DEO also provides assistance filing a claim to people who are unable to do so for various reasons.

To speak to a Creole or Spanish speaker or use translation services, call the Contact Center at 800-204-2418. People who need assistance filing a claim online because of legal reasons, computer illiteracy, language barriers or disabilities may call 800-681-8102 to receive assistance.

2.1 Guide Instructions


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:  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.

Sometimes, links or special features of a screen are highlighted with a red rectangle  to make it easier for you to find it on your screen as you follow along.

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 you as a claimant.

2.2.1 What is CONNECT?

CONNECT is a Web-based claims management system that Claimants, employers, and third parties use to apply for benefits, access information about filed claims, and communicate with DEO Staff.

2.2.2 Where can I access CONNECT?

CONNECT is a Web based system, meaning that anyone with internet access can access CONNECT. You can access CONNECT by typing or copying the following link into a browser address bar: <https://connect.myflorida.com/Claimant/Core/Login.ASPX>. CONNECT can also be accessed from the DEO Web site: <http://www.floridajobs.org/job-seekers-community-services/reemployment-assistance-center/file-a-claim>.

Users must register for a user identification (ID) and Personal Identification Number (PIN) in order to enter CONNECT. The steps to obtain a user ID and PIN are covered in Section 3, 'Login to CONNECT.'



Please note that CONNECT supports the following Web browsers:

- Internet Explorer versions 8 and 9
- Firefox, only versions 16 and 17
- Safari, only versions 4 and 5

2.2.3 How does CONNECT help Claimants?

CONNECT provides online access to all claim related information that you 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 UC and Workforce for quicker reemployment.

You will use CONNECT to:

- Set up a PIN-protected Claimant Account
- File initial and continued claims
- View claim status and payments
- Update personal and payment option information
- View issues
- Respond to requests for Information
- View correspondence from DEO
- File appeals
- View overpayment balance and make payments
- Access information about Reemployment Assistance

2.2.4 Who uses CONNECT?

CONNECT is a central system that is accessed by five types of users: Claimants, employers, third party representatives, third party agents, and DEO staff.

- 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
- Third Party Representatives (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
- Third Party Agents (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. LOGIN TO CONNECT

This section will provide information on logging into CONNECT. It documents the steps necessary to perform the following:

- Access the Claimant Login Page
- Register for a Claimant Account as a new Claimant
- Activate a Claimant Account as an existing Claimant
- Resolve PIN issues

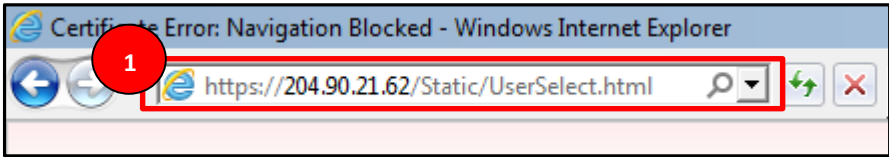
3.1 Access the Claimant Login page

This section provides instructions on how to access the Claimant Login page in CONNECT, and documents the steps necessary to perform the following:

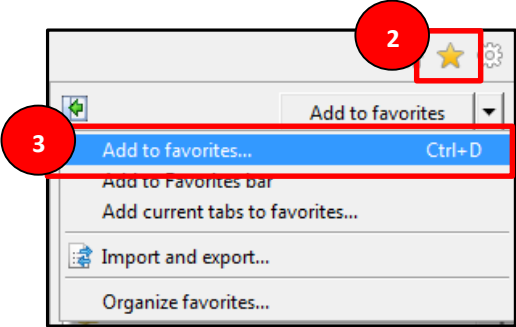
- Link to CONNECT
- Add CONNECT to 'Favorites'
- Select Login Type

To access the Claimant Login page, follow the steps listed below.

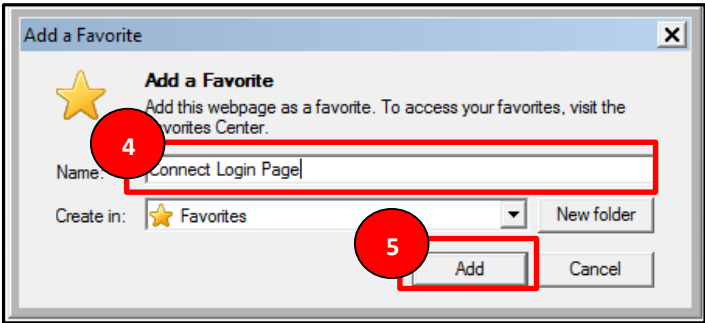
1. Type or copy the CONNECT URL into your browser address bar:
<https://connect.myflorida.com/Claimant/Core/Login.ASPX>.



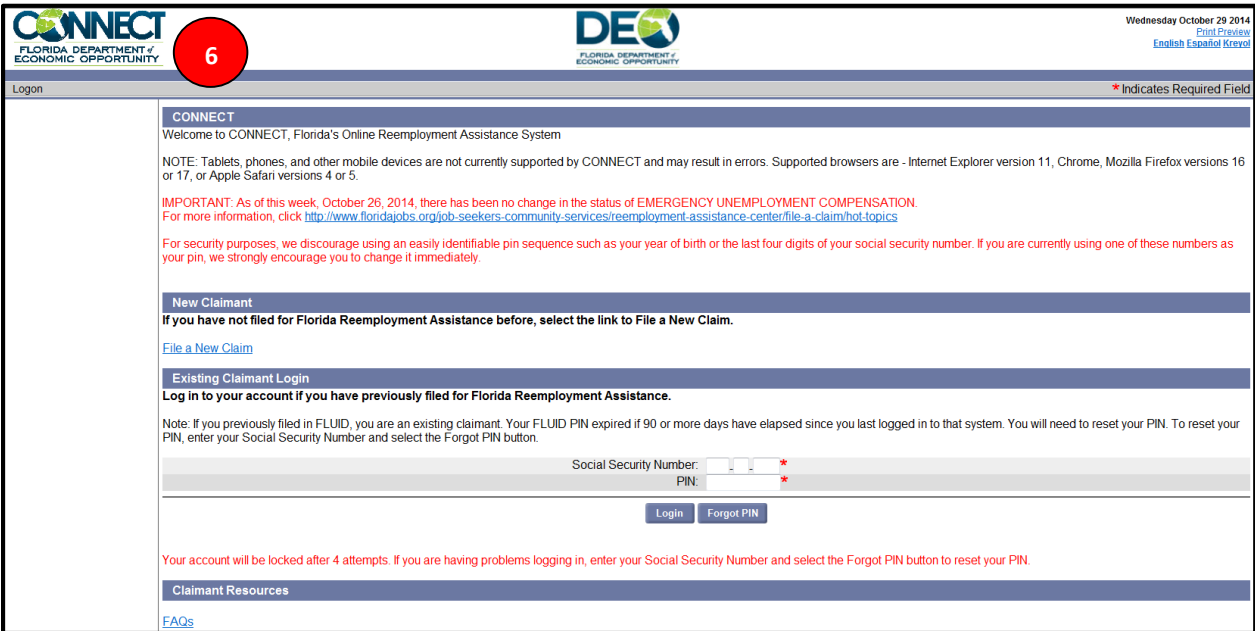
2. Add the CONNECT link to your favorites by selecting the 'Star' icon.
3. Select 'Add to favorites...'



4. Type 'CONNECT Login Page' into the 'Name' field.
5. Select 'Add.'



6. The Claimant Login Screen will populate.



3.2 Register for a Claimant Account

This section provides instructions on how to register for you claimant account in CONNECT, and documents the steps necessary to perform the following:

- Identify if you are an Existing or New Claimant
- Identify required information to create your new claimant account
- Obtain your claimant ID and PIN

3.2.1 Existing Claimants

If you have previously filed a claim through DEO, you are an Existing Claimant.

1. Log in using your Social Security Number and 4-digit PIN in the PIN field.

The screenshot shows the DEO CONNECT login interface. At the top, there are logos for CONNECT (Florida Department of Economic Opportunity) and DEO (Florida Department of Economic Opportunity). The date is Wednesday, October 29, 2014. The page is titled 'CONNECT' and 'Welcome to CONNECT, Florida's Online Reemployment Assistance System'. There are several notices and links, including one about EMERGENCY UNEMPLOYMENT COMPENSATION. The 'Existing Claimant Login' section is highlighted, and a red box surrounds the Social Security Number and PIN input fields. A red circle with the number '1' is placed over the Social Security Number field. Below the input fields are 'Login' and 'Forgot PIN' buttons. At the bottom, there is a 'Claimant Resources' section with a link to 'FAQs'.

3.2.2 New Claimants

If you have never filed a claim through DEO, you are a New Claimant. To set up a Claimant account and obtain a user ID and PIN, you must begin the process to apply for benefits.

Follow the below steps to set up a Claimant account and obtain a user ID and PIN.



Please note that this is the beginning of the 'Apply for Benefits' process of filing an initial claim. We will just review the screens that must be completed to set up the user ID and PIN. The entire 'Apply for Benefits' process of filing an initial claim will be covered in Topic 4.1, 'Apply for Benefits – File an Initial Claim.'

1. On the Claimant Login Page, select the 'File a New Claim' link from the left hand menu or from the middle of the page.



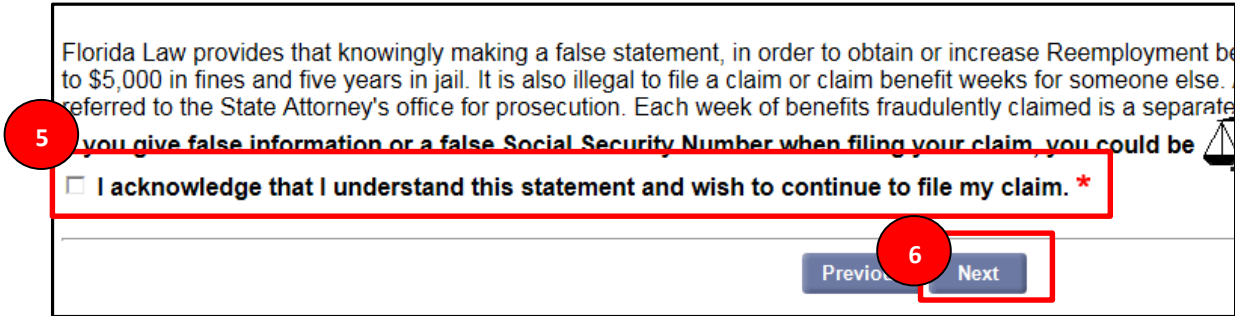
2. You will land on the 'Initial Questions' screen.
3. Scroll to the bottom of the screen and select "Start the Reemployment Assistance Application."



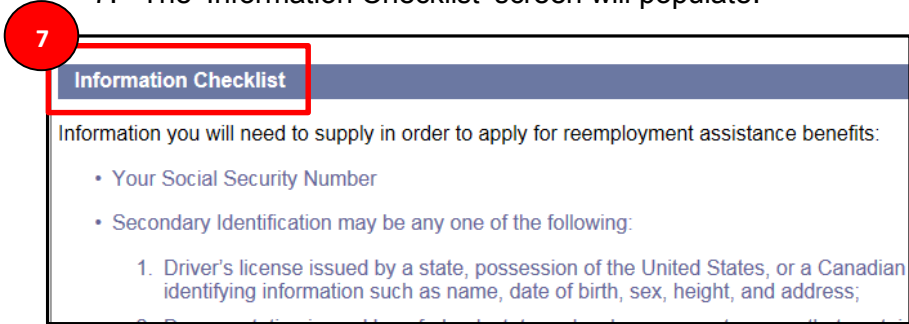
4. You will land on the "Reemployment Assistance Fraud" screen.



- 5. Review the questions, scroll to the bottom of the page, and select 'I acknowledge that I understand this statement and wish to continue to file my claim.'
- 6. Select 'Next.'



7. The 'Information Checklist' screen will populate.



8. Review the information, scroll to the bottom of the page, and select 'Next.'



- 9. The 'Privacy Act Statement' page will populate.
- 10. Review the information, select 'Yes.'
- 11. Select the 'Next' button to continue.

9

Privacy Act Statement

PRIVACY ACT STATEMENT

The information you provide to this Department is voluntary and confidential but is required to process your claim. Under the Privacy Act of 1976, the Social Security Act, 42 U.S.C. 1320b-7(a)1, and s. 443.091(1)(h), F.S., disclosure of your Social Security numbers will be used by this Department to report the benefits you receive to the Internal Revenue Service and the Federal Deficit Reduction Act, an amendment to the Federal Social Security Act, and 5 U.S.C. 552a(o)(1)(D) through computer matching programs and information about your wages and claim may be provided to other contractors for verification of eligibility under other government programs to ensure benefits have been properly paid.

Employers are authorized by law to provide this Department with information needed to determine your eligibility, dates of employment, wages paid and the reason for your employment separation. Information you provide will be disclosed to that employer so that this Department may determine your eligibility for benefits.

I certify that I am filing this reemployment assistance claim for myself and that all information provided is accurate and correct. I know that Florida law provides penalties and/or imprisonment for false statements to obtain benefits fraudulently collected benefits. I hereby acknowledge that this Department will verify my information to assure that, under penalty of perjury, all information provided is complete and accurate to the best of my ability.

10

I have read and agree with the above: Yes No*

Note: If you check 'No' you cannot continue through this application. Tell me more about [data privacy](#).

11

Previous Next

- 12. The 'Claimant Authentication' page will populate.
- 13. Enter the required information.
- 14. Select the 'Submit' button to continue.

Claimant Authentication

12

1. Enter your Social Security Number: 555 -44 -3333 *

2. Confirm your Social Security Number: 555 -44 -3333 *

3. Birth Date: 03 /08 /1986 * (mm/dd/yyyy)

4. Gender: Female Male*

5. First Name (as it appears on your Social Security Card): Colleen *

6. Middle Initial: M 13

7. Last Name (as it appears on your Social Security Card): Smith *

8. Suffix:

9. Since 4/1/2012 did you work by another name? If yes, enter your first, middle, and last name below.: Yes No*

10. Other First Name (Name under which you worked):

11. Other Middle Initial:

12. Other Last Name (Name under which you worked):

13. Do you have a valid Driver's License? If yes, enter the following information: Yes No*

Drivers License Number: 6542731

Issuing State: Illinois

14. If you do not have a valid Driver's License, do you have a state identification card?: Yes No

Identification Card Number:

Issuing State:

14

Previous Submit

- 15. The 'Set PIN' screen will populate – here, you will need to create and enter a 4 digit PIN and choose security questions.
- 16. Select 'Submit' to complete the process of setting up your login ID and PIN.

Set Password
15

PIN (4 Numeric Digits):	••••	*
Confirm PIN:	••••	*
Security Question 1:	In what city were you born? ▾	*
Security Answer 1:	Chicago	*
Confirm Security Answer 1:	Chicago	*
Security Question 2:	What is the name of your first school? ▾	*
Security Answer 2:	Garfield Park Academy	*
Confirm Security Answer 2:	Garfield Park Academy	*
Security Question 3:	What is your father's middle name? ▾	*
Security Answer 3:	Edward	*
Confirm Security Answer 3:	Edward	*

Remember this information. You will need it to access your claim online.

Note: Your security answer must not be blank and may not contain any special characters. Please use only the letters A through Z and the numbers 0 through 9. The length of the answer has to be between 5 and 35 characters.

16
Submit

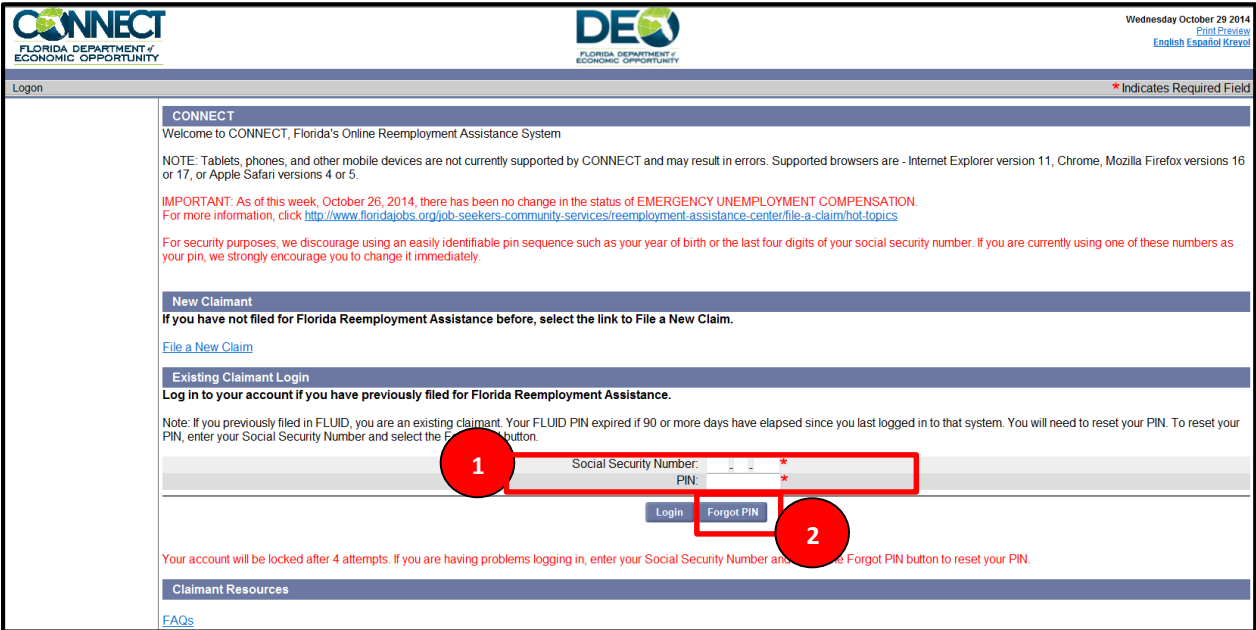
3.3 Resolve PIN Issues

This section provides instructions on how to resolve PIN issues for a Claimant account in CONNECT, and documents the steps necessary to perform the following:

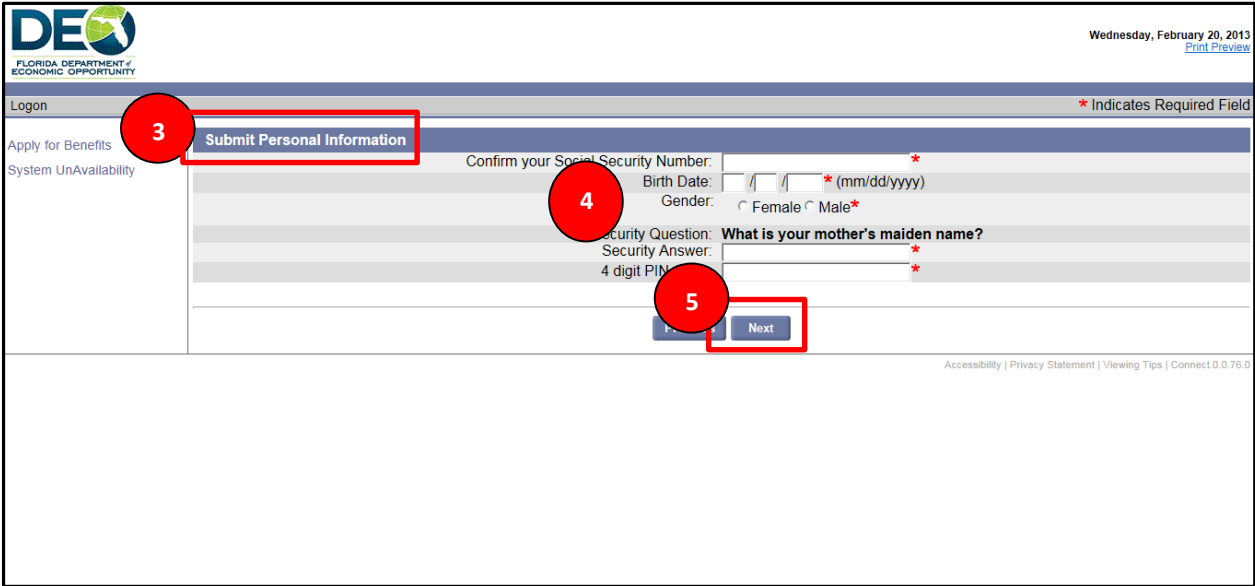
- Identify the 'Forgot PIN' function in CONNECT
- Identify required information to reset a PIN
- Reset your PIN

To resolve PIN issues in CONNECT, complete the following steps:

1. Enter SSN into 'Social Security Number' field.
2. Select the 'Forgot PIN' button.



- 3. The 'Submit Personal Information' screen will populate.
- 4. Enter personal information into required data fields.
- 5. Select the 'Next' button.



- 6. The 'Set PIN' screen will populate.
- 7. Enter required information into PIN data fields.



Please note that your PIN should be four digits long. The answers to the security questions must be five or more characters long.

8. Select the 'Submit' button to complete resetting your PIN.

The screenshot shows a 'Set Password' form with the following fields: PIN (4 Numeric Digits), Confirm PIN, Security Question 1, Security Answer 1, Confirm Security Answer 1, Security Question 2, Security Answer 2, Confirm Security Answer 2, Security Question 3, Security Answer 3, and Confirm Security Answer 3. Each field has a red asterisk to its right. A red box highlights the 'Set Password' header, and a red circle with the number '6' is next to it. A red circle with the number '7' is next to the 'Confirm PIN' field. A red circle with the number '8' is next to the 'Submit' button, which is also highlighted with a red box.

Remember this information. You will need it to access your claim online.

Note: Your security answer must not be blank and may not contain any special characters. Please use only the letters A through Z and the numbers 0 through 9. The length of the answer has to be between 5 and 35 characters.

4. NAVIGATE THE CLAIMANT HOMEPAGE

This section describes the necessary actions to navigate the Claimant Homepage in CONNECT. It documents the steps necessary to perform the following:

- Identify the Claimant Homepage features
- Navigate the Claimant Left Hand Menu
- Understand messages on the Claimant Homepage
- Understand general navigation tips

4.1 Claimant Homepage Features

This section provides an overview of the Claimant Homepage features and links in CONNECT, and documents the steps necessary to perform the following:

- Log out of your claimant account in CONNECT
- View your action items in CONNECT
- View your messages in CONNECT
- Identify links and functions on the Claimant Homepage

The Claimant Homepage has several features to help you easily navigate the CONNECT system. We will review the important features and links that you will need to know in order to use CONNECT effectively.



Please note that the links and features you see on the Claimant Homepage may vary based on your authentication status, your claim status, and other factors. New Claimants must begin the process of applying for benefits to set up a User ID and PIN in order to access the Claimant Homepage.

1. The upper left-hand corner provides links to change a PIN, or log off CONNECT.
2. The 'Important Items' section highlights information that requires your immediate action.
3. The 'Messages' section displays correspondence from DEO Staff, status updates, and events.
4. The left-hand navigation menu and 'Reemployment Assistance Homepage – Available Navigation Options' bottom section list the same navigation links.
5. The 'Apply for Standard Unemployment Insurance Benefits' link is selected to complete the process to apply for benefits.
6. The 'FAQ' link lists answers to frequently asked questions to assist Claimants.
7. The 'View and Maintain Account Information' link enables you to update your address, phone number, correspondence preference, and other information related to your Claimant Account.
8. The 'Determination, Pending Issue and Decision' link is selected to view status of claim issues and appeals.
9. The 'Read the Benefits Rights Information Booklet' link is selected to review your rights.

The screenshot shows the DEO CONNECT Claimant Home page. The page layout includes a header with the DEO logo and the date 'Wednesday, February 20, 2013'. Below the header is a navigation bar with 'Change Password' and 'Logoff' links. The main content area is divided into several sections:

- 1**: A red circle highlights the 'Logoff' link in the top navigation bar.
- 2**: A red circle highlights the 'IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION - CLICK ON LINK TO VIEW ITEMS' section.
- 3**: A red circle highlights the 'Messages - Notice of events, status changes, and other available actions' section.
- 4**: A red circle highlights the 'Reemployment Assistance Home Page - Available Navigation Options' section.
- 5**: A red circle highlights the 'Apply for Standard Unemployment Insurance Benefits' link in the left-hand menu.
- 6**: A red circle highlights the 'FAQs' link in the right-hand navigation area.

4.2 Claimant Left Hand Menu

This section provides instructions on how to navigate the Claimant left-hand menu in CONNECT, and documents the steps necessary to perform the following:

- Identify the left-hand menu links on the Claimant Homepage
- Understand sub-links and functions for each left-hand menu link

We reviewed the links on the Claimant Homepage. Now, we will select each link to see the information you will find under each link.

4.2.1 Apply for Reemployment Assistance Benefits

1. Select 'Apply for Reemployment Assistance Benefits' to begin the process of applying for benefits.

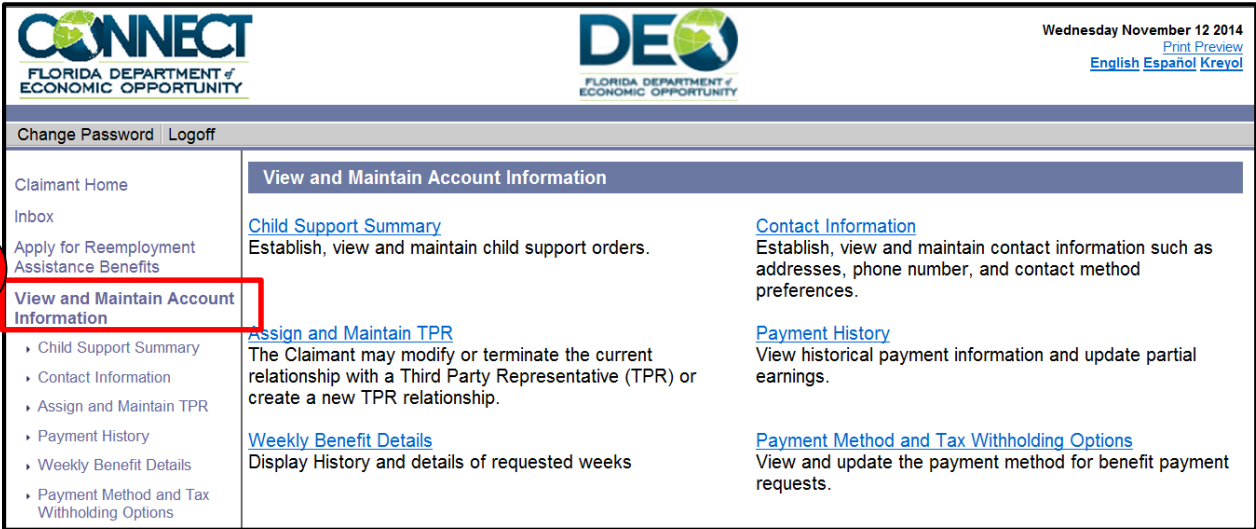


Please note that you will only see this left-hand menu option if you started the process of filing an initial claim as a New Claimant and set up a User ID and PIN, but did not complete the initial claim. To start the process of applying for benefits, you would select the 'Apply for Reemployment Assistance Benefits' from the left hand menu on the Claimant Homepage. After you have filed your initial claim, this left-hand menu link will disappear.

