Employer Guide to CONNECT

1. TABLE OF CONTENTS

2. INTRODUCTION

This document is a reference for navigating the system functions and employer uses in the CONNECT system to access payments, benefits, appeals, determinations, and correspondence related to Florida Department of Economic Opportunity (DEO) employer accounts.

2.1 Guide Instructions

This document provides a “how to” for an employer who needs to navigate the CONNECT system.

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