- The 'Getting Started' screen populates, and displays a list of FAQs that can be selected for more information before starting the application.

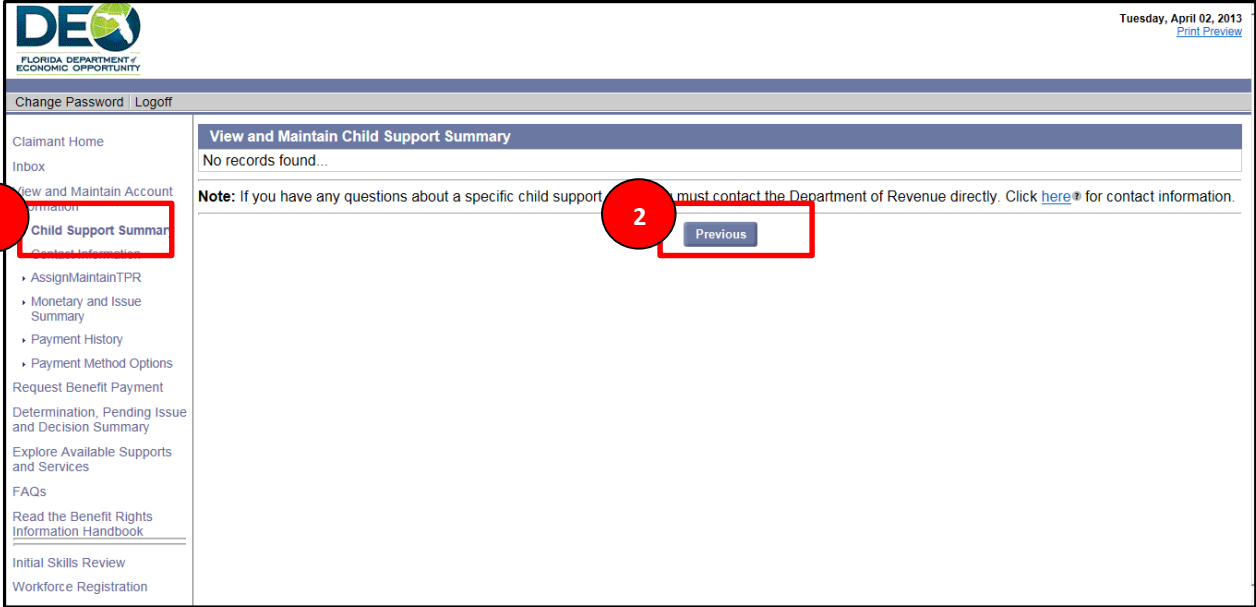
4.2.2 View and Maintain Account Information

- Select 'View and Maintain Account Information' to view child support information, contact information, view monetary and issue information, and payment history.



4.2.2.1 Child Support Summary

1. Select 'Child Support Summary' under the View and Maintain Account Information link on the left hand menu to view Child Support information.
2. Select 'Previous' to return to the previous screen.



4.2.2.2 Contact Information

1. Select 'Contact Information' under the View and Maintain Account Information link on the left hand menu to View and Maintain contact information.
2. Select 'Edit' to update information.

Claimant Home
Inbox
View and Maintain Account Information
Child Support Summary
Contact Information
Assign/Maintain TPR
Monetary and Issue Summary
Payment History
Payment Method Options
Request Benefit Payment
Determination, Pending Issue and Decision Summary
Explore Available Supports and Services
FAQs
Read the Benefit Rights Information Handbook
Initial Skills Review
Workforce Registration

View and Maintain Contact Information

Residential Address
Attention:
Address Line 1: 123 Main Street
Address Line 2:
City: Tallahassee
State: Florida
Zip Code: 32301
County: Leon
Country: United States Of America

Mailing Address
Attention:
Address Line 1: 123 Main Street
Address Line 2:
City: Tallahassee
State: Florida
Zip Code: 32301
Country: United States Of America
[View Address History](#)

Telephone Numbers
Home: 904-889-88 ext: 89
Mobile: 904-889-88 ext: 89
Other:
International:

Correspondence Preference
Correspondence Preference: Electronic
Email Address: test18495@gmail.com

Preferred Language
Preferred language: English

Edit

- 3. Enter the updated residential address.
- 4. Check the box if mailing address is the same as residential address.
- 5. If mailing address is different than residential address, enter the updated mailing address.
- 6. Enter telephone numbers for home, cell, and other.

FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

Change Password | Logoff * Indicates Required Field

Claimant Home
Inbox
View and Maintain Account Information
Child Support Summary
Contact Information
Assign/Maintain TPR
Monetary and Issue Summary
Payment History
Payment Method Options
Request Benefit Payment
Determination, Pending Issue and Decision Summary
Explore Available Supports and Services
FAQs
Read the Benefit Rights Information Handbook
Initial Skills Review
Workforce Registration

Maintain Contact Information

Residential Address
Attention:
Address Line 1: 123 Main Street *
Address Line 2:
City: Tallahassee *
State: FL - Florida *
Zip: 32301 *
County: Leon *
Country: US - United States Of America; *
3

Mailing Address
Check this box if Mailing Address is same as Residential Address: **4**
Attention:
Address Line 1:
Address Line 2:
City:
State: Select one
Zip:
Country: Select one
5

Telephone Numbers
*One Telephone Number is Required
U.S. and Canada Only: **6**
Home: (904) -889 -8889 ext:
Cell: (904) -889 -8889 ext:
Other: () - - ext:

International telephone number only:

- 7. Select 'Electronic' or 'US Mail' to indicate preferred method of correspondence.
- 8. If electronic, enter your email address.
- 9. Indicate preferred language from the drop down menu, or select from the secondary drop down menu if your preferred language is not listed.
- 10. Select 'Submit' to complete the process of updating contact information.

The screenshot shows the 'Correspondence Preference' form. Callout 7 points to the question 'How would you like to receive your correspondence?'. Callout 8 points to the selected radio button for 'Electronic'. Callout 9 points to the email address field. Callout 10 points to the 'Submit' button. Other elements include a language selection dropdown set to 'English' and a 'Select one' dropdown menu.

4.2.2.3 Assign and Maintain TPR

1. Select 'Assign and Maintain TPR' from the left hand menu.
2. Select 'New' to assign a new TPR.

The screenshot shows the DEO CONNECT dashboard. On the left, the 'Assign and Maintain TPR' menu item is highlighted with callout 1. The main content area shows the 'Authorized Third Party Representative (TPR) List' and the 'Authorize a New TPR' section. In the 'Authorize a New TPR' section, the 'New' button is highlighted with callout 2. The dashboard includes the DEO logo, the date 'Wednesday, August 14, 2013', and navigation links for 'Change Password' and 'Logoff'.

3. Enter the ID for the TPR.



Please note that the third party representative you would like to add to your account must be registered as a TPR with DEO. To register as a TPR, the third party must review the CONNECT TPR Guide on the DEO Web site.

4. Select 'Next.'

The screenshot shows the 'Authorize Third Party Representative (TPR)' form. Callout 3 points to the 'TPR ID' input field, which is marked with an asterisk to indicate it is a required field. Callout 4 points to the 'Next' button. The form includes the DEO logo, the date 'Wednesday, August 14, 2013', and navigation links for 'Change Password' and 'Logoff'.

4.2.2.4 Monetary and Issue Summary

1. Select 'Monetary and Issue Summary' from the left hand menu.
2. Read the Determinations, Pending Issues and Decision Summary information and select the links for more information.
3. Scroll down to view the information in the Claims View or switch to Appeals View by choosing that option.

The screenshot shows the DEO CONNECT web application interface. The top left features the DEO logo and the text 'FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY'. The top right shows the date 'Tuesday, April 02, 2013' and a 'Print Preview' link. Below the header is a navigation bar with 'Change Password' and 'Logoff' options. The main content area is titled 'Determination, Pending Issue and Decision Summary - Claims View'. On the left is a navigation menu with items like 'Claimant Home', 'Inbox', 'View and Maintain Account Information', 'Child Support Summary', 'Contact Information', 'Assign/Maintain TPR', 'Monetary and Issue Summary', 'Payment History', 'Payment Method Options', 'Request Benefit Payment', 'Determination, Pending Issue and Decision Summary', 'Explore Available Services', 'FAQs', and 'Read the Benefit Rights Information Handbook'. The main content area contains instructions: 'The Monetary Determination sections display the weekly and maximum benefit amounts you are potentially eligible to receive. The **Determinations**® and **Decisions**® sections and the **Pending Issues**® sections contain all of the issues that may affect your eligibility to receive benefits. Select the Issue ID to view either determination, decision, or pending issue details. For any appealable determination or decision you will be able to file an appeal after clicking on the Issue ID and viewing the **2** on or decision. For pending issues you will have the ability to **2** any incomplete fact finding.' Below this is a 'Sort by:' section with two radio buttons: 'Appeals View (Shows only determinations and decisions, sorted by adverse and non-adverse determinations and decisions)' and 'Claims View (Shows all determinations, pending issues, and decisions sorted by claim)'. A red box highlights the 'Sort by:' section, and red circles 1, 2, and 3 highlight the 'Monetary and Issue Summary' menu item, the 'Issue ID' text, and the 'Claims View' radio button, respectively.

4. View Claim Information for Claim ID and date.
5. View Monetary Determinations.
6. Select Monetary Determinations status hyperlink to see more information about the determination.
7. View Monetary Pending Issues.
8. View Monetary Issue Determinations and Decisions.
9. View Eligibility Issues.
10. View Eligibility Pending Issues.
11. Select Issue ID to view Issue Details.

Claim Information						
Claim ID: 201301	Effective Date: 3/10/2013					
Monetary Determinations						
Select the Monetary Determination Status to view monetary determination details						
Monetary Determination Status	Weekly Benefit Amount (WBA)	Maximum Benefit Amount (MBA)	Qualified for Maximum State Benefits?	Deadline to Appeal	Level	Date Appealed
Pending	\$0	\$0	No	N/A	Wage Determination	N/A
Monetary Pending Issues						
No Records Found						
Monetary Issue Determinations and Decisions						
No Records Found						
Eligibility Issues						
Click the Issue ID to view the issue details						
Eligibility Pending Issues						
Issue ID	Pending Issue Status	Issue Type	Employer Number	Employer Name	Action Needed	Action Due Date
38722	None	Identity Verification				
38723	None	Identity Verification				
41453	None	Layoff	BL INCORPORATED	79964390		
41454	None	Identity Verification				
41455	None	Identity Verification				

- 12. View Eligibility Determinations and Decisions.
- 13. Select 'Previous' to return to previous screen.

Eligibility Determinations and Decisions	
No Records Found	
	Previous

4.2.2.5 Payment History

- 1. From 'View and Maintain Account Information' select 'Payment History' from the left hand menu to view payments issued.
- 2. Select hyperlink 'Click here to update payment method or federal tax withholding' to update payment method and tax withholding information.
- 3. View payments issued by a specific date range and select the 'Search' button (optional).
- 4. View list of payments issued and select the desired week.
- 5. Click the 'View Details' button to navigate to the 'Payment Details' screen.



NOTE: The payment amount issued may include one or more weeks.

The screenshot shows the DEO CONNECT Claimant Home page. On the left is a navigation menu with 'Payment History' highlighted (1). The main content area has 'Payment Information' showing an overpayment balance of \$0 and a payment method of Direct Deposit (2). Below is a 'Search Payment History' section with a date range input and 'Reset' and 'Search' buttons (3). The 'Payment History' table lists 27 rows of payments, with the first row selected (4). At the bottom, there are 'Previous' and 'View Details' buttons (5).

Select	Payment Process Date	Payment Amount Issued	Payment ID	Payment Method	Payment Status
<input type="radio"/>	01/11/2014	\$146		Direct deposit	Processed
<input type="radio"/>	01/11/2014	\$85		Direct deposit	Processed
<input type="radio"/>	11/14/2013	\$379		Direct deposit	Processed
<input type="radio"/>	11/02/2013	\$446		Direct deposit	Processed
<input type="radio"/>	10/08/2013	\$88		Direct deposit	Processed
<input type="radio"/>	09/11/2013	\$144		Direct deposit	Processed
<input type="radio"/>	08/28/2013	\$512		Direct deposit	Processed
<input type="radio"/>	08/15/2013	\$161		Direct deposit	Processed
<input type="radio"/>	08/14/2013	\$170		Direct deposit	Processed
<input type="radio"/>	07/31/2013	\$518		Direct deposit	Processed

6. Click 'View Certification' button to view the Request for Benefit Payment correspondence PDF for the request week.

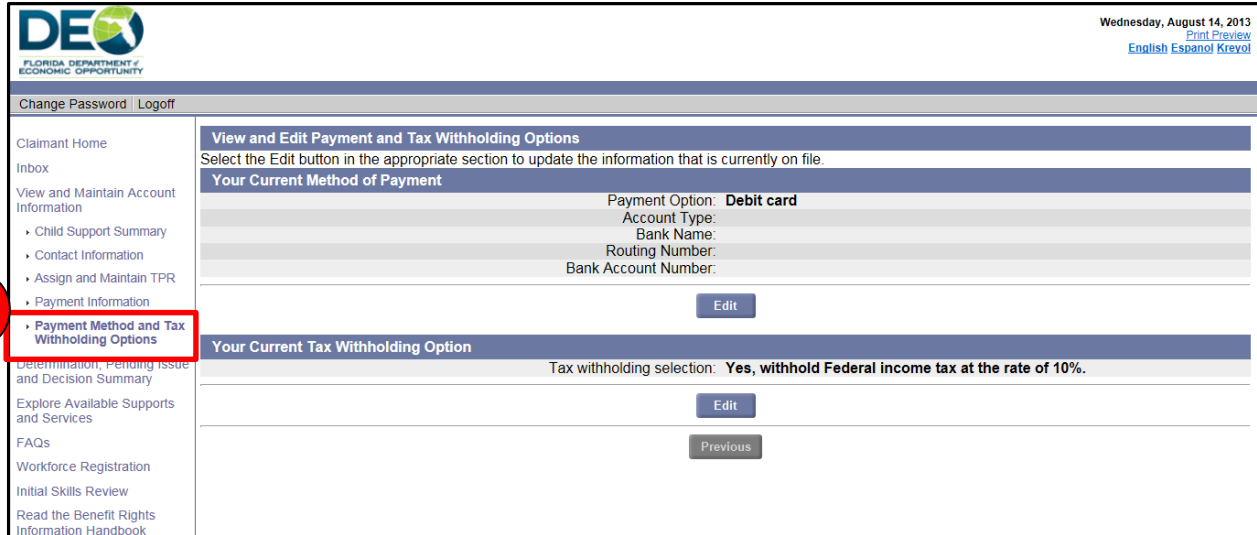
The screenshot shows the 'Payment Summary' and 'Payment Details' sections. The 'Payment Summary' table shows a payment of \$146 on 01/11/2014 via Direct Deposit. The 'Payment Details' table shows a net payment of \$146 for the week ending 11/23/2013, with a 'View Certification' button highlighted (6). A note at the bottom explains that the net payment represents the portion of the payment amount issued corresponding to a specific request for benefit payment.

Payment Process Date	Payment Amount Issued	Payment ID	Payment Method	Payment Status
01/11/2014	\$146	121516320	Direct Deposit	Processed

Week Ending Date	Net Payment Issued	Certification
11/23/2013	\$146	View Certification

4.2.2.6 Payment Method Options

1. Select 'Payment Method Options' from the left hand menu



DEO
FLORIDA DEPARTMENT OF
ECONOMIC OPPORTUNITY

Wednesday, August 14, 2013
Print English
English Español Kreyol

Change Password | Logoff

Claimant Home
Inbox
View and Maintain Account Information
 > Child Support Summary
 > Contact Information
 > Assign and Maintain TPR
 > Payment Information
1 > Payment Method and Tax Withholding Options
 Determination, Pending Issue and Decision Summary
 Explore Available Supports and Services
 FAQs
 Workforce Registration
 Initial Skills Review
 Read the Benefit Rights Information Handbook

View and Edit Payment and Tax Withholding Options
Select the Edit button in the appropriate section to update the information that is currently on file.

Your Current Method of Payment

Payment Option: **Debit card**
 Account Type:
 Bank Name:
 Routing Number:
 Bank Account Number:

Edit

Your Current Tax Withholding Option

Tax withholding selection: **Yes, withhold Federal income tax at the rate of 10%.**

Edit

Previous

4.2.2.7 Weekly Benefit Details

1. Select 'Weekly Benefit Details' from the left hand menu to display history and details of requested weeks.
2. To view all claims monetary history (including history of Weekly Benefit Amount, Balances etc.) select "click here to view your Claim-Monetary History" hyperlink.
3. Option to narrow search of 'Weekly Benefit Details' by date range and the following:
 - Benefit Year End Date.
 - Current Weekly Benefit Status.
 - Program Category.
4. Select the radio button next to the desired week.
5. Click the 'View Certification' button which will navigate to the 'Payment Details' screen and you can view the Request for Benefit Payment correspondence PDF for the request week.



NOTE: The balance remaining is not available after the Effective End Date.

Claimant Home
Inbox
Reopen
View and Maintain Account Information
Child Support Summary
Contact Information
Assign and Maintain TPR
Payment History
Weekly Benefit Details
Payment Method and Tax Withholding Options
Determination, Pending Issue and Decision Summary
Explore Available Supports and Services
My 1099-Gs and 49Ts
FAQs
Workforce Registration
Initial Skills Review
Read the Benefit Rights Information Handbook

Payment Information
Overpayment Balance: \$0
Child Support Deduction Percentage: 0%
Payment Method: Direct Deposit
Federal Tax Withholding: No
[Click here to update payment method or federal tax withholding](#)

Current Benefit Availability

Benefit Year Begin Date	Program Category	Effective Begin Date	Effective End Date	WBA	Balance Available	Determination Status
11/04/2012	Federal Extension	07/28/2013	12/28/2013	\$259	\$1,255	Active
11/24/2013	Regular UC	11/24/2013	11/23/2014	\$275	\$3,573	Active

[click here to view your Claim-Monetary History](#)

Search Weekly Benefit Details
Benefit Year Begin Date: [] Current Weekly Benefit Status: []
Program Category: []
Week Ending From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)
[Search] [Reset]

Weekly Benefit Details
Rows 1-10 of 59 Page 1 of 6

Select	Benefit Week Ending Date	Benefit Year Begin Date	Program Category	Date Claimed	Gross Amount Payable for this Week	Net Amount Paid for this Week	Current Weekly Benefit Status
<input type="radio"/>	08/02/2014	11/24/2013	Regular UC	08/06/2014	\$0	\$0	Disqualified
<input type="radio"/>	08/02/2014	11/24/2013	Regular UC	08/06/2014	\$0	\$0	Disqualified
<input type="radio"/>	07/26/2014	11/24/2013	Regular UC	08/06/2014	\$0	\$0	Disqualified
<input type="radio"/>	07/26/2014	11/24/2013	Regular UC	08/06/2014	\$0	\$0	Disqualified
<input type="radio"/>	11/23/2013	11/04/2012	Federal Extension	11/27/2013	\$146	\$146	Payable
<input type="radio"/>	11/16/2013	11/04/2012	Federal Extension	11/27/2013	\$0	\$0	Excess Reductions
<input type="radio"/>	11/09/2013	11/04/2012	Federal Extension	11/13/2013	\$147	\$147	Payable
<input type="radio"/>	11/02/2013	11/04/2012	Federal Extension	11/13/2013	\$232	\$232	Payable
<input type="radio"/>	10/26/2013	11/04/2012	Federal Extension	10/30/2013	\$189	\$189	Payable
<input type="radio"/>	10/19/2013	11/04/2012	Federal Extension	10/30/2013	\$257	\$257	Payable

Rows 1-10 of 59 Page 1 of 6

[Previous] [**View Certification**]

- This section represents the current **weekly benefit** status of your request weeks.
- Select the Benefit Week and click "View Certification" to view the Request for Benefit Payment correspondence PDF for the request week.
- The information in this section should not be confused with warrants issued, direct deposits, or debit card account deposits. For more information on those transactions, see the [Payment History](#) screen.
- This information should not be used for tax filing. Use the form(s) [1099G \(or 49T if applicable\)](#) for tax filing.



After selecting "click here to view your Claim-Monetary History" (step 2 above) the following screen will display.

NOTE: The balance remaining is not available after the Effective End Date.

Claim-Monetary History

Benefit Year Begin Date	Program	Effective Begin Date	Effective End Date	WBA	MBA	Balance	Monetary Determination Status	Last Week Claimed	Last Week Processed
08/03/2009	Regular UC	08/03/2009	08/02/2010	\$275	\$5,099	\$5,099	Active		
04/04/2002	Regular UC	04/04/2002	04/03/2003	\$140	\$3,342	\$122	Active		
08/03/2008	Regular UC	08/03/2008	02/14/2009	\$275	\$7,150	\$0	Exhaust		
08/03/2008	Federal Extension - Tier 1 A	02/15/2009	07/04/2009	\$275	\$5,500	\$0	Exhaust		
02/23/2014	Regular UC	02/23/2014	02/22/2015	\$265	\$4,240	\$265	Active		

4.2.3 Request Benefit Payments

1. Select the 'Request Benefit Payment' link to request benefit payments.



Please note that the 'Request Benefit Payment' link will only appear after you have successfully completed the process of filing your initial claim, and if you have eligible weeks to request benefit payments.

The Monetary Determination sections display the weekly and maximum benefit amounts you are potentially eligible to receive.

The [Determinations](#)® and [Decisions](#)® sections and the [Pending Issues](#)® sections contain all of the issues that may affect your eligibility to receive benefits.

Select the Issue ID to view either determination, decision, or pending issue details.

For any appealable determination or decision you will be able to file an appeal after clicking on the Issue ID and viewing the determination or decision.

For pending issues you will have the ability to complete any incomplete fact finding.

Sort by:

- Appeals View** (Shows only determinations and decisions, sorted by adverse and non-adverse determinations and decisions)
- Claims View** (Shows all determinations, pending issues, and decisions sorted by claim)

4.2.4 Determinations, Pending Issue, and Decision Summary

1. Select 'Determination, Pending Issue, and Decision Summary' to view claim or appeal details including eligibility and monetary issues and determinations.

2. Review the Monetary Determinations section to see Monetary Determination Status, Weekly Benefit Amount (WBA), Maximum Benefit Amount (MBA), and other information such as date to appeal and appealed date.
3. Review Monetary Pending Issues.
4. Review Monetary Issue Determinations Decisions.
5. Review Eligibility Issues.
6. Review Eligibility Pending Issues.
7. Review Eligibility Determinations and Decisions.

Monetary Determination Status	Weekly Benefit Amount (WBA)	Maximum Benefit Amount (MBA)	Qualified for Maximum State Benefits?	Deadline to Appeal	Level	Date Appealed
Pending	\$0	\$0	No	N/A	Wage Determination	N/A

Issue ID	Pending Issue Status	Issue Type	Employer Number	Employer Name	Action Needed	Action Due Date
10920310		Identity Authentication	N/A	N/A	None	N/A
10919310		Identity Verification	N/A	N/A	None	N/A

4.2.5 Explore Available Supports and Services

1. Select 'Explore Available Supports and Services' to access reemployment assistance resources.

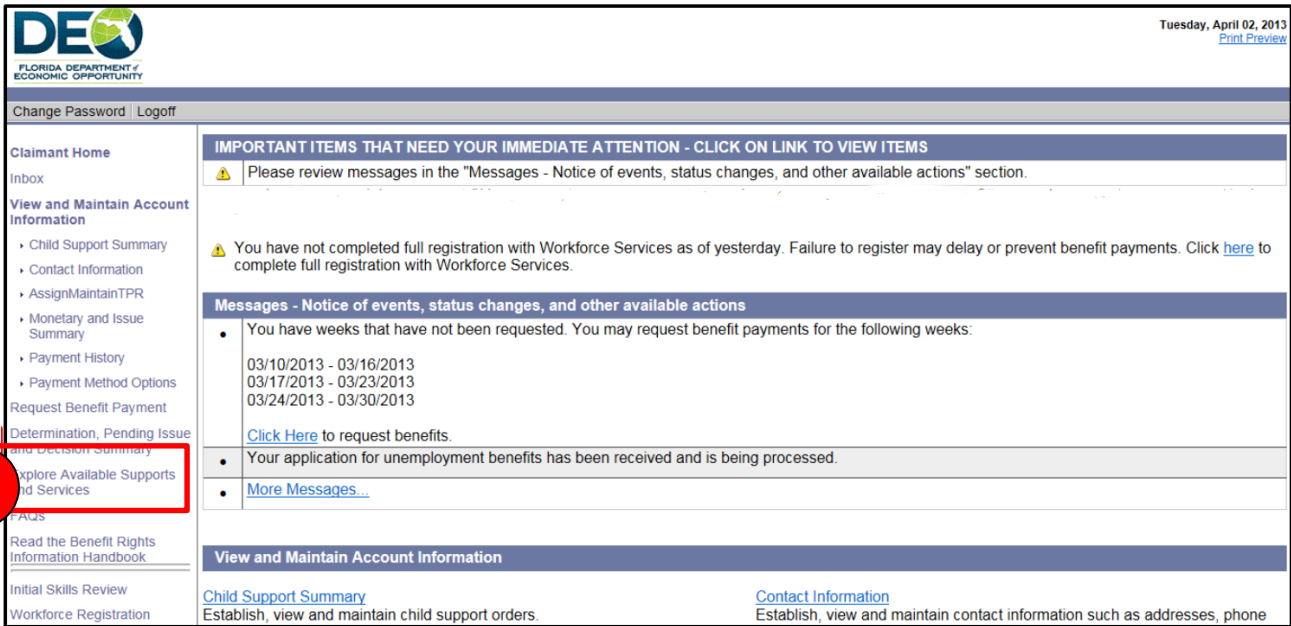
The screenshot shows the DEO CONNECT Claimant Home page. The left sidebar contains a navigation menu with the following items: Claimant Home, Inbox, View and Maintain Account Information (with sub-items: Child Support Summary, Contact Information, Assign/Maintain TPR, Monetary and Issue Summary, Payment History, Payment Method Options), Request Benefit Payment, Determination, Pending Issue and Decision Summary, Explore Available Supports and Services (highlighted with a red circle and the number 1), FAQs, Read the Benefit Rights Information Handbook, Initial Skills Review, and Workforce Registration. The main content area features a header for 'IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION - CLICK ON LINK TO VIEW ITEMS' followed by three warning messages. Below these is a section for 'Messages - Notice of events, status changes, and other available actions' containing a list of weeks and a message about pending benefits. At the bottom, there are links for 'Child Support Summary' and 'Contact Information'.

2. The Reemployment Assistance Center section of the DEO Web site will populate.

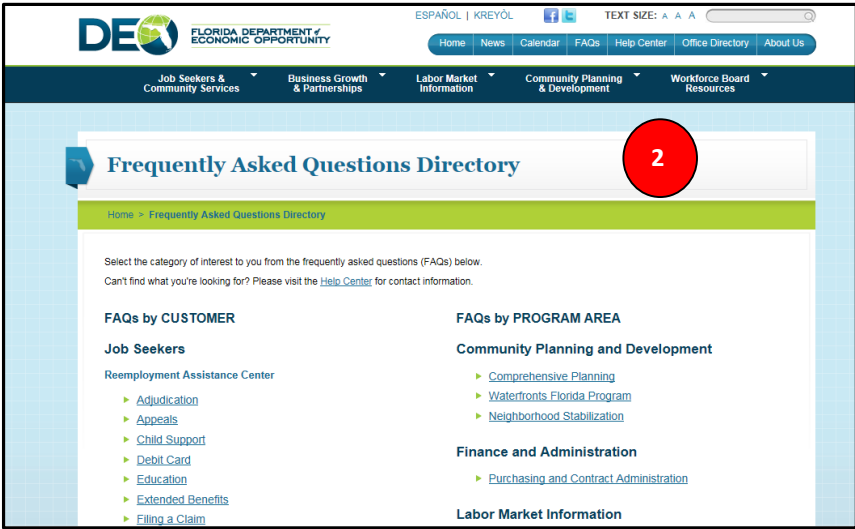
The screenshot shows the DEO website's 'Job Seekers & Community Services' page. The top navigation bar includes 'ESPAÑOL | KREYÒL', social media icons, and a text size selector. Below this is a secondary navigation bar with links for Home, News, Calendar, FAQs, Help Center, Office Directory, and About Us. The main content area features a large heading for 'Job Seekers & Community Services' and a sub-heading for 'Reemployment Assistance Center'. Below this, there are three sections: 'Rebranding of Unemployment Compensation Program', 'File a Claim', and 'Manage Your Benefits (Work Search, Claim Weeks and More)'. A red circle with the number '2' highlights the 'Reemployment Assistance Center' section.

4.2.6 Frequently Asked Questions

1. Select 'FAQs' to review frequently asked questions from other claimants about reemployment assistance.

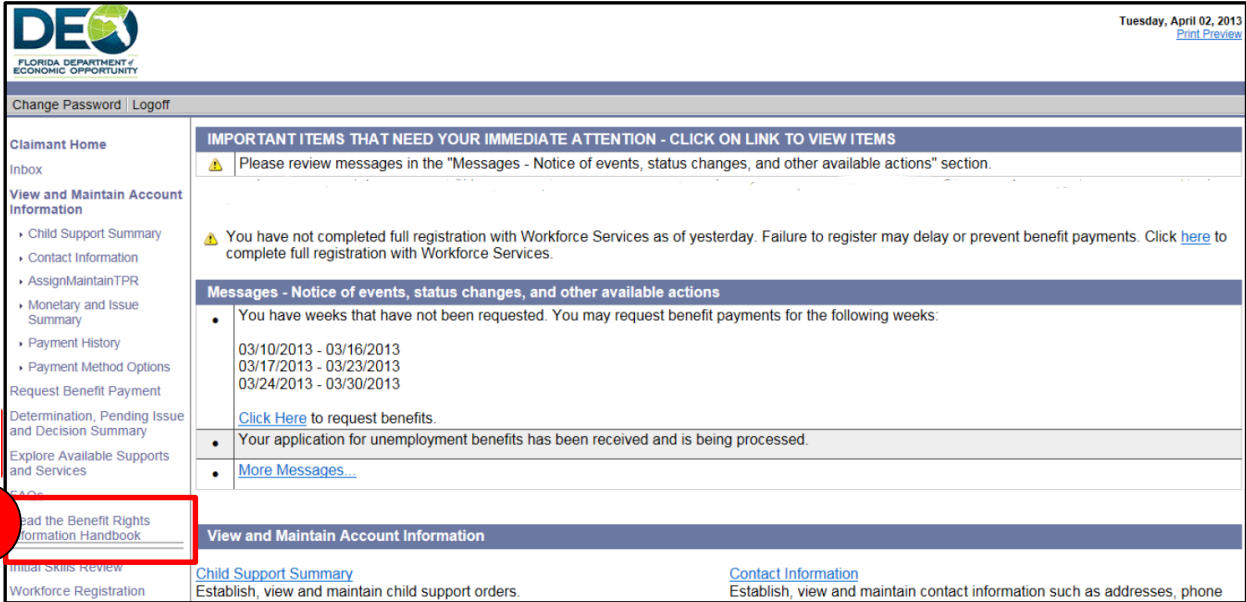


2. The Frequently Asked Questions section of the DEO Web site will populate.

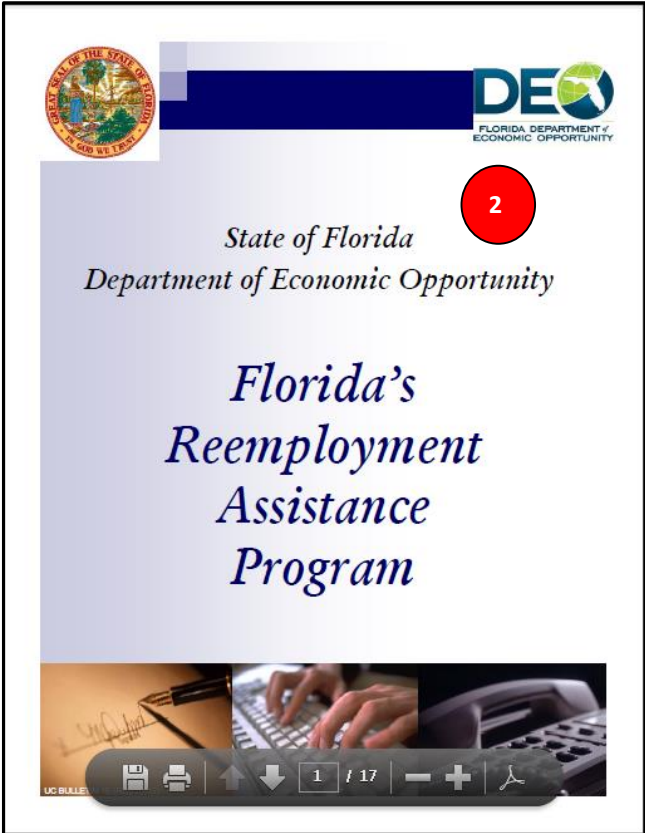


4.2.7 Benefits Rights Information Booklet

1. Select 'Read the Benefits Rights Information Booklet' link to review your reemployment assistance rights.

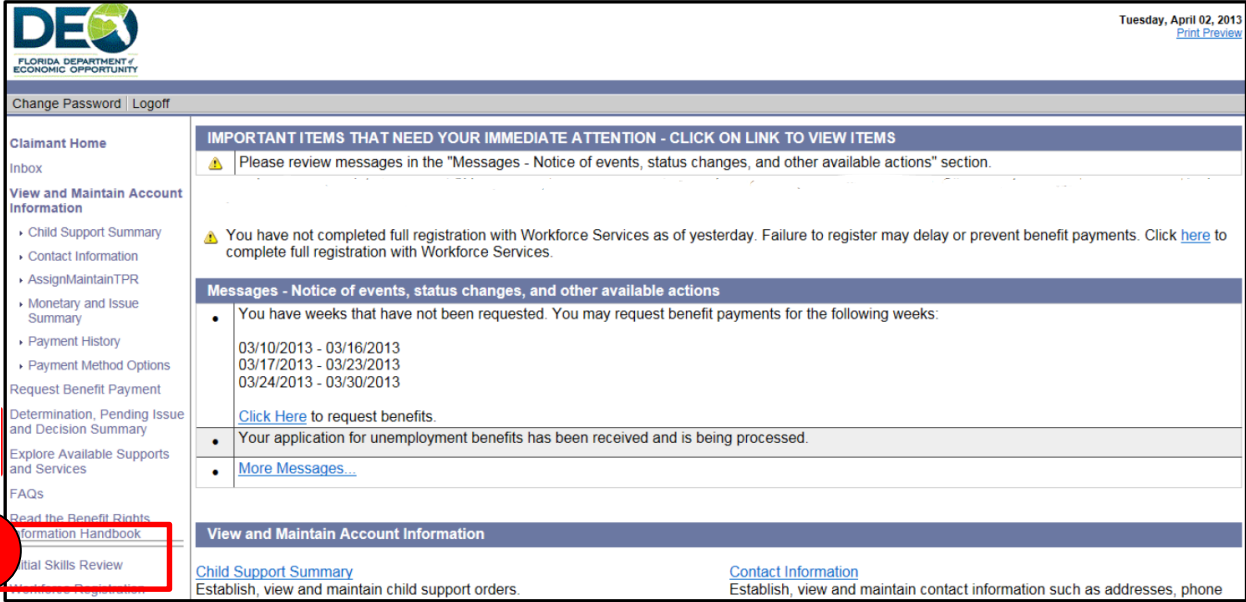


2. A PDF version of the Benefits Rights Information Booklet will populate as a PDF document in a separate tab or window.



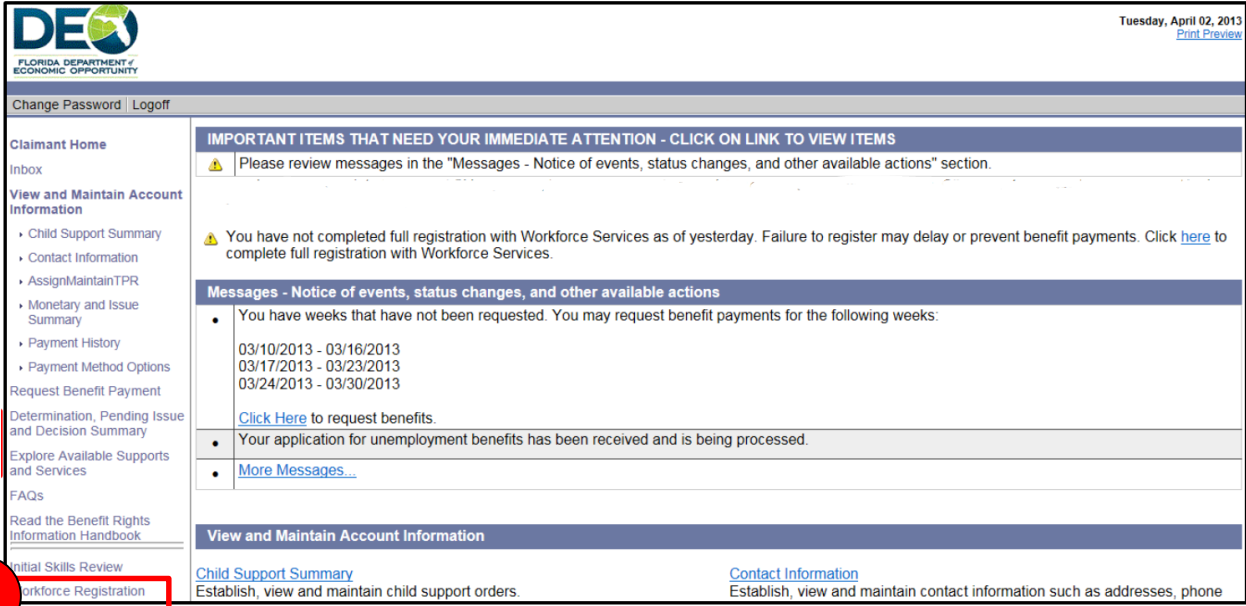
4.2.8 Skills Assessment

1. Select 'Initial Skills Review' to determine which modules have been completed and to access the link to complete the skills assessment in order to receive reemployment assistance.



4.2.9 Workforce Registration

1. Select 'Workforce Registration' to complete required workforce registration.



2. You will be routed to the Employ Florida Web site, www.employflorida.com.



You can register for work through www.employflorida.com at any time, even if you are fully employed.

3. Click button in top right corner that reads 'Work Register for Reemployment Assistance Benefits.'
4. Follow instructions provided:
 - a. Provide a valid email address.
 - b. Complete the Background Wizard.
 - c. Create an Online Resume by scrolling down and selecting 'Resume Builder' from the left navigation pane.



In order to comply with the statewide requirements for full work registration all three of these tasks must be completed. If you need further assistance, such as help logging in or password reset, contact the Employ Florida Marketplace Helpdesk at 1-800-438-4128.

5. APPLY FOR BENEFITS

This section describes the necessary actions to apply for benefits in CONNECT. After completing this section, you will have the ability to:

- Understand the information required to file a claim
- File an initial claim
- Reactivate a current claim
- Request benefit payments
- File an appeal
- Check your claim status
- View payment history

5.1 File an Initial Claim

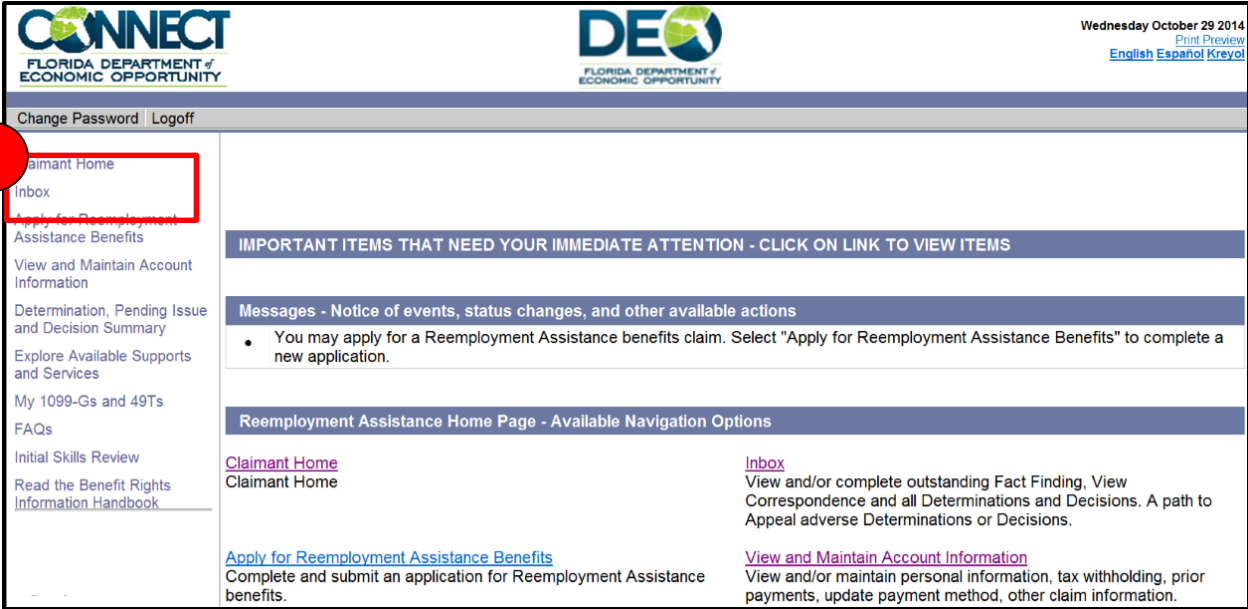
This section provides instructions on how to file a claim in CONNECT, and documents the steps necessary to perform the following:

- Complete initial questions
- Enter general information
- Enter employment information
- Review, edit, and submit claim

To file a claim in CONNECT, follow the below steps:

5.1.1 Getting Started

1. To start, select 'Apply for Reemployment Assistance Benefits' from the Claimant Homepage in CONNECT, or select 'File a Claim' on the Claimant Login Page.



2. Read through the questions/statements on Getting Started screen.
3. Click on a questions/statement to view more detailed information on the topic in a separate window.
4. Click 'Start the Reemployment Assistance Application' to begin RA process.



Please note that the system times out after 30 minutes of inactivity. Each time you select 'Next,' the system saves the information you entered. If the system times out, you can access your incomplete claim by logging into your account and viewing the 'Action Items' on the Claimant Homepage.

The screenshot shows the DEO CONNECT website interface. At the top left is the DEO logo (Florida Department of Economic Opportunity). Below it is a 'Ligon' section with 'Apply for Benefits' and 'System UnAvailability'. The main content area is titled 'Getting Started with the Florida Reemployment Assistance' and contains several links: 'Do I Meet the Eligibility Requirements?', 'When Should I File for Reemployment Assistance?', 'Information Checklist', 'What if I Worked in a State Other than Florida?', 'How Will My Reemployment Assistance be Determined?', 'How are Benefits Paid?', 'Can I File If I Was Discharged from Active Military Duty or Worked for the Federal Government?', 'Web Page Viewing Tips and Instructions', and 'System Security'. A red circle '1' is placed over the 'Initial Question' label. A red circle '2' is placed over the 'Getting Started with the Florida Reemployment Assistance' link. A red circle '3' is placed over the 'Do I Meet the Eligibility Requirements?' link, which is expanded to show a detailed window with the following text:

- **Sufficient Wages in Your Base Period***
To establish a claim, you must meet the following requirements:
 - Have been paid Wages in two or more calendar quarters in your base period;
 - Have total base period wages of at least 1-1/2 times the wages in the quarter having the highest earnings;
 - Have at least \$3400 total wages in the base period.
- **Partially* or Totally* Unemployed Through No Fault of Your Own**
The reason for separation from employment may impact your eligibility for benefits even with sufficient wages in your base period.
- **Able to Work**
 - You must be able to work.
 - You must report any condition or circumstance that limits you from performing work, accepting work or looking for work.
- **Available for Work**
 - You must be ready and willing to accept work in your usual occupation or any other suitable employment.
 - You must advise us if you are attending or plan to attend school full or part time.

 A 'Close' button is visible in the bottom right of this window. A red circle '4' is placed over the 'Start the Reemployment Assistance Application' button at the bottom of the page.

5.1.2 Respond to Initial Questions

1. Read through the RA fraud information until you reach the end of the page.

2. Check the box to acknowledge that the statement is understood.

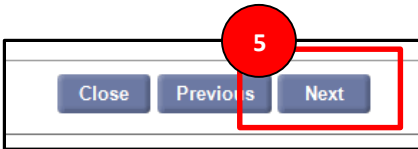


Please note that a red asterisk * designates a required field. You must make a selection or enter a response for fields marked with a red asterisk in order to continue with your application.

3. Select 'Next' to continue.

4. Read through the information checklist to know what documents are necessary to apply for reemployment assistance.

5. Select 'Next.'



- 6. Read the Privacy Act Statement.
- 7. Click 'Yes' if you agree and 'No' if you disagree.
- 8. Select 'Next.'

- 9. Enter required information on the Claimant Authentication screen:
 - a. Social Security Number.
 - b. Birth Date.
 - c. Gender.
 - d. First Name.
 - e. Last Name.
- 10. Enter selection if you worked under a different name:
 - a. Select 'Yes' if you worked by another name.
 - b. Select 'No' if you have not used another name.
- 11. Enter if you have a valid Driver's License:

- a. Select 'Yes' if you have a valid license, then enter the Driver's License Number and select issuing state from drop down, finally click 'Next' to continue.
 - b. Select 'No' if you do not have a valid Driver's license.
12. Indicate if you have a state identification card:
- a. Select 'Yes' if you have a valid state identification card, then enter the Identification Card Number and select issuing state from drop down, finally click 'Next' to continue.
 - b. Select 'No' if you do not have a valid state identification card.



If you do not have a driver's license or state ID you will be required to provide information regarding another form of identification.

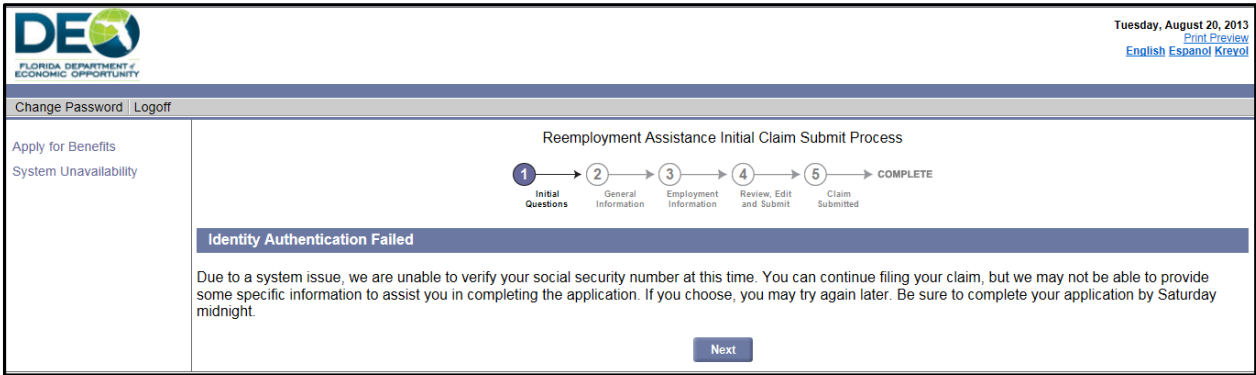
13. 'Submit' to continue.

The screenshot shows the 'Claimant Authentication' form with a progress bar at the top indicating steps: 1 Initial Questions, 2 General Information, 3 Employment Information, 4 Review, Edit and Submit, 5 Claim Submitted, and COMPLETE. The form fields are as follows:

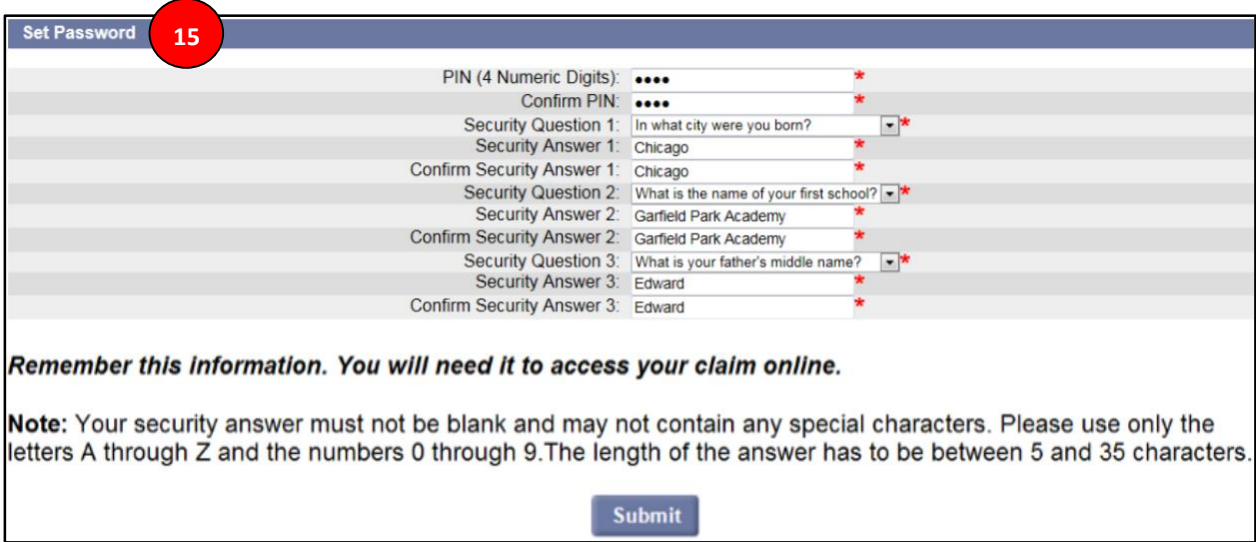
- 9. Callout to the 'Apply for Reemployment Assistance Benefits' link in the left sidebar.
- 10. Callout to the 'Claimant Authentication' header.
- 1. Enter your Social Security Number: 555-44-3333
- 2. Confirm your Social Security Number: 555-44-3333
- 3. Birth Date: 03 / 08 / 1986 * (mm/dd/yyyy)
- 4. Gender: Female Male*
- 5. First Name (as it appears on your Social Security Card): Colleen *
- 6. Middle Initial: M
- 7. Last Name (as it appears on your Social Security Card): Smith *
- 8. Suffix:
- 9. Since 4/1/2012 did you work by another name? If yes, enter your first, middle, and last name below.: Yes No*
- 10. Other First Name (Name under which you worked):
- 11. Other Middle Initial:
- 12. Other Last Name (Name under which you worked):
- 13. Do you have a valid Driver's License? If yes, enter the following information: Yes No*
- Drivers License Number: 6542731 *
- Issuing State: Illinois
- 14. If you do not have a valid Driver's License, do you have a state identification card?: Yes No
- Identification Card Number:
- Issuing State:

13. Callout to the 'Submit' button at the bottom right of the form.

14. If the system is unable to authenticate your personal information, an Identity Authentication failed message will appear – you will still be able to file your claim, but will need to call the Contact Center to provide additional information. The phone number will display once you have completed filing the claim.



- 15. If you have not previously set a PIN number, you will do so on the following screen.
- 16. Enter any 4 digit number.
- 17. Select security questions and enter your answers, and select 'Submit.'



- 18. On the next screen, you will fill out residential address fields.
- 19. Select 'Next.'

DEO FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

Wednesday, August 14, 2013 [Print Preview](#)

Change Password | Logoff

Claimant Home
Inbox
Apply for Reemployment Assistance Benefits
View and Maintain Account Information
Determination, Pending Issue and Decision Summary
Explore Available Supports and Services
FAQs
Read the Benefit Rights Information Handbook

Reemployment Assistance Initial Claim Submit Process

1 Initial Questions → 2 General Information → 3 Employment Information → 4 Review, Edit and Submit → 5 Claim Submitted → COMPLETE

Claimant Address

Attention: _____
Address Line 1: 1901 N. Monroe Street (Include apartment or unit number)
Address Line 2: _____
City: Tallahassee
State: FL - Florida
Zip Code: 32301
Country: Leon
Country: US - United States Of America

Previous Next

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20. Validate your address on the next screen by selecting the USPS format option, or selecting to use the address as you entered it on the previous screen, and select 'Next.'

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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

- 121 N Monroe St Apt 1401 Tallahassee, FL 32301-1548

User Entered Address

- 1401 N Monroe Tallahassee, 32301

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21. Read the Claimant Authentication Disclaimer, and select 'Next' if you agree with the statement.

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Claimant Authentication Question Disclaimer

Please complete the questions in the following screen to the best of your ability. We are asking these questions to protect your identity. Answering the questions will help the Department of Economic Opportunity verify your identity for assistance and reduce identity theft. Completing these questions will assist the Department in processing your application more quickly.

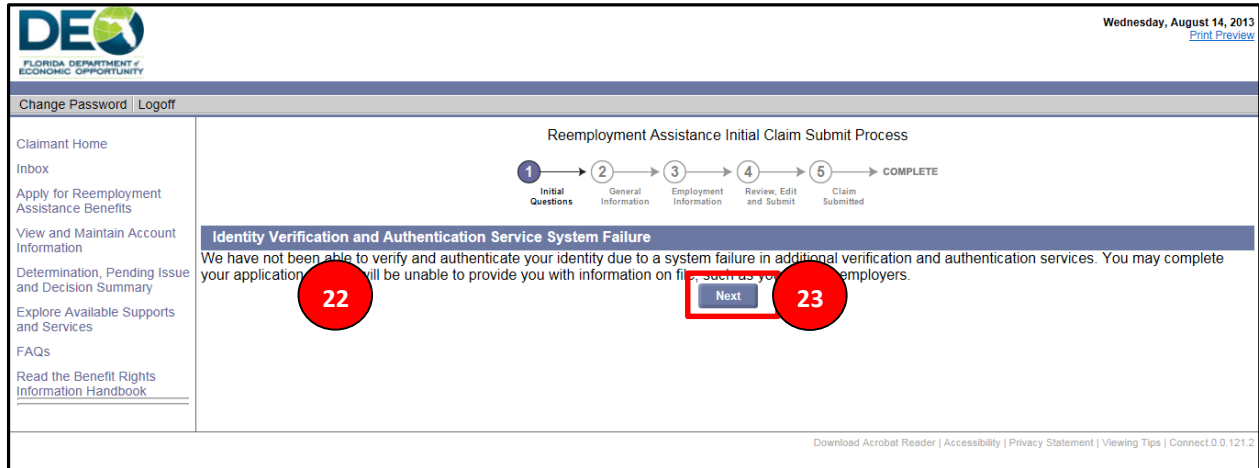
Please ensure that you are comfortable with the language setting currently being used. The authentication questions in the next screen will be presented in the same language, but you will not be able to modify your language choice at this screen.

You will only have a few minutes to complete all of the questions on the next screen.

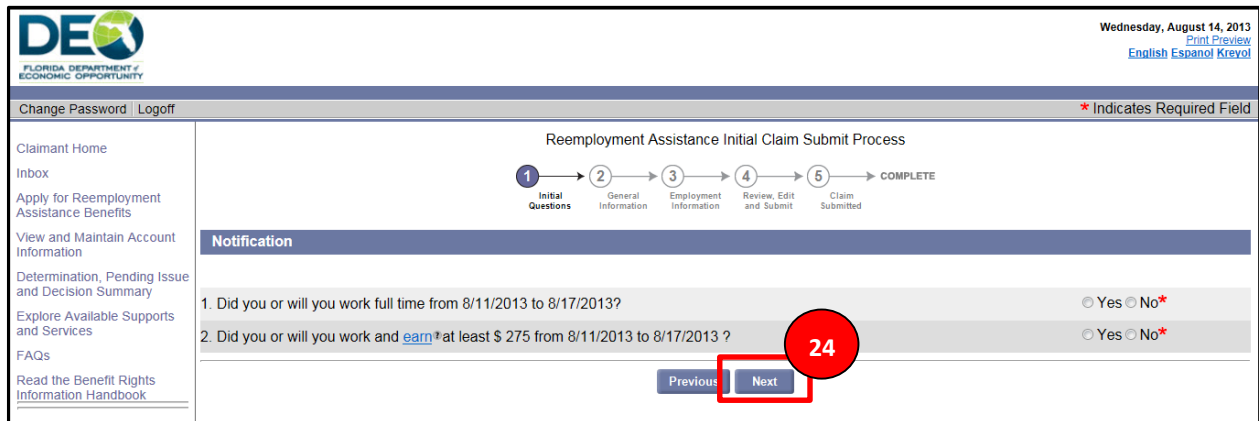
Next

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- 22. If the SSN or other identifying information you entered on the Claimant Authentication page were unable to be verified, you will receive an Identity Verification Failure message.
- 23. Select 'Next.'



- 24. Respond to the Notification questions on the next screen, and select 'Next.'



- 25. If you live in a county where the federal government has declared a disaster, you will see a Disaster Unemployment Assistance screen.
- 26. Respond to all of the questions, and select 'Next.'



If a Federal disaster has been declared for Florida the Disaster Unemployment Assistance (DUA) screen below will display. If you have been affected by that disaster, answer 'Yes' and continue with your claim. If you do not qualify for regular unemployment, you will be instructed to file a DUA claim through your Portal. Please select the link to review the '[Disaster Unemployment Assistance](#)' section for more information.

- 27. On the next screen, read the first question and check the boxes to indicate ALL types of employment you had after displayed date.
- 28. Select 'Yes' or 'No' to the second question to indicate if you have applied for reemployment benefits in another state other than Florida.
- 29. Select 'Yes' or 'No' on the third question to indicate if you are filing from Florida.
- 30. If you are not filing from Florida, select the state where you are filing using the drop down menu on question 4.



Please note that you can add additional employment later on in the application process. Please select the link to review the '[Add Additional Employment](#)' section for more information.

- 31. Select 'Next' to continue.

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Initial Questions

Your answers will show us what information is needed to process your application.

1. Indicate **ALL** type(s) of employment you had since 4/1/2012. *

Employed in **Florida** (excluding military and federal civilian employment)
 Employed in **State other than Florida** (excluding military and federal civilian employment)
 Employed by the **Military** in [Active Duty](#) *
 Employed as a **Federal Civilian Employee**
 I have not been employed since 4/1/2012

2. Since 8/14/2012, have you applied for reemployment benefits from a state other than Florida? Yes No*

3. Are you filing from Florida? Yes No*

4. If you are not filing from Florida, select the state from which you are filing:

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Enter 'No' if you are filing from another state, select 'Next,' and complete the '[Out of State Employment](#)' screen. Select the link for more information.

5.1.3 Enter Contact Information

1. Review the General Information screen to confirm the information you have entered.
 - a. Contact Information.
 - b. Residential Address.

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 Initial Questions **General Information** Employment Information Review, Edit and Submit Claim Submitted

Contact Information

First Name: **Colleen**
 Middle Initial: **M**
 Last Name: **Smith**
 Suffix:

Residential Address

Attention:
 Address Line 1: **1901 S Monroe St**
 Address Line 2:
 City: **Tallahassee**
 State: **FL**
 Zip Code: **323015529**
 County: **Leon**
 Country: **US**

2. In the Mailing Address section, enter your mailing address if it is different than your Residential Address or select the check box to indicate that your Mailing Address is the same as your Residential Address.
3. In the Telephone Numbers section, enter your telephone numbers or select the check box to indicate that you do not have a telephone number.

4. In the Correspondence Preference section, select if you prefer to receive US Mail or Electronic (email) correspondence.
5. If you select 'Electronic,' enter your email address.
6. Indicate your preferred language.
7. Select 'Submit.'

Mailing Address

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

Attention: *

Address Line 1: *

Address Line 2: *

City: *

State: FL - Florida *

Zip Code: *

Country: US - United States Of America *

Telephone Numbers

Home: () - - - ext:

Cell: () - - - ext:

Other: () - - - ext:

International:

No phone number

Correspondence Preference

How would you like to receive your Correspondence? Electronic US Mail* 4

Enter your email address: 5

Re-enter your email address:

Indicate your preferred language: Select one 6

If your preferred language is not in the list above, select one (1) from this dropdown: Select one

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8. Respond to the Personal Information questions on the next screen.
 - a. Select your Ethnic Heritage from the drop down menu for the first question.
 - b. Select your race from the drop down menu on the second question.
 - c. Select your highest level of education from the drop down menu on the third question.
 - d. Indicate whether or not you have a disability, or select to not respond on the fourth question.
 - e. Indicate whether or not you are a US citizen on the fifth question.
9. Select 'Next.'

* Indicates Required

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Personal Information

1. What is your [Ethnic Heritage](#)? Select one *

2. What is your [Race](#)? Select one *

3. Select your [highest level of education](#) completed: Select one *

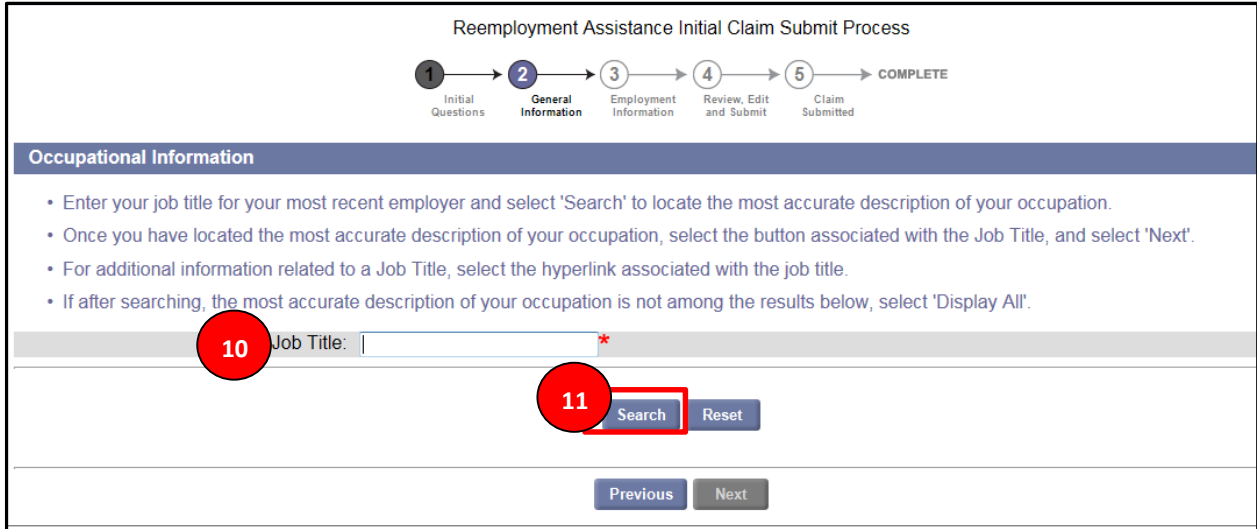
4. Do you have a [disability](#)? Yes No I choose not to answer*

5. Are you a U.S. citizen? Yes No*

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10. On the Occupational Information screen, enter your job title for your most recent employer in the 'Job Title' field.

11. Select 'Search' to locate the most accurate description of your occupation.



12. Select 'Display All' if an accurate description of your occupation is not among the results below.

13. Once the most accurate description of your occupation is located, select the button associated with the Job Title.

14. Select 'Next.'



15. On the next screen, select whether or not you want federal taxes withheld from reemployment assistance.



Please note that your tax withholding choice may be changed by accessing the Claimant Homepage and updating your claim.

16. Select 'Next.'

Reemployment Assistance Initial Claim Submit Process

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General Information - Tax Withholding

Reemployment assistance is taxable income under federal law. Do you want federal taxes withheld from any reemployment assistance payable to you? *

Yes, withhold federal income tax at the rate of 10%.

 No, do not withhold federal income tax from my benefits.

Note: You may change your income tax withholding choice at any time.

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17. Select whether you would like benefits paid to:
- A reemployment assistance debit card.
 - By direct deposit to a bank account.
18. Enter direct deposit information for direct payments.
19. Select your bank account type.
20. Enter Routing Transit Number.
21. Click 'Verify' to verify your bank information.
22. Enter and re-enter Bank Account Number in fields 4 and 5.
23. Click 'Next' to continue.

5.1.4 Enter Employment Information

1. Review information in the Employment Summary table to confirm that the employment information on record for you is accurate.



Please note that if your identity was unable to be verified by the system, you will not see any employment listed on this screen. You will need to enter your employer FEIN to update the employment information. If you cannot find the FEIN, you must make three search attempts and select 'Next' on the search screen, or select 'I do not see my employer listed' at the bottom of the 'Update' screen to skip ahead.

2. If an employer is displayed that you would like to edit, click 'Update' to provide your employer details or 'Delete' to remove the employer.

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Employment Summary
A complete list of employment from 10/1/2011 to 2/21/2013 is needed to determine your eligibility and benefit amount.

- To provide information about an Employer, select 'Update'. Once information has been provided about an Employer, it will be marked as complete.
- To delete an employer you entered in error, select 'Delete'.
- If you have no employment since 10/1/2011 and no employers are listed, select 'Next'.
- If the list of employers is complete and accurate, select 'Next'.

Employer Doing Business As (DBA) Name	Employer Legal Name	Status	Update	Delete
Florida Employment	{Florida}	INCOMPLETE	<input type="button" value="Update"/>	<input type="button" value="Delete"/>

Provide Additional Employment

- To provide additional Employment from 10/1/2011 to 2/21/2013, select the appropriate Employment Type, then select 'Add'.
- If you have been self-employed since , select Employment Type of self-employment, then select 'Add'.
- Once the list of Employers is complete and accurate, select 'Next'.

Employment Type:

3. Enter your most recent employer in the 'Employer Name' field.
4. Select 'Search.'
5. Once the most accurate description of your employer is located, select the button associated with the employer, and select 'Next.'
6. Review the list of employers that appears after 'Search' is clicked and select your employer using the radio button then click 'Next' to continue.

Florida Employer Search
You previously said you worked for a Florida employer. Is this correct? Yes No*

- If Yes, complete the following:
- If No, select the 'Next' button. This will remove the Florida employment from your employment list.

Employer Name: Contains [®]
Employer City:
Federal Employer Identification Number(FEIN):

Review the following list of employers. After choosing your employer, select the 'Next' button.

Search Results
Rows 1-10 of 15 < 1 2 > Page 1 of 2

Select	Employer Name	DBA Name	Leasing Company	Employer Address
<input type="radio"/>	AWA ENTERPRISES INC	WENDY'S CLARK BRUNCH		934B MAIN ST, TALLAHASSEE, FL, 32301
<input type="radio"/>	CEDAR OF NEW ENGLAND LTD	WENDYS HAMBURGERS		WHITINGS FARMS RD, TALLAHASSEE, FL, 32301
<input type="radio"/>	J B L INCORPORATED	WENDY'S RESTAURANTS		WHITING FARMS RD, TALLAHASSEE, FL, 32301
<input type="radio"/>	JET SALES INC	WENDY'S OLD FASHIONED HAMBURGERS		WHITING FARMS RD, TALLAHASSEE, FL, 32301
<input checked="" type="radio"/>	SONDOCATT INVESTMENTS LLC	WENDYS		788 MEMORIAL DR, TALLAHASSEE, FL, 32301
<input type="radio"/>	SPARKLE FOOD CORP	WENDY'S		32 OLD TOWNHOUSE RD, TALLAHASSEE, FL, 32301
<input type="radio"/>	WARD PARKER	WENDY'S OF SOMERSET		707 GRAND ARMY HWY, TALLAHASSEE, FL

7. If your identification information failed to authenticate earlier in the process, the below screen will populate instead and you will need to enter the FEIN for your employer in order to search.



Please note that you must attempt to search for the FEIN three times in order to select 'Next' without entering information into the FEIN field in order to skip ahead.

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Florida Employer Search

You previously said you worked for a Florida employer. Is this correct? Yes No*

- If **Yes**, complete the following:
- If **No**, select the 'Next' button. This will remove this Florida employment from your employment list.

You indicated you had Florida employment since 4/1/2012

- To search for your Florida employer enter your employer's Federal Employer Identification Number (FEIN) below. (This can be found on your W-2 from your employer.)
- Select the **Search** button to begin your employer search.
- If you do not have your employer's FEIN, choose 'Next' below to provide your employers name and address.

Federal Employer Identification Number (FEIN):

Search Reset

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8. Review Detailed Employment Information at the top of the new page, and enter the physical location where your work was performed in first 6 fields if different from displayed Detailed Employment Information.
9. Enter total period of employment with the employer by inputting 'Start Date' and 'End Date.'
10. Select whether you had multiple periods of new employment with employer since date listed in question 1.

Initial Questions General Information **Employment Information** Review, Edit and Submit Claim Submitted

Detailed Employment Information

You selected you worked for:
 Employer Legal Name: **SONDOCATT INVESTMENTS LLC**
 Employer Doing Business As (DBA) Name: **WENDYS**

Employer Legal Address: **788 MEMORIAL DR**
TALLAHASSEE
Florida
32301

Employer Physical Location:

Most Recent Work Information

Physical Location where work was performed, if different from above:

Address Line 1: _____
 Address Line 2: _____
 City: _____
 State: **FL - Florida** ▾
 Zip: _____
 Phone: () - - ext: _____

Enter your total period of employment with this employer:

Employment **Start Date**: / / * (mm/dd/yyyy)
 Employment **End Date**: / / * (mm/dd/yyyy)

1. Have you had multiple periods of **new** employment with this employer since 10/1/2011? Yes No *

If **No**, were your total gross wages at least **\$4675** during this period of employment? Do not include wages earned after 2/17/2013 Yes No

If your wages are less than **\$4675**, enter your total gross wages for the total period of your employment entered above. Do not include wage earned after 2/17/2013

11. Read through list of reasons for separation from employer then, using the radio buttons, select one reason that explains your status with employer.
12. Click 'Next' to continue to the Return to Work Information screen.

drove a school bus, but you were not a school board employee.

Reason for Separation from this Employer

Choose the reason below that explains your status with this employer: *

- Between Terms or Recess Period - School or Educational Institution:** The school term ended and you return to work when the next school term begins or the school or educational institution is on a school break or holiday recess period and you will return to work when school resumes. If you will not return to work when school resumes, choose another reason that reflects why you will not return.
- Fired / Discharged:** The employer hired or discharged you from your job. (If the reason was lack of work, budget cuts, assignment ended, or position cut, choose Layoff.)
- Hours Reduced by Employer:** If you normally work full-time, you will be working each week, and your employer has temporarily reduced your hours of work. (If any of these conditions do not apply to you, choose another separation reason).
- Layoff:** Your employer has no work available for you, your assignment ended, your employer does not have work available for you at this time, the business closed, or budget cuts affected your position or caused it to be eliminated, etc.
- Leave of Absence:** Your employer approved your leave of absence and gave you a guarantee of work once your leave of absence is over. (If you have not been guaranteed a job, choose another reason for separation).
- Quit/Voluntary Layoff:** You took the first step in leaving your job. For example, you quit due to personal reasons, to accept other work, relocate, care for a family member, distance to work, unhappy with your job, health, etc.
- Still Working - Part Time:** You were hired to work part-time and are continuing to work part-time.
- Strike / Lockout:** You are unemployed because of a lockout, strike, or other organized labor dispute at your place of employment. (If due to a personal dispute with your employer, choose Quit/Voluntary Layoff or Fired/Discharged.)
- Suspension:** Your employer suspended you from your job pending the results of an investigation or for disciplinary reasons.

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13. Select whether or not you are scheduled to return to work for employer.
14. Select whether or not you will receive vacation or holiday pay for any of the periods he/she is unemployed.
15. Click 'Next' to return to Employment Summary Screen.

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Return to Work Information

1. Are you scheduled to return to work for this employer? Yes No*

If YES, complete the following:
Enter the date you will return to work: / / (mm/dd/yyyy)

2. Have you received or will you receive vacation or holiday pay for any of the days you are unemployed? Yes No

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16. Verify that your employer status is now marked 'Complete.'

Employer Doing Business As (DBA) Name	Employer Legal Name	Status	Update	Delete
Florida Employment				
	CHICK-FIL-A INC	COMPLETE	Update	Delete

5.1.5 Enter Additional Employment

1. If no employer is displayed or you have deleted an employer and would like to add a new employer, select the employment type from the drop down menu in the Provide Additional Employment Information section.
2. Select 'Add.'
3. Complete steps 3-12 in section 5.4.4.

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Initial Questions General Information **Employment Information** Review, Edit and Submit Claim Submitted

Employment Summary

A complete list of employment from 10/1/2011 to 2/21/2013 is needed to determine your eligibility and benefit amount.

- To provide information about an Employer, select 'Update'. Once information has been provided about an Employer, it will be marked as complete.
- To delete an employer you added in error, select 'Delete'.
- If you have no employment since 10/1/2011 and no employers are listed, select 'Next'.
- If the list of employers is complete and accurate, select 'Next'.

Employer Doing Business As (DBA) Name	Employer Legal Name	Status	Update	Delete
Florida Employment				
WENDYS	SONDOCATT INVESTMENTS LLC	COMPLETE	Update	Delete

Provide Additional Employment

- To provide additional Employment from 10/1/2011 to 2/21/2013, select the appropriate Employment Type, then select 'Add'.
- If you have been self-employed since , select Employment Type of self-employment, then select 'Add'.
- Once the list of Employers is complete and accurate, select 'Next'.

Employment Type: Select one Add

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5.1.6 Out of State Employment

- 1. Enter out-of-state employer name.
- 2. Input employer’s legal address and phone number.

- 3. Enter address of location where your work was performed if different from legal employer address.
- 4. Enter employment start date and end date.
- 5. Respond to questions 1-6.
- 6. Select reason for separation from employer and click ‘Next’ to continue.
- 7. Complete Return to Work Information screen.
- 8. Click ‘Next’ to return to Employment Summary – Non Florida Employment should now be visible.

Employer Doing Business As (DBA) Name	Employer Legal Name	Status	Update	Delete
Florida Employment				
	CHICK-FIL-A INC	COMPLETE	Update	Delete
Non Florida Employment				
	Coca-Cola	COMPLETE	Update	Delete

5.1.7 Military Service

- 1. Select your branch of service.
- 2. Enter military service start date.
- 3. Enter military service end date.
- 4. Indicate if you have applied for or are receiving Veteran’s Administration subsistence allowance for vocational rehabilitation training.
- 5. Indicate if you are receiving Veteran’s Administration war orphan or widow’s education assistance.
- 6. Select ‘Next’ to return to Employment Summary screen.

Detailed Military Service Information

- Claimants with military service in the National Guard or Reserve Component that do not have at least 90 days of continuous active duty cannot use military service to establish an reemployment assistance claim.
- Refer to DD214-Member 4 to complete the following information. If you have served more than 90 days of service, complete the information for your most recent term military service.

1. Select your Branch of Service:

Military Service Start Date (Line 12a on DD214): 7 / 20 / 2000 (mm/dd/yyyy)
Military Service End Date (Line 12b on DD214): 8 / 13 / 2012 (mm/dd/yyyy)

2. Have you applied for or are you receiving from the Veteran's Administration a subsistence allowance for the vocational rehabilitation training? Yes No*

3. Have you applied for or are you receiving from the Veteran's Administration a war orphan's or widow's educational assistance allowance? Yes No*

7. Confirm Military Service is visible in the table.



Please note that DD214 form will need to be uploaded at the end of the application process for Military and Federal Employment, and forms SF50 and SF8 for Military/Federal Civilian.

Employer Doing Business As (DBA) Name	Employer Legal Name	Status	Update	Delete
Florida Employment				
	CHICK-FIL-A INC	COMPLETE	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
Non Florida Employment				
	Coca-Cola	COMPLETE	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
Military Service				
	Navy	COMPLETE	<input type="button" value="Update"/>	<input type="button" value="Delete"/>

5.1.8 Federal Civilian Employment

1. Select 'Federal Civilian' employment type from drop down list.
2. Click 'Add' to continue.

Employment Summary

A complete list of employment from 10/1/2011 to 2/21/2013 is needed to determine your eligibility and benefit amount.

- To provide information about an Employer, select 'Update'. Once information has been provided about an Employer, it will be marked as complete.
- To delete an employer you added in error, select 'Delete'.
- If you have no employment since 10/1/2011 and no employers are listed, select 'Next'.
- If the list of employers is complete and accurate, select 'Next'.

Employer Doing Business As (DBA) Name	Employer Legal Name	Status	Update	Delete
Florida Employment				
WENDYS	SONDOCATT INVESTMENTS LLC	COMPLETE	<input type="button" value="Update"/>	<input type="button" value="Delete"/>

Provide Additional Employment

- To provide additional Employment from 10/1/2011 to 2/21/2013, select the appropriate Employment Type, then select 'Add'.
- If you have been self-employed since 10/1/2011, select Employment Type of self-employment, then select 'Add'.
- Once the list of Employers is complete and accurate, select 'Next'.

Employment Type:

3. Select Department/Agency.
4. If appropriate Department/Agency is not listed, select the check box to manually enter Department/Agency name.
5. Select 'Next' to continue to Detailed Federal Civilian Employment information page.

Detailed Federal Civilian Employment Information

Select the Department of the federal government for which you worked between 10/1/2011 to 3/1/2015.

Department/Agency

- Army & Air Exchange Service
- Department of the Air Force - Unfunded Fund
- Department of the Air Force / B
- Department of the Air Force / B
- Department of the Navy - Morale, Welfare, and Recreation - Pensacola
- Department of the Navy / Morale, Welfare, And Recreation - Jacksonville
- Department of the Navy / Navy Exchange Service
- Department of Veterans Affairs / VA Medical Center Bay Pines
- Department of Veterans Affairs / VA Medical Center Miami
- Department of Veterans Affairs / VA Medical Center Tampa
- Transportation Security Administration
- Department of Homeland Security / Federal Emergency Management Agency
- Department of the Air Force / Eglin AFB
- Department of the Air Force / Macdill AFB
- Department of the Air Force / Tyndall AFB
- Department of the Navy / Morale, Welfare, And Recreation - Cape Canaveral
- Department of the Navy / Morale, Welfare, And Recreation - Overseas / Key West
- Department of the Treasury / Internal Revenue Service
- Department of Veterans Affairs / VA Medical Center Gainesville
- Department of Veterans Affairs / VA Medical Center Orlando
- Department of Veterans Affairs / VA Medical Center West Palm Beach
- United States Postal Service

If the Federal Department for which you worked was not on the list, check the box below and select 'Next':

The Federal Department for which I worked was not on the list.

6. Enter physical location where you performed work in fields 1-7.
7. Enter City, State, Overseas Location and Employer Phone Number for your last Duty Station.
8. Indicate if you worked on-call and respond to question 1.
9. Indicate if you worked full time for employer and respond to question 2.
10. Indicate if you were a school employee and respond to question 3.
11. Enter employment start date and end date.

- 12. Indicate if you had multiple periods of employment with same employer since listed date.
- 13. Enter your job title.

Most Recent Work Information

Physical location where work was performed.

Address Line 1: 2900 Apalachee Parkway * **6**

Address Line 2:

City: Tallahassee *

State: FL - Florida *

Zip: 32399 *

Country: US - United States Of America *

Phone: ()- - ext: **7**

Last Duty Station* (Line 39 on SF-50*)

City: Tallahassee

State: Florida

Overseas Location:

Employer Phone Number: (850)-394 - 9320 *

1. Are you currently working on-call* for this employer? Yes No* **8**

2. Did you work full time for this employer? Yes No* **9**

3. Are you a school employee? Yes No* **10**

Enter your total period of employment with this employer:

Employment Start Date*: 7 / 10 / 2010 * (yyy)

Employment End Date*: 12 / 31 / 2012 * (yyy) **11**

4. Have you had multiple periods of employment with this employer since 10/1/2011? Yes No* **12**

If No, were your total gross wages at least \$4675 during this period of employment? Yes No*

If your gross wages are less than \$4675, enter your gross wages for total period of employment entered above.

5. What was your job title? Tax Investigator * **13**

- 14. Click 'Next' to return to Employment Summary screen – Federal Civilian Service should now be visible in the table.

Employer Doing Business As (DBA) Name	Employer Legal Name	Status	Update	Delete
Florida Employment				
	CHICK-FIL-A INC	COMPLETE	Update	Delete
Non Florida Employment				
	Coca-Cola	COMPLETE	Update	Delete
Military Service				
	Navy	COMPLETE	Update	Delete
Federal Civilian				
	Department of the Treasury / Internal Revenue Service	COMPLETE	Update	Delete

5.1.9 Self Employment

- 1. Enter the name of your business, the business where you worked, or your name in the 'Business Name' field.
- 2. Enter business address and employer phone number in 'Business Address' section.
- 3. Enter the physical location where work was performed if different from business address.
- 4. Input start date and end date of your self-employment in respective fields.
- 5. Indicate if you had multiple periods of employment since listed date by selecting 'Yes' or 'No.'
 - a. If 'Yes' is selected proceed to respond to additional questions.
 - b. If 'No' is selected proceed to question 2.

- 6. Indicate if you owned the business and select response in question 2.
 - a. If 'Yes' is selected continue to question 3.
 - b. If 'No' is selected indicate whether you received a 1099 for self-employment work.
- 7. Indicate if you are still working in listed self-employment and select appropriate response in question 3.
 - a. If 'Yes' is selected click 'Next' to continue.
 - b. If 'No' is selected, select the reason why you are no longer working, then click 'Next' to continue.

Self-Employment Information

You indicated you were self-employed. Answer the following questions about your self-employment.

Business Name: *

Business Address

Address Line 1: *

Address Line 2:

City: *

State: *

Zip Code: *

Country: *

Employer Phone Number: () - - *

ext:

Most Recent Work Information

Physical Location where work was performed, if different from above:

Address Line 1:

Address Line 2:

City:

State:

Zip:

Phone: () - -

ext:

Enter your total period of self-employment since **10/01/2011**

Self-Employment **Start Date** #: / / * (mm/dd/yyyy)

Self-Employment **End Date** #: / / * (mm/dd/yyyy)

1. Have you had multiple periods of employment since **10/01/2011**? Yes No *

If **No**, were your total gross wages at least \$4675 during this period of employment? Do not include wages earned after **2/10/2013**? Yes No

If your wages are less than \$4675, enter your total gross wages for the total period of your self-employment. Do not include wage earned after 2/10/2013

2. Do you own this business? Yes No *

If no, did you or will you receive a 1099 for this work? Yes No

3. Are you still working in this self-employment? Yes No *

If no, why are you no longer working? No Work Available Voluntary quit/Ceased self-employment

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8. Verify that Self-Employment information now appears in table.

Employer Doing Business As (DBA) Name	Employer Legal Name	Status	Update	Delete
Florida Employment				
8 Self Employment	CHICK-FIL-A INC	COMPLETE	Update	Delete
	Soap Box Coffee	COMPLETE	Update	Delete

5.1.10 Provide Eligibility Information

1. Indicate if you are enrolled in or attending school and select response in question 1.
2. Indicate if you have refused or turned down any specific job since becoming unemployed and select response in question 2.
3. Indicate if you have been referred to a job by a WORK Source One-Stop Career Center that he/she refused/failed to accept since becoming unemployed and select response in question 3.
4. Indicate if you performed any services as a professional athlete for an employer since date listed and select response in question 4.
5. Indicate if you have applied for or are receiving payments from a pension fund, annuity fund, or retirement account other than Social Security and select response in question 5.
6. Indicate if you have received Worker's Compensation classified as either Temporary Total or Permanent Total:
 - a. If Temporary Total Worker's Compensation is being paid to you select 'Yes' for question 6a.
 - b. If Permanent Total Worker's Compensation is being paid to you select 'Yes' for question 6b.
 - c. If no Worker's Compensation is being paid to you select 'No' for questions 6a and 6b.
7. Indicate if you have received severance pay, wages in lieu of notice, or any other separation payments in connection with separation from employment that occurred after listed date and select best response to question 7.
8. Indicate if you are seeking only part-time work and select best response to question 8.
9. Indicate if you are in good standing of a labor union which requires that you seek work through their hiring call:
 - a. If 'Yes' is selected enter Union Name in question 9a, Hiring Hall number in question 9b and phone number in question 9c then proceed to question 10.
 - b. If 'No' is selected proceed to question 10.
10. Indicate if you have accepted a job offer with a new employer:
 - a. If 'Yes' is selected, enter the date you will begin working in field 10a then click 'Next to continue.
 - b. If 'No' is selected click 'Next' to continue.

Eligibility Information

Please answer the following questions to the best of your knowledge to determine your eligibility:

1. Are you enrolled in or attending school? Yes No*

2. Have you refused or turned down any specific job offer since you became unemployed? Yes No*

3. Since you became unemployed, were you referred to a job by a WORKSource One-Stop Career Center and refused/failed to accept the referral? Yes No*

4. Did you perform services as a professional athlete for any employer since Sunday, February 17, 2013? Yes No*

5. Have you applied for or are you receiving payments from a pension fund, annuity fund, or retirement account other than Social Security? Yes No*

6. Have you applied for or are you receiving [Workers' Compensation](#) that is classified as:

6a. Temporary Total? Yes No*

6b. Permanent Total? Yes No*

7. Have you received or will you receive [severance](#) pay, [wages in lieu of notice](#), or any other separation payments in connection with a separation from employment that occurred after Sunday, February 17, 2013? Yes No*

8. Are you seeking only part-time work? Yes No*

9. Are you a member in good standing of a [labor union](#) which requires that you seek work through their [hiring hall](#)? If Yes, enter your:

9a. Union Name:

9b. Hiring Hall Number:

9c. Phone Number: () - -

10. Have you accepted a job offer with a new employer? Yes No*

10a. If Yes, enter the date that you will begin working / / (mm/dd/yyyy)

5.1.11 Complete Professional Athlete Questionnaire

- 1. Check the box next to the professional sporting team you worked for.
- 2. Indicate whether or not you have reasonable assurance that you will return to work for listed employer.
- 3. Click 'Next' to continue to Professional Athlete/Coach – Reasonable Assurance – Claimant Questionnaire Employment Information Fact-Finding screen.

Professional Athlete

You indicated you were paid to participate in or train for professional sporting events. From the following list of your employers, select those that paid you for sport-related services since Saturday, October 01, 2011

- CHICK-FIL-A INC
Do you have [reasonable assurance](#) that you will return to work as a professional athlete with this Employer? Yes No
- Miami Heat
Do you have [reasonable assurance](#) that you will return to work as a professional athlete with this Employer? Yes No

[What if the Employer is not listed?](#)

Previous **Next**

5.1.12 Complete Pension or Retirement Questionnaire

1. Check the box next to the employer who is paying for your pension, annuity fund, or retirement claim.



If the employer is not listed or you worked for employer prior to date listed, check the final box.

2. Select payment method employer uses from drop down menu.
3. Click 'Next' to continue to Remuneration-Pension-Claimant Fact Finding screen.

Pension or Retirement Account

You indicated you have applied for or are receiving payments from a pension fund, annuity fund, or retirement claim. Select the employer(s) that contributed to your pension fund(s) and indicate the method(s) of payment.

Employer	Payment Method
<input type="checkbox"/> CHICK-FIL-A INC	Select Payment Method
<input type="checkbox"/> Miami Heat	Select Payment Method
<input type="checkbox"/> Employer not listed: I worked for the contributing employer prior to Saturday, October 01, 2011.	

Previous **Next**

5.1.13 Complete Worker's Compensation Questionnaire

1. Check the box next to the employer who is paying for your worker's compensation.

- 2. Click 'Next' to continue to Other Pay and Benefits – Workers Compensation – Claimant Questionnaire Fact Finding screen.

Workers' Compensation

From the following list, select the employer(s) related to your workers' compensation claim(s): *

- CHICK-FIL-A INC
- Miami Heat
- Employer Not Listed: I worked for the contributing Employer prior to Saturday, October 01, 2011.

Previous Next

5.1.14 Pension, Retirement, or Annuity

- 1. Check the box next to the employer who is paying for your pension, annuity fund, or retirement claim.
- 2. Select payment method from drop down.
- 3. Click 'Next' to continue to Remuneration-Pension-Claimant Fact Finding screen.

Pension or Retirement Account

You indicated you have applied for or are receiving payments from a pension fund, annuity fund, or retirement claim. Select the employer(s) that contributed to your pension fund(s) and indicate the method(s) of payment.

Employer	Payment Method
<input type="checkbox"/> CHICK-FIL-A INC	Select Payment Method
<input type="checkbox"/> Miami Heat	Select Payment Method
<input type="checkbox"/> Employer not listed: I worked for the contributing employer prior to Saturday, October 01, 2011.	

Previous Next

5.1.15 Severance or Other Separation Pay Questionnaire

- 1. Check the box next to the employer who is paying for your worker's compensation.
- 2. Click 'Next' to continue to Remuneration – Other – Claimant Questionnaire Fact Finding screen.

Severance or Other Separation Pay

You indicated since Saturday, October 01, 2011, you have received or expect to receive severance or other payments due to separation from employment. From the list below, select the employer(s) issuing payment (s): *

CHICK-FIL-A INC

Miami Heat

[What if my Employer is not listed?](#)

3. Complete all information on Fact-Finding screen and press 'Submit' to continue.

5.1.16 Complete Certifications



Please note the information displayed is based on the claimant situation and all requirements will not apply to each claimant.

1. Read the Workforce Registration requirement and check the 'I agree' box if you agree with the statement.
2. Read the One-Stop Career Center requirement and check the 'I agree' box if you agree with the statement.
3. Read the Requesting Benefits Payments requirement and check the 'I agree' box if you agree with the statement.

Workforce Registration

I understand that Florida law requires me to register with Workforce Services to continue my eligibility for benefit payments. A link will be provided to me after I have submitted my application and will also be available on my account home page should I wish to complete it later. I understand that payment of my claim may be delayed or denied if I do not complete my registration with Workforce Services prior to making my first report to claim weeks.

I agree*

One-Stop Career Center

I understand that I will be notified if I am required to attend a One-Stop Career Center Seminar. Failure to attend by the given date may result in a delay or loss of my reemployment assistance benefits.

If a One-Stop Career Center gives me a job referral, I understand that failure to pursue this referral may result in a loss of reemployment assistance benefits.

I agree*

Requesting Benefit Payments

I understand the following:

- I am required to request benefit payments for each week I wish to receive benefits.
- The first week of a new benefit year for which I would be eligible to receive reemployment assistance benefits will be an unpaid waiting week.
- If there is a pending issue or appeal on my claim, I must continue requesting benefit payments in order to be paid for those weeks if I am later determined to be eligible

I agree*

4. Read the Reporting Income requirement and check the 'I agree' box if you agree with the statement.
5. Read the Work Search Requirements and check the 'I agree' box if you agree with the statement.
6. Read the Benefit Rights Information requirement and check the 'I agree' box if you agree with the statement.
7. Select 'Next' to continue to the Review, Edit, and Confirm Claim screen.

Reporting Income
I understand that if I do any work, including military reserve drill pay or self employment, I must report the total wages earned (before taxes), whether or not I have been paid when I request benefit payment for that week.

I agree*

Work Search Requirements
Regular:

I understand I will be required to submit a minimum of work search contacts or the details of a One-Stop Career Center visit when I request benefit payments. Each week I will be required to submit the:

- Date of contact
- Method of contact
- Business name, telephone number, website name/URL or email address
- Result of each contact
- Type of work sought

I agree*

Benefit Rights Information
I understand it is my responsibility to read the Benefit Rights Information which explains my rights and responsibilities while collecting reemployment assistance. A link to the Benefit Rights Information is included at the end of this application and on my account homepage.

I agree*

Previous Next

5.1.17 Review, Edit, and Submit Claim

1. Select 'I acknowledge that I have read and understand' statement.



Please note that you will review your application prior to submitting it, and will be able to make any necessary edits to the information.

2. Select the blue hyperlink for a section to review and edit contents, or scroll down the page to view and edit these sections.

Application Not Yet Complete

I acknowledge I have read and understand the statements regarding Reemployment Assistance Fraud and wish to continue to file my claim*

Your application is not yet complete! To complete your application you must do the following:

- Review your entries before submitting this claim by selecting the links below or scrolling down the screen.
- If you need to change your entries, select the 'Modify' button to go back to the appropriate section of the claim.
- **Re-enter your Social Security Number to verify your identity.**
- Select "Submit the Reemployment Assistance Benefits Claim", and wait for a confirmation page.
- You can view and print your application from your account after your claim is submitted.

Review and Edit Contents

To review each section of your claim click on the section header links below or scroll down the screen:

- [Initial Questions](#)
- [General Information](#)
- [Employment Information](#)
- [Eligibility Questions](#)

3. In the 'Identify Verification' section, select the verification statement and enter your SSN.
4. Select 'Submit the Reemployment Assistance Benefits Application.'

Identity Verification

I have answered all questions fully and truthfully. I know there are penalties for giving wrong information. I know that to receive benefits I must meet the eligibility requirements.

By clicking Submit, I certify that I am filing this application for reemployment assistance benefits for myself. I acknowledge that, under penalty of perjury, all information provided is complete and accurate to the best of my ability.*

Enter Your Social Security Number:

Submit the Reemployment Assistance Benefit Application

5.1.18 Confirm Claim Submission

1. Review confirmation screen to verify that Unemployment Benefit claim has been submitted – you will be provided a date and time of the submission.
2. Review Preliminary Benefits Estimate.
3. Also, review the Request Benefit Payments statement – it will provide you with the date you are scheduled to submit your first Benefit Payment Request.



Please note that the Preliminary Benefits Estimate amount may not be available immediately as additional wage information may be required.

Wednesday, August 14, 2013
[Print Preview](#)
[English Español Kreyol](#)

Change Password | Logoff

Reemployment Assistance Initial Claim Submit Process

1 Initial Questions → 2 General Information → 3 Employment Information → 4 Review, Edit and Submit → 5 Claim Submitted → COMPLETE

Florida Reemployment Assistance Claim Confirmation 1

Your Reemployment Assistance Program (RAP) claim has been submitted.

- Time and date submitted: 8/14/2013 9:26:39 AM

To assist us in processing your account information and determining your eligibility for benefits, you must follow the instructions below.

Preliminary Benefits Estimate 2

Because your personal identification cannot be verified at this time, your Weekly Benefit Amount and Maximum Benefit Amount cannot be displayed.

Request Benefit Payment 3

To receive reemployment assistance benefits, you must submit requests for payment **every two weeks**. You are scheduled to submit your first Request for Payment beginning on Tuesday, August 27, 2013.

Claimant Home
 Inbox
 View and Maintain Account Information
 Determination, Pending Issue and Decision Summary
 Explore Available Supports and Services
 FAQs
 Workforce Registration
 Initial Skills Review
 Read the Benefit Rights Information Handbook

- Review the Workforce Registration message, or select the hyperlink to be directed to the Workforce Registration Web site.
- Review the Benefits Rights Information (BRI) Handbook message, or select the hyperlink to be directed to the BRI handbook.

Workforce Registration 4

[Click here to access the Workforce Registration web page.](#)
 You are required to register for Workforce Services. Click the link above to access the registration site.

Benefit Rights Information Handbook 5

The link to the Benefit Rights Information handbook is below and will also be provided on your home page. It is important that you read and understand this information to ensure that you receive all of the benefits to which you are entitled. [Click here to access the BRI handbook.](#)

- If your identity information has not been verified, you will be required to submit Identification Information – review the Identification Information notification at the bottom of the confirmation screen.
- Review the Third Party Authentication Failure message for instructions on how to complete your authentication in the event that the Third Party Authentication failed for your application.
- Select 'Next.'

Submit Identification Information

In processing your application information, your personal identification could not be verified. In order for benefit eligibility to be determined, you must provide a photocopy of the following documents:

- Social Security Card
- Driver's License

Correspondence will be available to you through your Connect online account and if you chose mail as your preferred method of communication, will also be mailed to you. You can provide your documentation by uploading it to your account or by fax or mail. **Failure to provide this documentation within 21 days may cause your assistance to be denied or delayed.**

- If you choose to **upload** you documentation, log on to your account and select 'Inbox', then select to view the correspondence under the subject of 'other'. You can upload your documentation from the correspondence. Preview and make sure the documents are readable prior to uploading or it may delay your benefits.
- To fax or mail your documentation, you must attach a copy of the correspondence to your documentation. Mail or fax the information to the address or fax number provided on the cover sheet. To print a copy of the correspondence from your online account, log on to your account and select 'Inbox', then select to view the correspondence under the subject of 'other'.

NOTE: Do not send original documents as they will not be returned.
 Select [here](#) to access a printer-friendly version of this page. Keep the printed copy for you reference.

Third-party Authentication Failure
We have not been able to authenticate your identity.
 Call the Reemployment Assistance Authentication Line at 1-800-999-9999 to resolve this issue and allow your claim to be processed.

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- 9. Review the Protecting Your Privacy section.
- 10. Review the Online Claimant Information section.
- 11. Select 'Login' to proceed to your CONNECT Claimant Homepage.

Claimant Home
 Inbox
 View and Maintain Account Information
 Determination, Pending Issue and Decision Summary
 Explore Available Supports and Services
 FAQs
 Workforce Registration
 Initial Skills Review
 Read the Benefit Rights Information Handbook

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Reemployment Assistance Initial Claim Submit Process

1 Initial Questions → 2 General Information → 3 Employment Information → 4 Review, Edit and Submit → 5 Claim Submitted → COMPLETE

Protecting Your Privacy

If you are in a public place or are otherwise concerned about others viewing your information, we strongly advise exiting the web browser after reviewing the information on any of the reemployment assistance benefit web pages

Online Claimant Information

Information about your reemployment assistance benefit claim is available online. After filing your reemployment assistance benefit claim, each time you log in with your social security number and password, you will be able to do the following:

- **View Your Claim Action Items:** When additional information is needed to process your claim or payment, your "Claim Home Page" will display messages advising you what you need to do to process your claim.
- **Request Benefit Payments:** Every two weeks you are required to submit a request for benefit payment. Your "Claimant Home Page" will inform you of the time frame in which to make a [timely request for benefit payment](#).
- **View Your Claim Information:** You have the ability to view any benefit determinations, payment information such as payment dates and amounts, as well as your general claim information.
- **Maintain Your Claim Information:** You have the ability to change your address, update your tax withholding or change your payment method.

Select the 'Login' button at the bottom of this page to access your claim information.

Not all services are available at each One-Stop Career Center. Visit the Florida Department of Economic Opportunity website at <http://www.FloridaJobs.org> for a complete listing of services and One-Stop Career Centers.

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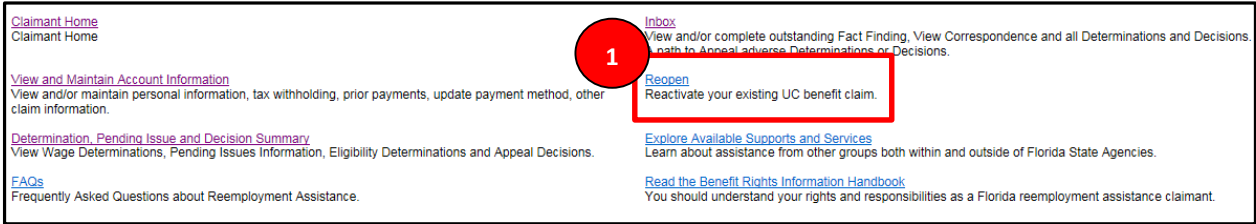
Please note that once you log back in to your account, you will be able confirm that your application was accepted and you will be advised of any actions you need may need to take.

5.2 Reactivate a Claim

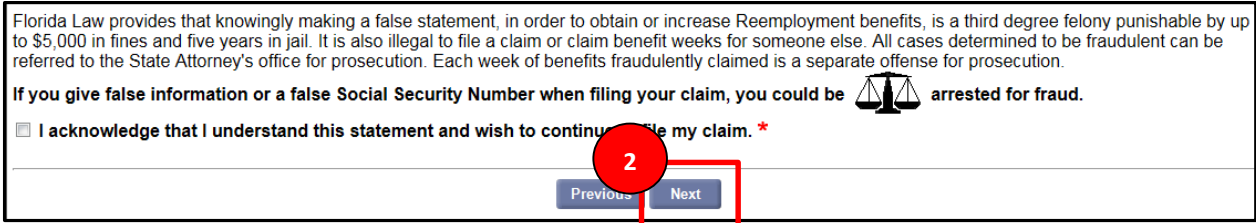
You may reactivate a claim that has been inactivated due to a time lapse. For example, you may have stopped reporting, had a break in you claim, or returned to work. A claim is set up for a one year time period. A claim is inactivated after 25 days without requesting benefits and reporting requirements.

5.2.1 Reactivate a standard claim

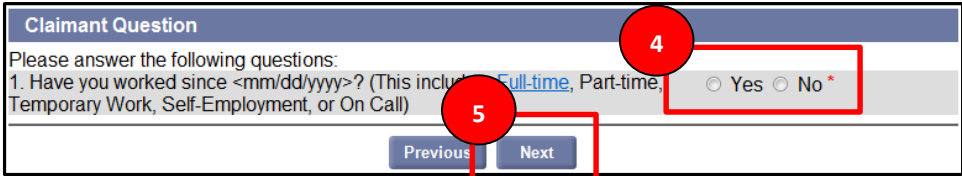
1. Select 'Reopen' from the Claimant Homepage.



2. Acknowledge the Reemployment Assistance Fraud Statement.



- 3. Review Address and Contact information, tax withholding information and direct deposit screens as covered in the 'File an Initial Claim' section of this document.
- 4. Respond to questions on the Claimant Question screen.
- 5. Select 'Next.'



- 6. CONNECT queries the new hire database and retrieves any new hire information with a start date after the last Application Effective Date.
 - a. If an employer has reported you as a 'new hire' or if you indicate that you had additional work since the effective date of the most recent claim, the Employment List screen will be displayed.
 - b. If no new employment is indicated, you will skip to Step 11 to update eligibility information.
- 7. Review the Employer List Screen.
- 8. Select 'Next.'

Employment List

To determine your eligibility for benefits, you must provide employment information about all employers for whom you worked since you last filed for benefits effective on **<LAST APPLICATION EFFECTIVE DATE>**.

Below is a list of all employers we currently have on file for you.

- If your employer is listed, select the employer and then select 'Next' to add information about your employment.

Employer Doing Business As (DBA) Name	Employer Legal Name
<i>Florida Employment</i>	
<input type="radio"/> <ER_DBA_NA>	<ER_LEGAL_NA>
<i>Out-of-State Employment</i>	
<input type="radio"/> <OUT_OF_STATE_ER_LEGAL_NA>	<OUT_OF_STATE>
<i>Federal Civilian Employment</i>	
<input type="radio"/> <FED_SERVICE_BRANCH>	Federal Civilian Employer
<i>Military Service</i>	
<input type="radio"/> <SERVICE_BRANCH>	Military Employer

Add Employment

- If your employer is not listed, select an employment type in the Employment Type field and then select 'Add'.
- If you have been self-employed since **<Last Application Effective Date>**, select 'Self-employment' and then select 'Add'.

Employment Type:

- 9. Review your Employment Summary.
- 10. Select 'Update' to add an additional employer or, if list is complete and accurate, select 'All my employment is listed.'
- 11. Select 'Next' to continue.

Employment Summary

You have added the following employers to your application.

- To delete an employer added in error, select 'Delete'
- To modify an employer already added, select 'Update'

Employer Doing Business As (DBA) Name	Employer Legal Name		
<i>Florida Employment</i>			
<ER_DBA_NA>	<ER_LEGAL_NA>	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
<i>Out-of-State Employment</i>			
<OUT_OF_STATE_ER_LEGAL_NA>	<OUT_OF_STATE>	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
<i>Federal Civilian Employment</i>			
<FED_SERVICE_BRANCH>	Federal Civilian Employer	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
<i>Military Service</i>			
<SERVICE_BRANCH>	Military Employer	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
<i>Self-Employment</i>			
<SELF_EMPLOYMENT>	Self-Employment	<input type="button" value="Update"/>	<input type="button" value="Delete"/>

Complete Employment List

If you had additional employment since **<Last_Application_Effective_Date>**, select 'Add more employment' and then select 'Next'.

- Add more employment

Once the list is complete and accurate, select 'All my employment is listed' and then select 'Next'.

- All my employment is listed

5.2.2 Trade Readjustment (TRA) Claimant

A TRA Claimant is monetarily eligible to receive benefits, but has exhausted available funds, and must file a new claim. If you are TRA eligible, you will be provided a link to TRA application as an Action Item on the Claimant Homepage. You must complete application. You should continue to request standard benefits until you exhaust funds.

1. Acknowledge the Reemployment Assistance Fraud Statement.
2. Review Address and Contact information, tax withholding information and direct deposit screens.
3. Allow CONNECT system to determine if your claimant type is Trade Readjustment Allowance (TRA):
 - a. If yes, an issue of TRA Re-determination/Additional TRA Redetermination/ Remedial TRA Redetermination will be created and the TRA application will immediately be shown to you. Complete application then proceed.
 - b. If no, screen will not display.
4. Respond to questions on the Claimant Question screen.
5. Allow CONNECT to query the new hire database and retrieve any new hire information with a start date after the last Application Effective Date.
6. Review the Employer List Screen.
7. Select 'Next.'

Employment List

To determine your eligibility for benefits, you must provide employment information about all employers for whom you worked since you last filed for benefits effective on **<LAST APPLICATION EFFECTIVE DATE>**.

Below is a list of all employers we currently have on file for you.

- If your employer is listed, select the employer and then select 'Next' to add information about your employment.

Employer Doing Business As (DBA) Name	Employer Legal Name
<i>Florida Employment</i>	
<input type="radio"/> <ER_DBA_NA>	<ER_LEGAL_NA>
<i>Out-of-State Employment</i>	
<input type="radio"/> <OUT_OF_STATE_ER_LEGAL_NA>	<OUT_OF_STATE>
<i>Federal Civilian Employment</i>	
<input type="radio"/> <FED_SERVICE_BRANCH>	Federal Civilian Employer
<i>Military Service</i>	
<input type="radio"/> <SERVICE_BRANCH>	Military Employer

Add Employment

- If your employer is not listed, select an employment type in the Employment Type field and then select 'Add'.
- If you have been self-employed since **<Last Application Effective Date>**, select 'Self-employment' and then select 'Add'.

Employment Type:

8. Review your Employment Summary.
9. Select 'Update' to add an additional employer or, if list is complete and accurate, select 'All my employment is listed.'

10. Select 'Next' to continue.

Employment Summary

You have added the following employers to your application.

- To delete an employer added in error, select 'Delete'
- To modify an employer already added, select 'Update'

Employer Doing Business As (DBA) Name	Employer Legal Name		
<i>Florida Employment</i>			
<ER_DBA_NA>	<ER_LEGAL_NA>	9 Update	Delete
<i>Out-of-State Employment</i>			
<OUT_OF_STATE_ER_LEGAL_NA>	<OUT_OF_STATE>	Update	Delete
<i>Federal Civilian Employment</i>			
<FED_SERVICE_BRANCH>	Federal Civilian Employer	8 Update	Delete
<i>Military Service</i>			
<SERVICE_BRANCH>	Military Employer	Update	Delete
<i>Self-Employment</i>			
<SELF_EMPLOYMENT>	Self-Employment	Update	Delete

Complete Employment List

If you had additional employment since <Last_Application_Effective_Date>, select 'Add more employment' and then select 'Next'.

Add more employment

Once the list is complete and accurate, select 'All my employment is listed' and then select 'Next'.

All my employment is listed

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Previous Next

5.2.3 DUA Program in Effect

1. Acknowledge the Reemployment Assistance Fraud Statement.
2. Review Address and Contact information, tax withholding information and direct deposit screens.
3. The system will determine if your claimant type is DUA.
4. The system will create a new issue - Disaster Unemployment Assistance/Reactivation and will immediately request that you complete a Fact Finding questionnaire.
5. The system will determine if DUA program is currently in effect.
6. Respond to questions on Claimant Question screen.
7. Allow CONNECT to query the new hire database and retrieve any new hire information with a start date after the last Application Effective Date.
8. Review the Employer List Screen.
9. Select 'Next.'

Employment List

To determine your eligibility for benefits, you must provide employment information about all employers for whom you worked since you last filed for benefits effective on **<LAST APPLICATION EFFECTIVE DATE>**.

Below is a list of all employers we currently have on file for you.

- If your employer is listed, select the employer and then select 'Next' to add information about your employment.

Employer Doing Business As (DBA) Name	Employer Legal Name
<i>Florida Employment</i>	
<input type="radio"/> <ER_DBA_NA>	<ER_LEGAL_NA>
<i>Out-of-State Employment</i>	
<input type="radio"/> <OUT_OF_STATE_ER_LEGAL_NA>	<OUT_OF_STATE>
<i>Federal Civilian Employment</i>	
<input type="radio"/> <FED_SERVICE_BRANCH>	Federal Civilian Employer
<i>Military Service</i>	
<input type="radio"/> <SERVICE_BRANCH>	Military Employer

Add Employment

- If your employer is not listed, select an employment type in the Employment Type field and then select 'Add'.
- If you have been self-employed since **<Last Application Effective Date>**, select 'Self-employment' and then select 'Add'.

Employment Type:

- 10. Review you Employment Summary.
- 11. Select 'Add more employment' to add an additional employer or, if list is complete and accurate, select 'All my employment is listed.'
- 12. Select 'Next' to continue.

Employment Summary

You have added the following employers to your application.

- To delete an employer added in error, select 'Delete'
- To modify an employer already added, select 'Update'

Employer Doing Business As (DBA) Name	Employer Legal Name		
<i>Florida Employment</i>			
<ER_DBA_NA>	<ER_LEGAL_NA>	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
<i>Out-of-State Employment</i>			
<OUT_OF_STATE_ER_LEGAL_NA>	<OUT_OF_STATE>	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
<i>Federal Civilian Employment</i>			
<FED_SERVICE_BRANCH>	Federal Civilian Employer	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
<i>Military Service</i>			
<SERVICE_BRANCH>	Military Employer	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
<i>Self-Employment</i>			
<SELF_EMPLOYMENT>	Self-Employment	<input type="button" value="Update"/>	<input type="button" value="Delete"/>

Complete Employment List

If you had additional employment since **<Last_Application_Effective_Date>**, select 'Add more employment' and then select 'Next'.

- Add more employment

Once the list is complete and accurate, select 'All my employment is listed' and then select 'Next'.

- All my employment is listed

5.3 Request Benefit Payments

This section describes the necessary actions to request benefit payments in CONNECT. It documents the steps necessary to perform the following:

- Understand when to request benefits
- Access the Request Benefits Screen
- Identify eligible weeks
- Request benefits for an eligible week

To request benefit payments, follow the below steps:

1. Select 'Request Benefit Payments' from the Claimant Home left-hand menu.



Just a reminder that the 'Request Benefit Payment' link will only appear after you have successfully completed the process of filing your initial claim, and if you have eligible weeks to request benefit payments.

Request Benefit Payment

View and Maintain Account Information

Manage Debt

Determination, Pending Issue and Decision Summary

Explore Available Supports and Services

FAQs

Workforce Registration

Initial Skills Review

Read the Benefit Rights Information Handbook

Benefit Charges

Collections Home - Claimant

IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION

⚠ You have not completed full registration with Workforce Service. Please complete full registration with Workforce Service.

Messages - Notice of events, status changes, and actions

- You have a new overpayment which will be added to your account. You must continue to sign for your weekly benefits to request benefits.
- You have weeks that have not been requested for benefits.
07/28/2013 - 08/03/2013
08/04/2013 - 08/10/2013
[Click Here](#) to request benefits.

2. Respond to the Workforce Registration statement if it is populated on your screen – you must complete these two tasks in order to remain eligible.
3. Read through the Reemployment Assistance Fraud Acknowledgement screen then check the acknowledgement box and select 'Next' to continue.

2. Report All Work

- Federal and state law require that you report all work, including self-employment, while claiming Reemployment Assistance
- All work must be reported in the week between Sunday and Saturday that you worked, even if you have not been paid

How do I report my earnings correctly?

- Keep track of the total hours you work each calendar week, Sunday through Saturday
- Your hourly rate of pay times the total hours worked equals your gross pay, which is the amount you must report
- You must report ALL earnings for the week you do the work, not the week you are paid

I acknowledge that I have read and understand the above statements regarding Reemployment Assistance Fraud and wish to continue filing my claim

Previous Next

4. Review current payment method and select 'Next.'

Request Payment Home Page
Claiming Week **Sunday, 07/28/2013 through Saturday, 08/03/2013.**

Your current payment method is Direct deposit.

IMPORTANT: If you want to change your method of payment, or update your direct deposit information, do it **before** you request payment by clicking on the "Previous" button, and then click the "View and Maintain Account Information" link on your home page.

To progress through the Request Payment Screens, always use the "Previous" or "Next" buttons provided at the bottom of the page. Do not use the Back button at the top of your Internet browser window.

If you leave this process for any reason before you submit your request for payment, your data will be saved for your convenience until Thursday, 08/29/2013 at 11:59 p.m. for you to submit.

[For more information, please visit our FAQ](#)

Previous Next

- 5. Verify address.
 - a. If you need to update, select 'Update' button at bottom of screen.
 - b. Update address, telephone numbers, or correspondence preferences then press 'Submit.'
- 6. Select 'Confirm' to continue.

Mailing Address:

Address Line 1: **123 E Park Ave**
Address Line 2:
City: **Tallahassee**
State: **Florida**
Zip: **32301-7701**
Country: **United States Of America**

Residential Address:

Address Line 1: **123 E Park Ave**
Address Line 2:
City: **Tallahassee**
State: **Florida**
Zip: **32301-7701**
County: **Leon**
Country: **United States Of America**

Update Confirm

7. Continue to Initial Questions screen.



Please note that questions and screens displayed are based on your specific situation and the screens below may not be displayed to all claimants.

8. Note the week the initial questions are for at the top of the screen.
9. Select a response to 'Did you look for work or make an in-person contact at a One-Stop Career Center?'
10. Select a response to 'Were you able and available to work if work had been offered?'
11. Select a response to 'Did you refuse any offer of work or referral of work?'
12. Select a response to 'Did you work or earn any money?'
13. Select a response to 'Did you receive, or apply for income from any other sources that you have not previously reported to us?'
14. Click 'Next' to continue.

Initial Questions

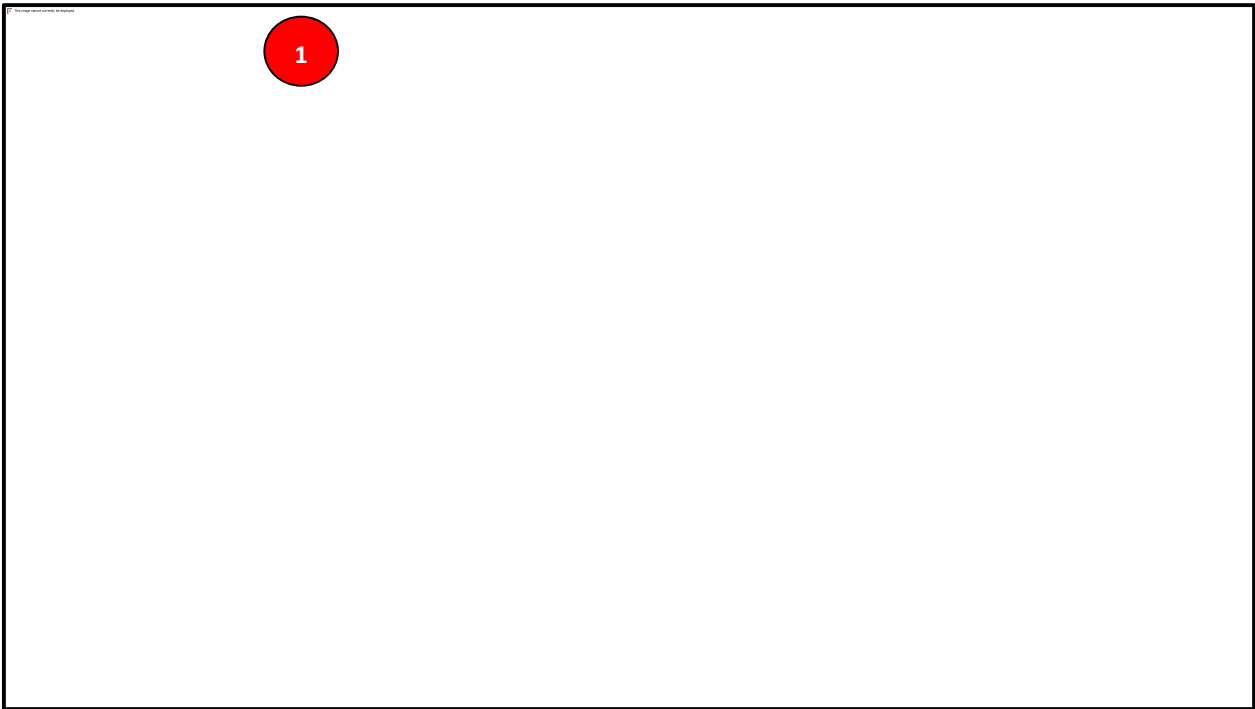
Please answer the following questions for the week of **Sunday, 07/28/2013 through Saturday, 08/03/2013**.

1. During the week of Sunday, 07/28/2013 through Saturday, 08/03/2013:
 - Did you look for work or make an in-person contact at a One-Stop Career Center? Yes No
 - Were you **able**® and **available**® to work if work had been offered? Yes No
2. During the week of Sunday, 07/28/2013 through Saturday, 08/03/2013:
 - Did you refuse any offer of work or **Referral**® of work? Yes No
3. During the week of Sunday, 07/28/2013 through Saturday, 08/03/2013:
 - Did you **Work**® or earn any money? Yes No
4. • Did you receive, or apply for **Income**® from any other sources that you have not previously reported to us? Yes No

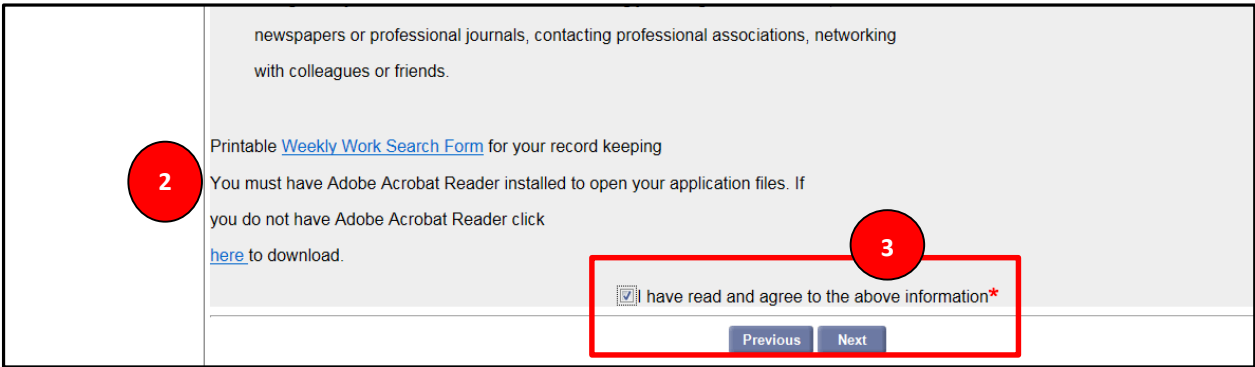
14

5.3.1 Enter Work Search Details

1. Review the work search requirements information.



- 2. Select 'I have read and agree to the above information.'
- 3. Select 'Next' to continue.



- 4. Enter your Work Search details and select 'Next.'

Work Search Details

You indicated that you looked for work or visited a One-Stop Career Center during the reporting period Sunday, 07/28/2013 through Saturday, 08/03/2013 . Please provide the following information for each job contact or the details of your One-Stop visit.

Enter work search details:

Date of Contact: / / * (mm/dd/yyyy) **4**

Type of Contact: Select one *

Employer/Agency Name: *

Method of Contact: Select one *

Address Line 1:

Address Line 2:

City:

State: Florida

Zip Code:

Website Address:

Email Address:

Telephone Number / Fax Number: () - - ext:

Person Contacted:

Type of Work Sought: *

Result of Employer Contact: Select one

[Promised Hire Date](#) ? / / (mm/dd/yyyy)

Comments(e.g., if you visited a One-Stop Career Center, enter the type of service you received):

If you have a definite date to begin work within six weeks from this week ending date, you can list the employer once and select "[Promised Hire Date](#)" as the result of the contact and enter the hire date in the provided field.

Failure to provide details of at least **five (5)** job contacts or a visit to a One-Stop Career Center could result in a delay or denial of benefits for this week. Click **Next** if you want to add another contact, or if you are finished adding all your job contacts for this week. Click **Cancel** if you do not want to add or edit a contact.

- 5. Review your Job Contacts log.
- 6. Select an entry by clicking the circle next to it and press 'Edit' to make updates or 'Remove' to delete.
- 7. Add an additional work search log by clicking 'Add.'
- 8. Click 'Submit' once all job contacts for the week have been entered.

Job Contacts Log

Week Beginning: 07/28/2013 Certification date: 08/22/2013 Week ending: 08/03/2013

You indicated you made the job contacts listed below.

Failure to provide details of at least **five (5)** job contacts or a visit to a One-Stop Career Center could result in a delay or denial of benefits for this week.

If you want to make changes to one of the contacts, click on the radio button next to the employer and then click **Edit**.

If you want to remove or delete a contact from the list, click on the radio button next to the employer and then click **Remove**.

If you want to add another contact, click **Add** and you will return to the prior screen where you can enter another job contact.

Click **Submit** if you have finished adding all your job contacts for this week.

This weekly list of job contacts that you submit here will be used by this Department to verify that you are making your required work search effort.

Work Search Log

	Date of Contact	Employer/Agency Name	Person Contacted	Phone #	Email	Method of Contact	Result of Contact	Comments
<input checked="" type="radio"/>	07/29/2013	Wendys	N/A	N/A	N/A	In Person	Awaiting Callback/Response	N

Rows 1 - 1 of 1 total items

Edit Remove

Add Submit

9. Review answers to initial questions on Summary Screen.
10. Click 'Modify' to edit responses to any initial questions.
11. Click 'Submit' once finished to proceed to the summary screen.

Summary

Reemployment Assistance Fraud Acknowledgement

I acknowledge that I have read and understand the statements regarding Reemployment Assistance Fraud and wish to continue to file my claim.

If you would like to change your answer in any section below, click the **Modify Answers** button in that section to jump to the questions of that section. Depending on your responses, you may need to answer new questions, or reconfirm existing answers. If you do not think the questions apply, examine your answers in the **Initial Questions** section carefully.

Please review your responses carefully for the **week of Sunday, 1/20/2013 through Saturday, 1/26/2013**

Initial Questions

1. During the week of Sunday, 1/20/2013 through Saturday, 1/26/2013:
 - Did you look for work or make an in-person contact at a One-Stop Career Center? Yes
 - Were you [able](#) and [available](#) to work if work had been offered? Yes
2. During the week of Sunday, 1/20/2013 through Saturday, 1/26/2013:
 - Did you refuse any offer of work or [referral](#) of work? No
3. During the week of Sunday, 1/20/2013 through Saturday, 1/26/2013:
 - Did you [work](#) or earn any money? No
4. • Did you receive, or apply for [income](#) from any other sources that you have not previously reported? No

10

Modify Answers

Acknowledgement

I certify that the information I have provided is true and correct. I know that Florida Law provides penalties and/or imprisonment for false statements to obtain benefits and that AWI actively pursues fraudulently collected benefits. I hereby acknowledge that AWI will verify my information to assure its accuracy.*

11

Submit

12. Acknowledge that all provided information is true by checking the box next to the statement.
13. Click 'Submit' to continue to Payment Request Confirmation Page.
14. Select 'Request Benefit Payments' to claim any listed eligible weeks.
15. Select 'Home Page' to return to Claimant Home.

Payment Request Confirmation Page

Payment Request Receipt

Your request for benefits for the week of **Sunday, 1/20/2013 through Saturday, 1/26/2013** has been received on: **02/25/2013**.

Payment Request Status

[Pending Issue\(s\)](#) have been identified on your Claim. Payment will be delayed until the pending issue(s) is resolved.

You have submitted a Payment Request. To view this and other requests as well as payment history, select **View and Maintain My Account**, then **Payment History**.

[Print](#) this confirmation for your records.

Weekly Request Status

The last eligible week for which you may claim benefits is the week ending **1/19/2014**.

This requested week has been identified as your Waiting Week, and will therefore not be paid.

You have weeks that you have not requested. You may request Benefits for the following weeks:

- 1/27/2013 through 2/2/2013
- 2/3/2013 through 2/9/2013
- 2/10/2013 through 2/16/2013
- 2/17/2013 through 2/23/2013

12 [Request Benefits](#)

Claim Status

If you are still unemployed during the weeks of **Sunday, 1/20/2013 through Saturday, 2/2/2013**. The earliest date you may request benefits for these weeks is **03/03/13**. Late requests for benefits may be denied.

The next date you can request benefits is **03/03/2013**. Late requests for benefits may be denied.

15 [Home Page](#)

5.6.2 Report Income from another Source

1. Select the other type of income you received by checking the appropriate box(es) and click 'Next' to continue.



If you select 'Pension, Retirement, or Annuity,' select 'Next,' and complete the '[Pension, Retirement, or Annuity](#)' screen. Select the link for more information.



If you select 'Severance Pay or Separation,' select 'Next,' and complete the '[Severance Pay or Separation](#)' screen. Select the link for more information.



If you select 'Workers Compensation,' select 'Next,' and complete the '[Workers Compensation](#)' screen. Select the link for more information.

Income From Another Source
You indicated that you received or applied for income that you **have not previously reported** to us.
For the **week of Sunday, 11/25/2012 through Saturday, 12/01/2012**, did you apply for or receive income from any of the source(s) below (check all that apply):

<input checked="" type="checkbox"/>	Pension, Retirement or Annuity
<input type="checkbox"/>	Severance Pay or Separation Pay
<input type="checkbox"/>	Back Pay
<input type="checkbox"/>	Vacation Pay
<input type="checkbox"/>	Holiday Pay
<input type="checkbox"/>	Worker's Compensation
<input type="checkbox"/>	Jury Duty
<input type="checkbox"/>	Other Not Listed Above

Prev **Next**

5.3.2 Other Deductible Income

1. Review the list of employers on screen.
 - a. Select the box(es) next to the employer(s) associated with other income source(s), if listed.
 - b. Enter the other source of income employer name in text box, if not listed.
2. Confirm that you have selected or entered all employers that contributed to his/her income source by checking box.
3. Click 'Next' to continue to summary screen.

Other Deductible Income
You indicated you have applied for or are receiving payments from another income source.
Select all employer(s) that contributed to the <OTHER_INCOME>:

Legal Name	Doing Business As (DBA) Name
<input type="checkbox"/> <ENTITY_NA>	<EMPLOYER_DBA_NA>
<input type="checkbox"/> <ENTITY_NA>	<EMPLOYER_DBA_NA>

If an employer that contributed to your income source is not listed above, enter the employer's name in the space below.

Employer Name:

I have selected or entered all employers that contributed to my income source

Prev **Next**

5.3.3 Claimant with a Return-to-Work Date

1. Respond first initial question 'Are you still scheduled to start work with your employer on x date?'

2. Answer next question, 'Were you able and available to work if work had been offered?'
3. Select responses to questions 2-4.
4. Click 'Next' to continue to Request for Benefit Payment submission screen.

5.3.4 Claimant is a Union Member

1. Respond first initial question 'Are you still in good standing with your union and did Claimant contact your hiring hall as instructed by this department?'
2. Answer next question, 'Were you able and available to work if work had been offered?'
3. Select responses to questions 2-4.
4. Click 'Next' to continue to Request for Benefit Payment submission screen.

5.3.5 Claimant in Approved Training Program

1. Respond first initial question 'Did you attend your approved school or training as scheduled?'
2. Select responses to questions 2 and 3 and click 'Next.'

Initial Question - In Approved Training

Please answer the following questions for the week of Sunday, 11/18/2012 through Saturday, 11/24/2012.

- During the week of Sunday, 11/18/2012 through Saturday, 11/24/2012:
 • Did you attend your approved school or training as scheduled? Yes No
- During the week of Sunday, 11/18/2012 through Saturday, 11/24/2012:
 • Did you **work** or earn any money? Yes No
- Did you receive, or apply for **income** from any other sources that you have not previously reported to us? Yes No

5.4 Check Claim Status

This section describes the necessary actions to check the status of a claim in CONNECT. It documents the steps necessary to perform the following:

- Identify where to access a submitted claim
- Understand when a claim status is updated in CONNECT
- Identify available information for a claim

To check the status of a claim, follow the below steps:

1. Select 'Login' at the bottom of the 'Claim Submitted' screen to access the Claimant Homepage.

Reemployment Assistance Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Protecting Your Privacy

If you are in a public place or are otherwise concerned about others viewing your information, we strongly advise exiting the web browser after reviewing the information on any of the reemployment assistance benefit web pages

Online Claimant Information

Information about your reemployment assistance benefit claim is available online. After filing your reemployment assistance benefit claim, each time you log in with your social security number and password, you will be able to do the following:

- **View Your Claim Action Items:** When additional information is needed to process your claim or payment, your "Claim Home Page" will display messages advising you what you need to do to process your claim.
- **Request Benefit Payments:** Every two weeks you are required to submit a request for benefit payment. Your "Claimant Home Page" will inform you of the time frame in which to make a [timely request for benefit payment](#).
- **View Your Claim Information:** You have the ability to view any benefit determinations, payment information such as payment dates and amounts, as well as your general claim information.
- **Maintain Your Claim Information:** You have the ability to change your address, update your tax withholding or change your payment method.

Select the 'Login' button at the bottom of this page to access your claim information.
 Not all services are available at each One-Stop Career Center. Visit the Florida Department of Economic Opportunity website at <http://www.FloridaJobs.org> for a complete listing of services and One-Stop Career Centers.

1

2. Select 'Determination, Pending Issue and Decision Summary' left-hand menu option to view claim.

3. View the Monetary Determinations section, and select the 'Pending' hyperlink for more information.

Monetary Determination Status	Weekly Benefit Amount (WBA)	Maximum Benefit Amount (MBA)	Qualified for Maximum State Benefits?	Deadline to Appeal	Level	Date Appealed
Pending	\$0	\$0	No	N/A	Wage Determination	N/A

5.5 Maintain Claimant Inbox

This section describes the necessary actions to maintain your inbox in CONNECT. It documents the steps necessary to perform the following:

- View Action Items
- Search for Correspondence

- View Correspondence
- Select Fact Finding
- Respond to Fact Finding

In order to access your inbox, two conditions must be met:

- You have successfully established a benefit claim
- You have successfully logged in to the System and have been authenticated

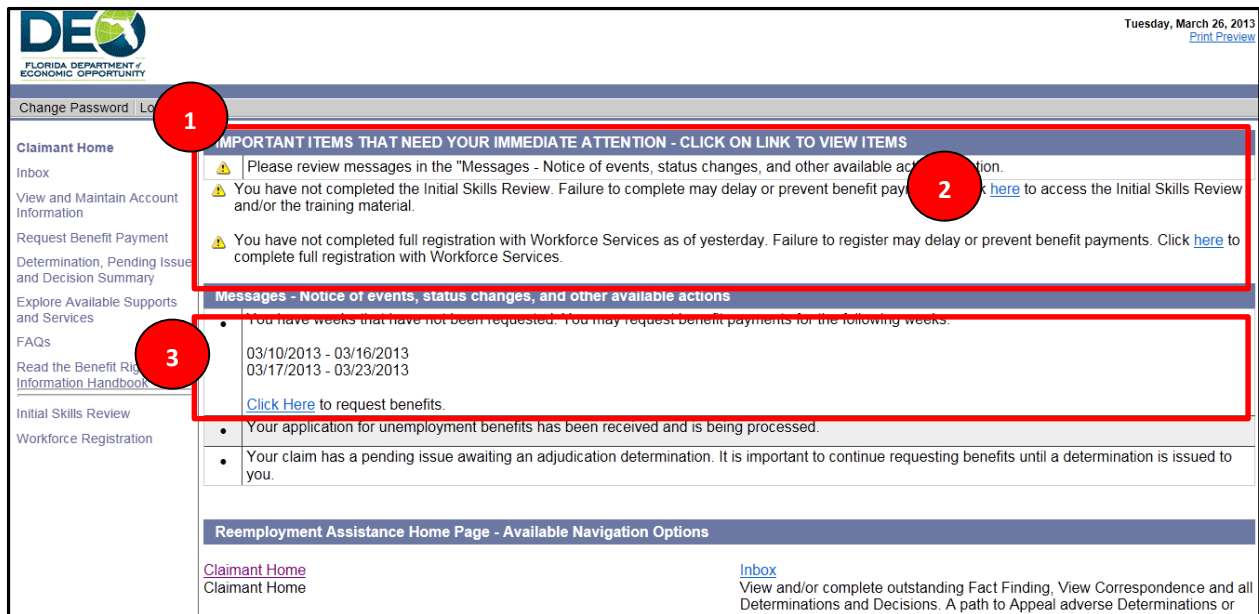
5.5.1 View Action Items on Claimant Homepage

This topic will cover the steps necessary to view your action items and due dates. After completing this lesson, you will have the ability to:

- View action items
- Identify action item due dates
- Understand how to complete action items

To view action items, complete the following steps:

1. From the Homepage, view the 'Important Items that Need Your Attention' section.
2. Select links to view the items.
3. View the 'Messages' sections for other items that may require your attention.



5.5.2 View Claimant Inbox

1. Select Claimant Inbox from a link on the Claimant Home Page.

DEO FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

Tuesday, March 26, 2013 [Print Preview](#)

Change Password | Logoff

1 Claimant Home

[Inbox](#)

View and Maintain Account Information

Request Benefit Payment

Determination, Pending Issue and Decision Summary

Explore Available Supports and Services

FAQs

Read the Benefit Rights Information Handbook

Initial Skills Review

Workforce Registration

IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION - CLICK ON LINK TO VIEW ITEMS

- Please review messages in the "Messages - Notice of events, status changes, and other available actions" section.
- You have not completed the Initial Skills Review. Failure to complete may delay or prevent benefit payments. Click [here](#) to access the Initial Skills Review and/or the training material.
- You have not completed full registration with Workforce Services as of yesterday. Failure to register may delay or prevent benefit payments. Click [here](#) to complete full registration with Workforce Services.

Messages - Notice of events, status changes, and other available actions

- You have weeks that have not been requested. You may request benefit payments for the following weeks:
 - 03/10/2013 - 03/16/2013
 - 03/17/2013 - 03/23/2013
 Click [Here](#) to request benefits.
- Your application for unemployment benefits has been received and is being processed.
- Your claim has a pending issue awaiting an adjudication determination. It is important to continue requesting benefits until a determination is issued to you.

Reemployment Assistance Home Page - Available Navigation Options

[Claimant Home](#) [Inbox](#)
 Claimant Home View and/or complete outstanding Fact Finding, View Correspondence and all Determinations and Decisions. A path to Appeal adverse Determinations or

- The system will display the Claimant Inbox screen.
- View Action Items requiring your immediate attention.
- View the detail screen associated with the Fact Finding Action Item.
- Complete the Fact Finding Action Item.
- CONNECT will remove the Action Item from the Action Item List.
- The related correspondence is still available, just no longer marked as an Action Item.

2 Claimant Inbox

Applications

[Click here to view all reemployment assistance applications](#) **4**

Correspondence

- To display ALL correspondence, select the Search button.
- To narrow your search, select from the criteria below and select the Search button.

Subject: [Select One](#) Show Adverse Only Action Status: [Select One](#)

Issued Date From: Issued Date To:

[Reset](#) [Search](#)

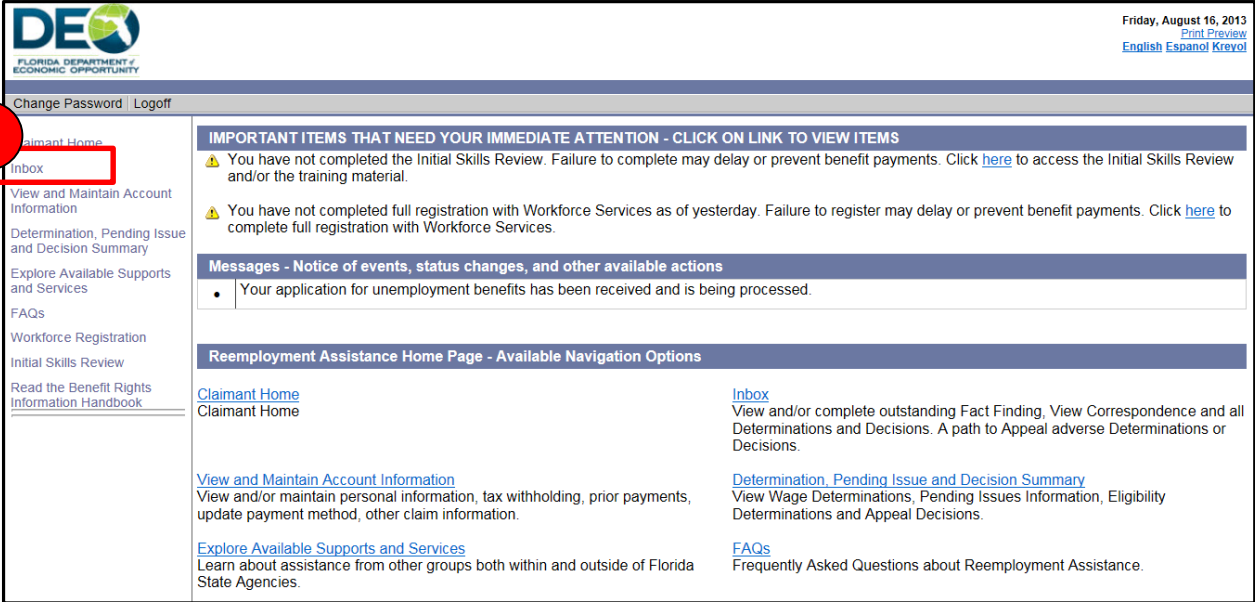
- The initial results below displays the items that require your attention and that you may need to take action on for your claim.
- Select the Issued Date to see the detailed information about the correspondence.

Issued Date	Action Status	Subject	Correspondence Number	Action Due Date
04/04/2010	Review	Eligibility Determination	12345678	
04/03/2010	Action Requested	Fact Finding	23456789	04/14/2010
04/01/2010	Review	Appeal Confirmation	87654321	

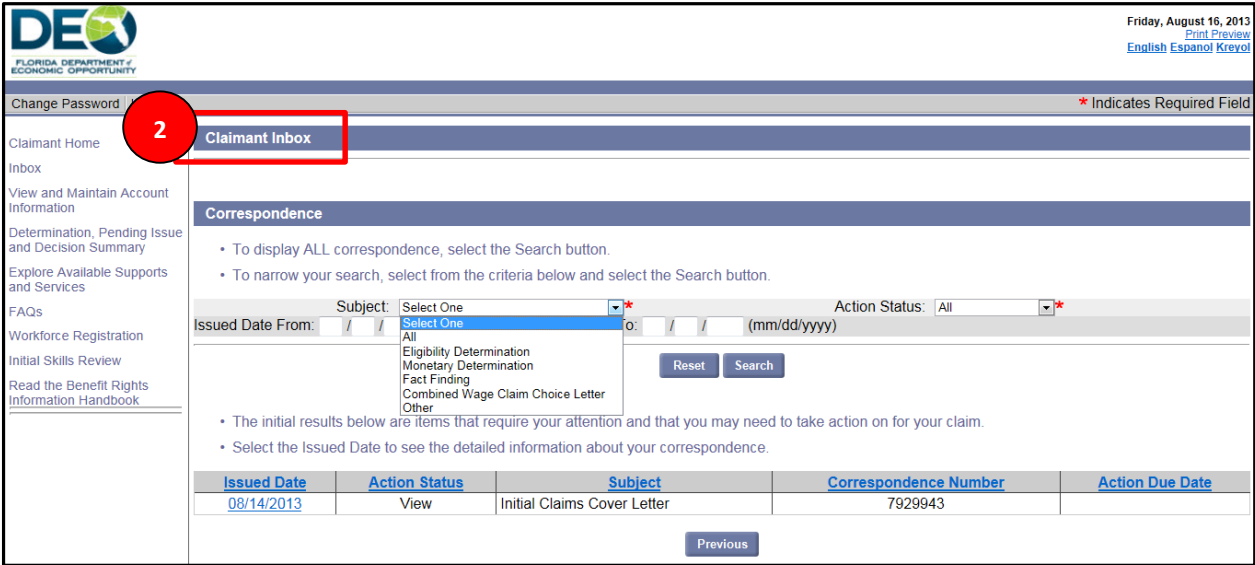
[Previous](#)

5.5.3 View Application History

1. Select Inbox from the link on the Claimant Home Page.



2. CONNECT will display your claimant inbox, where you can search and view correspondence sent to you.



5.5.4 View Correspondence

1. Navigate to the Claimant Inbox as described in 7.2.
2. Select the correspondence type from the Subject drop down menu.
3. Select the Action Status from the drop down menu.
4. Enter the dates of the correspondence.

- 5. Select 'Search.'
- 6. Select the Issued Date hyperlink to open the correspondence.

The screenshot shows the DEO CONNECT Claimant Inbox interface. The header includes the DEO logo and the text 'FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY'. The date 'Friday, August 16, 2013' is displayed in the top right corner. Below the header, there are links for 'Change Password' and 'Logoff'. The main content area is titled 'Claimant Inbox' and contains a 'Correspondence' section. This section includes instructions on how to search for correspondence and a search form with fields for 'Issued Date From', 'Subject', and 'Action Status'. A table below the search form displays a list of correspondence items. Red circles with numbers 1 through 6 highlight specific elements: 1 points to the 'Claimant Home' link, 2 points to the 'Correspondence' section, 3 points to the 'Action Status' dropdown, 4 points to the 'Subject' dropdown, 5 points to the 'Search' button, and 6 points to the 'Issued Date' column header in the table.

Issued Date	Action Status	Subject	Correspondence Number	Action Due Date
08/14/2013	View	Initial Claims Cover Letter	7929943	

- 7. Or, leave all fields blank and select 'Search' to view all correspondence.

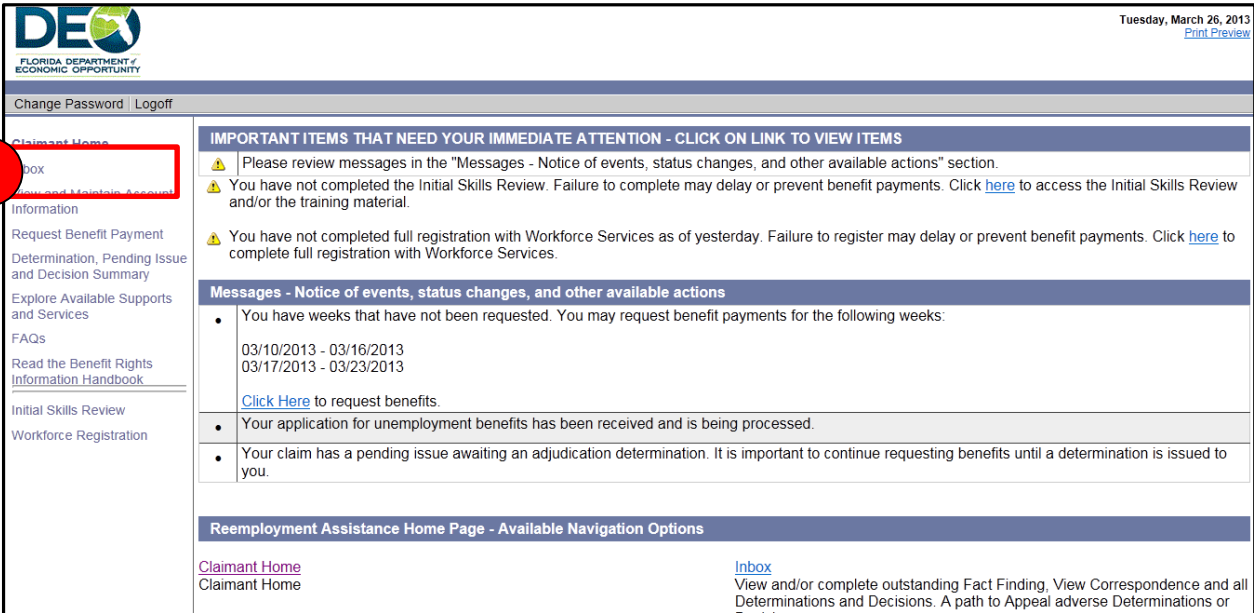


Please note that correspondence needing attention (to be viewed or responded to) will automatically be displayed in the 'Important Items' section. They should not do a search until they have reviewed the displayed correspondence.

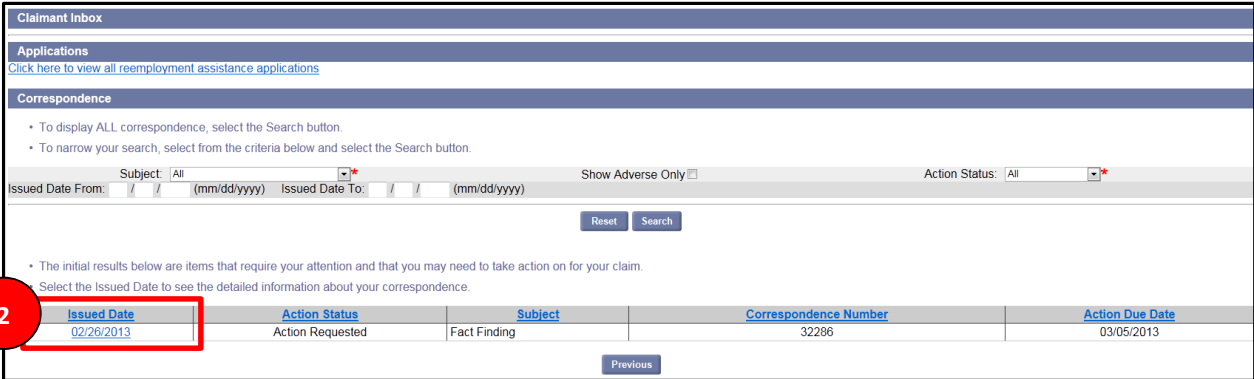
5.5.5 Respond to Fact Finding Questionnaire

You may need to respond to fact finding during the Initial Claims, Continued Claims, Reopen Claims, and Employer Protest Charge processes. Fact finding questionnaires are generated after a non-monetary issue has been identified and there is a need to gather additional information.

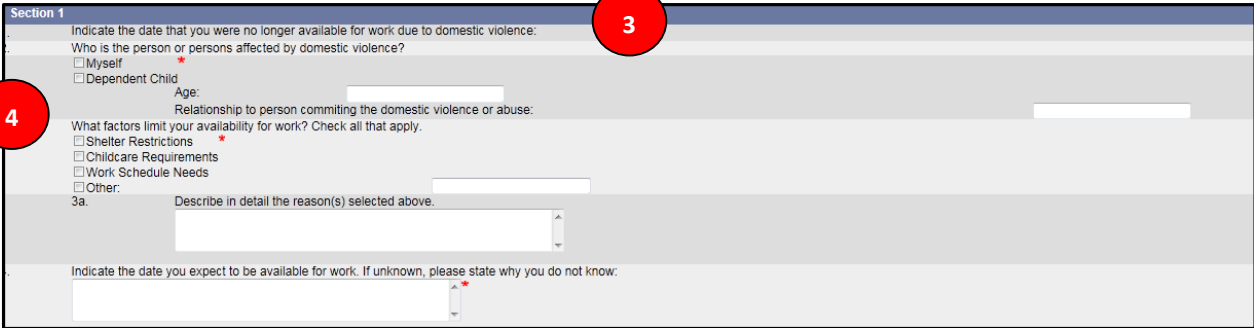
- 1. Select 'Claimant Inbox' to view or search correspondence.



2. Select 'Issued Date' on the Fact Finding Action Item.



- 3. The System displays the detail screen associated with the Fact Finding Action Item.
- 4. Complete the Fact Finding Action Item by entering information into all of the blank fields.



- 5. Select the check box next to the certification statement if you agree.
- 6. Select 'Submit' to submit the fact finding questionnaire.

7. After you submit the Fact Finding, the system removes the Action Item from the Action Item List.
8. The related correspondence is still available, just no longer marked as an Action Item.

Section 3
Please provide any information about this issue that you would like to add below:

Is there any additional documentation that you would like to send?
 Yes No

If yes, a cover sheet will be provided to you either by mail or online based upon your previously selected correspondence preference.

Please describe the documents:

Name of the person completing this request:

Telephone number of the person completing this request:

I certify the above information is true and correct.*

Skip Previous Save **Submit** 6

5.5.6 Save a fact finding questionnaire

1. The Fact Finding Summary screen will display all fact finding including any partially completed questionnaires.



Please note that you will be able to upload documentation to attach to the fact-finding questionnaire. You are also able to print the fact-finding and may mail or fax documentation to DEO.

2. Select a questionnaire.
3. Begin the questionnaire and select Save.
4. The System will display the following Error message to the User when a questionnaire is saved: “Your partially completed statement will not be considered unless it is completed and submitted prior to the Due Date.”
5. The System saves the questionnaire and displays it as a hyperlink in the Fact Finding Summary screen.

I certify the above information is true and correct.*

Skip Previous **Save** Submit

5.5.7 Open a partially completed fact finding questionnaire

1. Select the hyperlink in the Fact Finding Summary screen to open the questionnaire.
2. The System displays the questionnaire.
3. Complete the questionnaire and select Submit.

5.6 File an Appeal

This section describes the necessary actions to file an appeal in CONNECT. It documents the steps necessary to perform the following:

- Identify when a determination can be appealed
- Understand the steps to file an appeal
- Upload documents

To file an appeal, follow the steps below.

1. Select 'Determinations, Pending Issues, and Decision Summary' on the left-hand menu of the Claimant Homepage to see outstanding determinations.

The screenshot shows the DEO CONNECT Claimant Homepage. The top left features the DEO logo and the text 'FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY'. The top right shows the date 'Tuesday, March 26, 2013' and a 'Print Preview' link. Below the header is a navigation bar with 'Change Password' and 'Logoff' links. The left-hand menu includes 'Claimant Home', 'Inbox', 'and Maintain Account ation', 'st Benefit Payment', 'Determinations, Pending Issue and Decision Summary', 'Explore Available Supports and Services', 'FAQs', 'Read the Benefit Rights Information Handbook', 'Initial Skills Review', and 'Workforce Registration'. The 'Determinations, Pending Issue and Decision Summary' link is highlighted with a red box and a red circle containing the number '1'. The main content area is titled 'IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION - CLICK ON LINK TO VIEW ITEMS' and contains several warning messages. Below this is a section titled 'Messages - Notice of events, status changes, and other available actions' which lists several messages, including one about weeks that have not been requested and another about a pending issue. At the bottom, there is a section for 'Reemployment Assistance Home Page - Available Navigation Options' with links for 'Claimant Home' and 'Inbox'.

2. Select 'Sort By: Appeals View' to view appealable determinations.

DEO FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

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Change Password | Logoff

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Determination, Pending Issue and Decision Summary - Appeals View

The Monetary Determination sections display the weekly and maximum benefit amounts you are potentially eligible to receive.

The [Determinations](#) and [Decisions](#) sections and the [Pending Issues](#) sections contain all of the issues that may affect your eligibility to receive benefits. Select the Issue ID to view either determination, decision, or pending issue details.

You will be able to file an [appeals](#) to any [adverse determinations](#) or [adverse decisions](#) after clicking on the Issue ID and viewing the determination or decision.

Filter by:

- Appeals View** (Shows only determinations and decisions, sorted by adverse and non-adverse determinations and decisions)
- Claims View** (Shows all determinations, pending issues, and decisions sorted by claim)

3. Select the Issue ID hyperlink to go to the Eligibility Determination Details screen.



Please note that only issues with adverse determinations or decisions may be appealed.

Appeals View (Shows only determinations and decisions, sorted by adverse and non-adverse determinations and decisions)

Claims View (Shows all determinations, pending issues, and decisions sorted by claim)

Adverse Monetary Determinations

Select the Monetary Determination Status to view the monetary determination details

No records found...

Adverse Monetary and Eligibility Issue Determinations and Decisions

Issue ID	Deadline to Appeal	Issue Type	Employer Number	Employer Name	Date Distributed	Level	Status
42432	N/A	REMU	79964390	J B L INCORPORATED		Adjudication	

Non Adverse Monetary Determinations

Monetary Determination Status	Weekly Benefit Amount (WBA)	Maximum Benefit Amount (MBA)	Qualified for Maximum State Benefits?	Deadline to Appeal	Level	Date Appealed
Pending	\$0	\$0	No	N/A		03/10/2013

Non Adverse Monetary and Eligibility Issue Determinations and Decisions

No records found...

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4. Select the View Determination hyperlink to see a PDF of the determination in a new browser window.
5. Select "File Appeal" from the dropdown in the "Available Appeals Actions" section.
6. Select "Next" to navigate to File Appeal Information screen.

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Eligibility Determination
To view the detailed determination, select View Determination
Employer Name: **J B L INCORPORATED** Determination: **In-eligible**
Issue Identification Number: **0000 0424 32-01** Benefit Year Begin Date: **03/10/2013**
Issue Type: **Remuneration** Benefit Year End Date: **03/09/2014**
Correspondence Issued Date :

Determination
In order to file an appeal you must view your determination.
View the Determination: [View Determination](#)
Appeal Date: **04/15/2013**
Hearing Scheduled: //

Available Appeals Actions
Select One: **File Appeal**

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7. To review more information about appeals, select the 'appeals pamphlet' link.
8. Select 'Next' on the File Appeal Screen.

File Appeal

To file an appeal on this determination, please complete the following screens. If you wish to appeal another determination, you will need to file a separate appeal on that determination.

A telephone hearing will be scheduled to resolve your appeal. If an employer was listed on your determination, that employer may participate in your hearing. You have the right to be represented by an attorney or representative and you may bring witnesses to help you present your case. If you plan to seek representation, you should do so now. If you obtain an attorney or representative after the filing of your appeal, please update your information through the Update Appeal Participants action on the Eligibility Determination Detail screen. If you indicate that you need an interpreter, we will provide one for you.

The hearing is conducted by the Appeals Hearing Officer. The Hearing Officer is responsible for obtaining all information necessary to make a decision that is legally correct. All parties testify under oath. We urge you to read the [appeals pamphlet](#) describing the hearing process and providing information to help you prepare for the hearing. You must appear for your hearing. If you fail to appear for your hearing your appeal will be dismissed and this determination will remain in effect.

After your hearing is complete, you will receive a written decision. If the referee's decision is in your favor, you will be paid for all eligible weeks requested. If the referee's decision is not in your favor, the decision will contain additional appeal rights.

Very Important: While your appeal is pending, you MUST continue to request your benefits for each week you are not working and are actively seeking work. You will not be paid for weeks that you do not request.

Next

9. Navigate to the Appeal Request Information screen.
10. Review your information.
11. Select 'Modify' to make changes to contact information.
12. Enter reason for appeal.
13. Enter hearing details.
14. If you will be represented by an attorney or TPR, select 'Yes' to the first question.
15. If you will present witnesses, select 'Yes' to the second question.
16. Select 'Next' to confirm the appeals information.

This screenshot shows the 'Appeal' form with several sections highlighted by red circles and boxes:

- 11**: A red circle highlights the 'Modify' button at the bottom of the 'Contact Information' section.
- 12**: A red circle highlights the text input field for 'Please describe the reason for this appeal:'.
- 14**: A red circle highlights the radio button for 'Yes' in the question 'Will you be represented by an attorney or other representative in this appeal?'.
- 15**: A red circle highlights the radio button for 'Yes' in the question 'Will you need an interpreter?'.
- 16**: A red circle highlights the 'Next' button at the bottom of the 'Upload File' section.

- 17. Navigate to the Appeals Confirmation Screen.
- 18. Review the information and select 'Submit.'

This screenshot shows the 'Confirmation Appeal Information' screen. A red circle and box highlight the 'Submit' button at the bottom of the 'Upload File' section, labeled with the number 18. The form displays the following information:

- Confirmation Appeal Information**: If you wish to change any of the information listed below, you must select the **Modify** button at the bottom of the appropriate section. You must review and confirm all information and click **Submit** to complete your appeal.
- Contact Information**: Address: 123 Main Street, Tallahassee, FL 32301. Home Number: 904-889-8889. Other Phone Number: no value selected... Preferred Contact Number: no value selected... **Modify** button.
- Reason for Appeal**: Please describe the reason for this appeal: **test**. **Modify** button.
- Hearing Details**: Will you be represented by an attorney or other representative in this appeal?: **Unknown at this time**. Will you present witnesses?: **Unknown at this time**. Will you need an interpreter?: **No**. If you need an interpreter, select the language needed: **Select Language**. Do you want to add a temporary mailing address for this appeal?: **No**. Telephone Number for Hearing: (904)-889-8889. **Modify** button.
- Upload File**: Do you have any files related to the appeal to upload?: **No**. **Modify** button.

At the bottom, there is a checkbox: I confirm that the information above is correct. You must check this box to complete your appeal request. **Submit** button.

- 19. Navigate to Appeals Acknowledgement Screen.
- 20. Select 'Next' to advance to the Claimant Homepage.

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Your request for appeal has been successfully submitted. The Office of Appeals schedules all cases in the order received. Once your case is scheduled for a date and time, a Notice of Hearing will be distributed to you either by mail or electronically, depending on the method of communication you selected when setting up your account

Very Important: While your appeal is pending, you MUST continue to request your benefits for each week you are not working and are actively seeking work. You will not be paid for weeks that you do not request.

20 **Next**

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5.6.1 Add Representation to an Appeal

1. If you entered 'Yes' to the representation question, complete the representation list screen.
2. Enter Attorney or Representative's name, firm, address, and telephone number.
3. If applicable, enter alternate appeal address.
4. Select 'Next' to advance to the Appeals Confirmation Screen.

Add Representation - Claimant/Employer
You indicated that you will be represented by an attorney or other representative at the hearing. Please provide the contact information for your attorney or other representative below.

*Attorney/Representative's Name:
Firm Name:
*Address Line 1:
Address Line 2:
*City:
*State: FL
*Zip Code:
*Contact Telephone Number:
*Telephone Number for Hearing:

Alternate Appeal Address

Street address line 1:
Street address line 2:
City:
State: FL
ZIP Code:

5.6.2 Add Witnesses to an Appeal

- 1. If you entered 'Yes' to the witness presentation question, complete the witness list screen by selecting 'Add New' to enter witness information.
- 2. Enter the Witness First Name, Last Name, and Telephone Number.
- 3. Select 'Save.'
- 4. Select 'Next.'

Witness List - Claimant / Employer
You indicated that you will present witnesses to help prove your case. Witnesses should have direct knowledge of the issue(s) to be heard. You are responsible for notifying the witnesses of the date and time of the hearing.

	Witness First Name	Witness Last Name	Telephone Number
<input type="checkbox"/>	<FIRST_NA>	<LAST_NA>	<PHONE_NU>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Select All		

5.6.3 Upload Appeal File(s)

To upload a file to an appeal, follow the below steps:

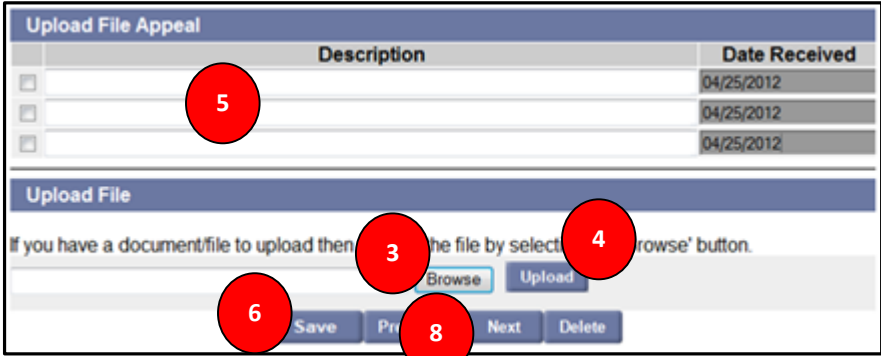
- 1. Upload a file to the "Appeal Case Folder" from the File Appeal screen by selecting 'Yes' to the question "Do you have any files related to the appeal to upload?"
- 2. Select 'Next' to proceed to the Upload Appeal File screen.

Upload File

Do you have any files related to the appeal to upload?: Yes No*

- 3. Select the 'Browse' button to add a file from the local drive/network shared drive.
- 4. Select the 'Upload' button.

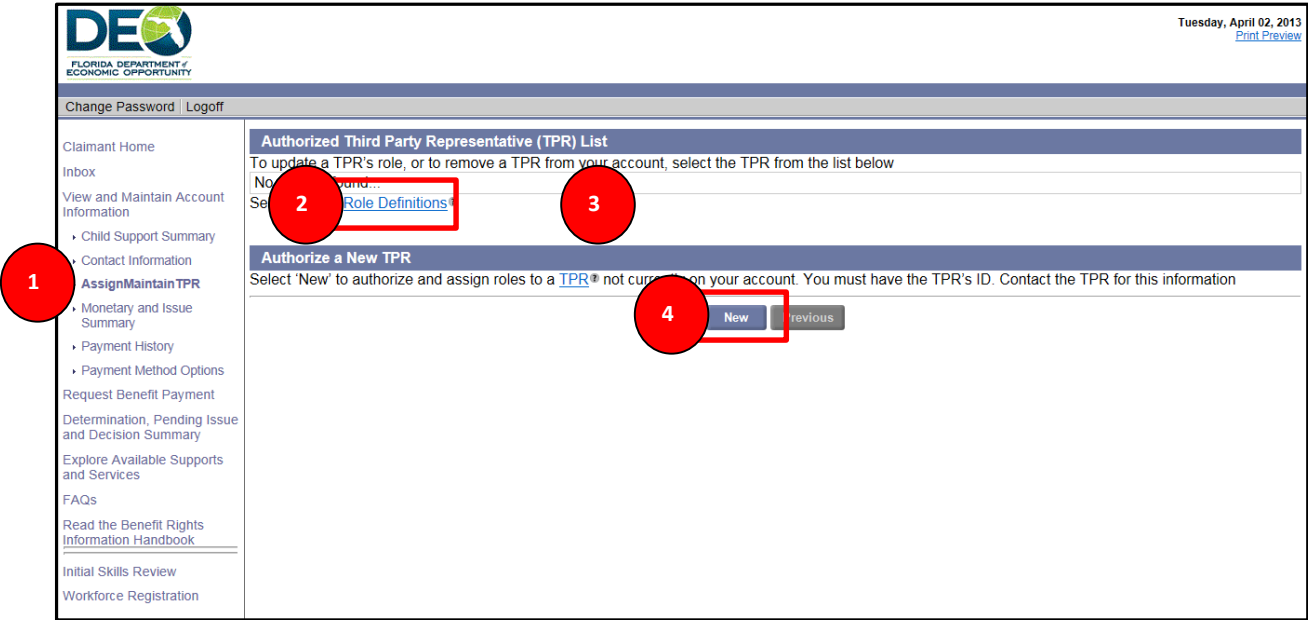
- 5. Enter the Description.
- 6. Select the 'Save' button.
- 7. If you choose to add another file, return to Step 3.
- 8. Select Next.



5.7 Assign and Maintain TPR

To assign and maintain a TPR to your claimant account, follow the steps below:

- 1. Select 'Assign Maintain TPR' from the left hand menu to update TPR information.
- 2. Select TPR from list if applicable.
- 3. Select link to understand Role Definitions.
- 4. Select 'New' to authorize a new TPR.



- 5. Enter TPR ID.
- 6. Select 'Next.'

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‣ Child Support Summary
‣ Contact Information

Authorize Third Party Representative (TPR)
To begin the TPR authorization process, enter the TPR ID in the field below and select 'Next'

TPR ID: *

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5.8 Create Monetary Reconsideration

This section describes the necessary actions to file a monetary appeal in CONNECT. It documents the steps necessary to perform the following:

- Appeal a Monetary Determination/Wage Transcript
- Understand the steps to create a monetary reconsideration
- Upload documents

To file a monetary appeal, follow the below steps:

1. Select the monetary determination from the Determinations and Decision Summary screen.

Determination, Pending Issue and Decision Summary - Claims View

The Monetary Determination sections display the weekly and maximum benefit amounts you are potentially eligible to receive.

The [Determinations](#) and [Decisions](#) sections and the [Pending Issues](#) sections contain all of the issues that may affect your eligibility to receive benefits.

Select the Issue ID to view either determination, decision, or pending issue details.

For any appealable determination or decision you will be able to file an appeal after clicking on the Issue ID and viewing the determination or decision.

For pending issues you will have the ability to complete any incomplete fact finding.

Sort by:

- Appeals View** (Shows only determinations and decisions, sorted by adverse and non-adverse determinations and decisions)
- Claims View** (Shows all determinations, pending issues, and decisions sorted by claim)

Claim Information

Claim ID: **00035053** Effective Date: **03/07/2010**

1 **Monetary Determinations**

Select the Monetary Determination Status to view the monetary determination details

Monetary Determination Status	Weekly Benefit Amount (WBA)	Maximum Benefit Amount (MBA)	Qualified for Maximum State Benefits?	Deadline to Appeal	Level	Date Appealed

Monetary Pending Issues

Issue ID	Pending Issue Status	Issue Type	Employer Number	Employer Name	Action Needed	Action Due Date

Monetary Issue Determinations and Decisions

Issue ID	Appealable?	Deadline to Appeal	Issue Type	Employer Number	Employer Name	Date Distributed	Level	Status

Eligibility Issues

Click the Issue ID to view the issue details

Eligibility Pending Issue

Issue ID	Pending Issue Status	Issue Type	Employer Number	Employer Name	Action Needed	Action Due Date

Eligibility Determinations and Decisions

Issue ID	Appealable?	Deadline to Appeal	Issue Type	Employer Number	Employer Name	Date Distributed	Level	Status

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2. The Monetary Determination Detail screen populates.
3. Answer the Monetary Determination Detail screen questions.
4. Select 'Request Monetary Reconsideration.'

Monetary Determination	
To view the detailed determination, select View Determination.	
Weekly Benefit Amount: \$100.00	Determination: Eligible
Maximum Benefit Amount Benefit Year: \$3000.00	Benefit Year Begin Date: 04/10/2010
Correspondence Issued Date: 04/10/2010	Benefit Year End Date: 04/10/2011

Determination	
To take any action, you must view your determination. After your determination has been viewed there will be additional options.	
Please answer the following questions. After completion, click the Update button and you will be presented with possible actions.	
1. Do you wish to modify Florida wages? Note: Wages are reported during the calendar quarter in which your paychecks were issued to you.	
<input type="radio"/> Yes <input type="radio"/> No	
2. Do you wish to add Florida employment?	
<input type="radio"/> Yes <input type="radio"/> No	
2a. If yes, did you have paychecks issued between <base period begin date> and <base period end date> for the employer?	
<input type="radio"/> Yes <input type="radio"/> No	
3. Do you wish to delete Florida employment?	
Note: Please compare the Employer Name and / or Federal Identification Number (FEIN or FEID), as shown on your paystubs or tax forms, to the information on your wage transcript, before you request to delete employment.	
<input type="radio"/> Yes <input type="radio"/> No	
If you have questions or concerns about Federal, Military or Out of State Wages, please call <number>	
View the Determination: View Determination	
Appeal by Date: 04/20/2010	
<input type="button" value="Previous"/> <input type="button" value="Update"/> <input type="button" value="Request for Reconsideration"/> <input type="button" value="File Appeal"/>	

- 5. The System displays the Claimant Request Reconsideration screen.
- 6. If you disagree with wages displayed, update the wages displayed or enter new wages for quarters that do not contain any wages.
- 7. Select 'Next.'

Request for Reconsideration							
Determination Date:	05/29/2006	Program Type:	Regular UC	Weekly Benefit Amount:	\$278		
Determination Status:	Active	Base Period:	10/1/2010-9/30/2011	Maximum Benefit Amount:	\$5500		
Benefit Year Begin Date:	10/14/2011	Monetary Status:	Eligible - Redetermined	Balance:	\$4492		
Benefit Year End Date:	10/16/2012	Reason, if Ineligible	Earned less than \$3,400.				
Request to Adjust Wages or Remove Employer							
Correct earnings: Enter corrected gross earnings (before any deductions) in spaces provided below. Note: Earnings are reported in the calendar quarter in which your paycheck was issued to you.							
To request removal of an employer, click in the box to the left of the employer. Your request will be reviewed and you will be notified of the result.							
Note: The employer will be contacted to provide information regarding the changes you are requesting.							
Remove Employer	EAN	Employer Legal/Trade Name	1st Qtr 2008 (Oct/Nov/Dec)	2nd Qtr 2008 (Jan/Feb/Mar)	3rd Qtr 2008 (Apr/Jun/Jul)	4th Qtr 2008 (Aug/Sept/Nov)	Wage Type
<input type="checkbox"/>	6789696	Pro Video Team Inc.	-	\$1200.00	\$1,000.00	-	Florida
	Enter Corrected Earnings:		-	\$2,000.00	2,000.00	-	
<input type="checkbox"/>	3819078	Joe's Leasing	-	\$2,000.00	\$3,000	-	Florida
	Enter Corrected Earnings:		-	\$1,000.00	4,000.00	-	
	3819078	Army	-	-	-	\$1,000.00	Military
	12345676	Dept of Labor	-	-	\$300.00	-	Federal
		Current Total Wages:	-	\$1450.00	\$4300.00**	\$1,000.00	Total: \$6750.00
For information regarding Out of State, Federal, or Military employment information or a DUA claim, contact the Department at <phone number>							

- 8. The system will display the Upload Proof screen.
- 9. Upload proof to each employer, if applicable.

Request for Reconsideration - Confirmation / Providing Proof						
Determination Date:	05/29/2006	Program Type:	Regular UI	Weekly Benefit Amount:	\$278	
Determination Status:	Active	Base Period	10/1/2010-9/30/2011	Maximum Benefit Amount:	\$5500	
Benefit Year Begin Date:	10/14/2011	Monetary Status:	Eligible - Redetermined	Balance:	\$4492	
Benefit Year End Date:	10/16/2012	Reason, if Ineligible	(Example) Earned less than \$3,400			
Providing Proof						
You must submit proof for your added or modified wages within 10 days of the date you submit this request. Failure to do so may prevent us from taking action on your request.						
<ul style="list-style-type: none"> • You may upload proof of your earnings on this screen. • To upload later, save this request and access it later by choosing your Monetary Determination from the Determination and Pending Issue Summary Screen. <ul style="list-style-type: none"> ◦ You must submit this request within 20 days of the Determination Date displayed on this form. • To mail or fax your proof, submit your request. <ul style="list-style-type: none"> ◦ On the next business day a bar coded cover sheet will be available in your Inbox (and mailed to you if you chose to receive correspondence by mail). ◦ The cover sheet will provide you with the information needed to submit your proof. • Indicate the type of proof you will provide, even if you are submitting the proof later. 						
Wage Adjustment Request						
Select proof type(s): <input type="radio"/> W-2 <input type="radio"/> Check Stubs <input type="radio"/> 1099 <input type="radio"/> Pay Invoices <input type="radio"/> Stock Option Pay Out <input type="radio"/> Severance Pay <input type="radio"/> No Proof - Cash Payment <input type="radio"/> No Proof <input type="radio"/> Other						
EAN:	6789696	Employer Name:	Pro Video Team Inc.			
	<Q, Year, Months>		<Q, Year, Months>		<Q, Year, Months>	<Q, Year, Months>
Current Wages	-		\$2000.00		\$2000.00	-
Updated Wages	-		\$2300.00		\$2200.00	-
Upload Proof:	File: <input type="text"/> <input type="button" value="Browse"/> <input type="button" value="Upload"/> <input type="button" value="Cancel"/> <input type="button" value="Save"/> <input type="button" value="Submit"/>					

- 10. Select 'Submit' to submit the Request for Reconsideration, or 'Save' to save and complete later.

EAN:	1243214321	Employer Name:	Bob's hardware	<Q, Year, Months>
	<Q, Year, Months>	<Q, Year, Months>	<Q, Year, Months>	<Q, Year, Months>
Current Wages	-	\$2000.00	\$1800.00	-
Updated Wages	-	\$2300.00	\$2300.00	-
Upload Proof:	Proof Uploaded? <Yes/No>			
File:	<input type="text"/>	<input type="button" value="Browse"/>	<input type="button" value="Upload"/>	
Employment Addition Request				
Select proof type(s):				
<input type="radio"/> W-2 <input type="radio"/> Check Stubs <input type="radio"/> 1099 <input type="radio"/> Pay Invoices <input type="radio"/> Stock Option Pay Out <input type="radio"/> Severance Pay <input type="radio"/> No Proof - Cash Payment <input type="radio"/> No Proof <input type="radio"/> Other				
EAN:	1239686	Employer Name:	Tom's Bikes	<Q, Year, Months>
	<Q, Year, Months>	<Q, Year, Months>	<Q, Year, Months>	<Q, Year, Months>
Current Wages	-	\$2000.00	\$2000.00	-
Upload Proof:	Proof Uploaded? <Yes/No>			
File:	<input type="text"/>	<input type="button" value="Browse"/>	<input type="button" value="Upload"/>	
Confirm Deleted Employment				
Proof not required. Please confirm that you did not work for this employer by choosing 'Submit', below.				
EAN:	4523189	Employer Name:	Johnnie's Greek Cafe	<Q, Year, Months>
	<Q, Year, Months>	<Q, Year, Months>	<Q, Year, Months>	<Q, Year, Months>
Current Wages	-	\$2120.00	\$2000.00	-
		<input type="button" value="Previous"/>	<input type="button" value="Save"/>	<input type="button" value="Submit"/>

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6. FREQUENTLY ASKED QUESTIONS

This section covers Frequently Asked Questions, and distinguishes questions that you can find answers to on your own by using this guide or navigating CONNECT from questions where you will need to contact the DEO Call Center. In this section, we cover some of the common questions that you may have – please review those questions before contacting the DEO Call Center in the event that you are able to resolve the issue or answer the question on your own.

6.1 When to contact the Call Center

There are several reasons that you may want to contact the DEO Call Center. Sometimes, there are situations when this guide and the information available in CONNECT are unable to answer your questions. We've outlined some of those instances below to provide you a better understanding of the assistance the DEO Call Center is able to provide.

- You are locked out of your Claimant Account
- CONNECT lists your claim as eligible, and you have claimed weeks but haven't received a payment – this may be an issue or old disqualification on claim
- You have reported earnings for several weeks, but have not received a payment – this may be due to a need to complete an additional claim to prompt the system to process the claimed weeks
- You have received a favorable appeal decision in the mail but it is still not visible in CONNECT and you'd like to know your payment status
- You have received a notification that you owe an overpayment repayment on a claim, and would like to understand the reason
- You have received two conflicting determinations – one of the determinations should have been suppressed

6.2 Common Questions

Many of the questions that you may have can be answered by reviewing this guide or reviewing information available in CONNECT by logging into your claimant account. Here, we've outlined the common ones and directed you to the place in this guide or in CONNECT where you can find the answer.

6.2.1 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.

6.2.2 When are my benefits determined?

Benefit amounts are determined after your claim has been filed, authenticated and processed.

6.2.3 Where is the link for the Initial Skills Assessment?

On the Claimant Homepage left-hand menu.

6.2.4 Why have I not received my debit card with payment?

Check your CONNECT Claimant Inbox for information about the status of your payment.

6.2.5 Was my claim filed correctly?

Check your Claimant Inbox and view 'Action Items' to understand if you have any issues to correct, or select 'Determinations, Pending Issues, and Decision Summaries' from the left-hand menu on the Claimant Homepage to view pending issues

6.2.6 Were my weeks filed correctly?

Check your Claimant Inbox and view 'Action Items' to understand if you have any issues to correct, or select 'Determinations, Pending Issues, and Decision Summaries' from the left-hand menu on the Claimant Homepage to view pending issues

6.2.7 What is the status of my pending issue?

Select 'Determinations, Pending Issues, and Decision Summaries' from the left-hand menu on the Claimant Homepage to view pending issues and determinations.

6.2.8 How do I obtain a copy of my claim 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.

6.2.9 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.

6.2.10 Why have I not received a response from the adjudicator?

Your call or email is placed in a queue based on the time you contacted DEO, and will be addressed as promptly as possible.

6.2.11 I received a voicemail from someone at DEO – who called, and why did they call me?

Sometimes DEO staff may contact you for more information – typically, this is follow up to a fact-finding questionnaire or action item. Check your Claimant Homepage Action Items and your Claimant Inbox to see if you have any outstanding actions

6.2.12 I did not receive my direct deposit, but CONNECT indicates a payment was made.

First, check to make sure your bank account information was entered correctly – you can access this information from the Claimant Homepage by selecting ‘View and Maintain Account Information.’

Next, check with your bank – sometimes, it takes a few days for a payment to post to your account.

6.2.13 Why am I unable to collect from my most recent employer?

It is important to understand the Reemployment Assistance Program policies to understand the timeframes that affect your ability to claim benefits against an employer – please review the Eligibility Information link under the ‘Request Benefit Payments’ link on the Claimant Homepage (or review section 5.0, ‘Apply for Benefits,’ in this document).

6.2.14 What if I worked in more than one state?

If you reside in Florida, but worked the past 18 months in another state, you may not be eligible to receive benefits in Florida. If you were employed in Florida and one or more other states in the past 18 months, you may be eligible for reemployment assistance benefits in Florida.

You are required to report all work for every state in which you were employed. If you do not list a state in which you were employed, it may affect your eligibility for benefits. For more information on filing in another state, visit <http://www.servicelocator.org/owslinks.asp>. If you were employed in a different state, but for the same employer, you must still list each state separately.

6.3 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:

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- Contact Information
- Assign/Maintain TPR
- Monetary and Issue Summary
- Payment History
- Payment Method Options

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Determination, Pending Issue and Decision Summary

Explore Available Supports and Services

FAQs

Read the Benefit Rights Information Handbook

Initial Skills Review

Workforce Registration

IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION - CLICK ON LINK TO VIEW

- Please review messages in the "Messages - Notice of events, status changes, and other available actions" section.
- You have not completed the Initial Skills Review. Failure to complete may delay or prevent benefits and/or the training material.
- You have not completed full registration with Workforce Services as of yesterday. Failure to register may delay or prevent benefits and/or the training material.

Messages - Notice of events, status changes, and other available actions

- You have weeks that have not been requested. You may request benefit payments for the following periods:
03/10/2013 - 03/16/2013
03/17/2013 - 03/23/2013
03/24/2013 - 03/30/2013
[Click Here](#) to request benefits.
- Your application for unemployment benefits has been received and is being processed.
- [More Messages...](#)

View and Maintain Account Information

[Child Support Summary](#) | [Contact Information](#)
Establish, view and maintain child support orders. | Establish, view and maintain child support orders.

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ECONOMIC OPPORTUNITY

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Job Seekers & Community Services | Business Growth & Partnerships | Labor Market Information | Community Planning & Development | Workforce Board Resources

Frequently Asked Questions Directory

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Select the category of interest to you from the frequently asked questions (FAQs) below.
Can't find what you're looking for? Please visit the [Help Center](#) for contact information.

FAQs by CUSTOMER

Job Seekers

- Reemployment Assistance Center
- Adjudication
- Appeals
- Child Support
- Debit Card
- Education
- Extended Benefits
- Filing a Claim

FAQs by PROGRAM AREA

Community Planning and Development

- Comprehensive Planning
- Waterfronts Florida Program
- Neighborhood Stabilization

Finance and Administration

- Purchasing and Contract Administration

Labor Market Information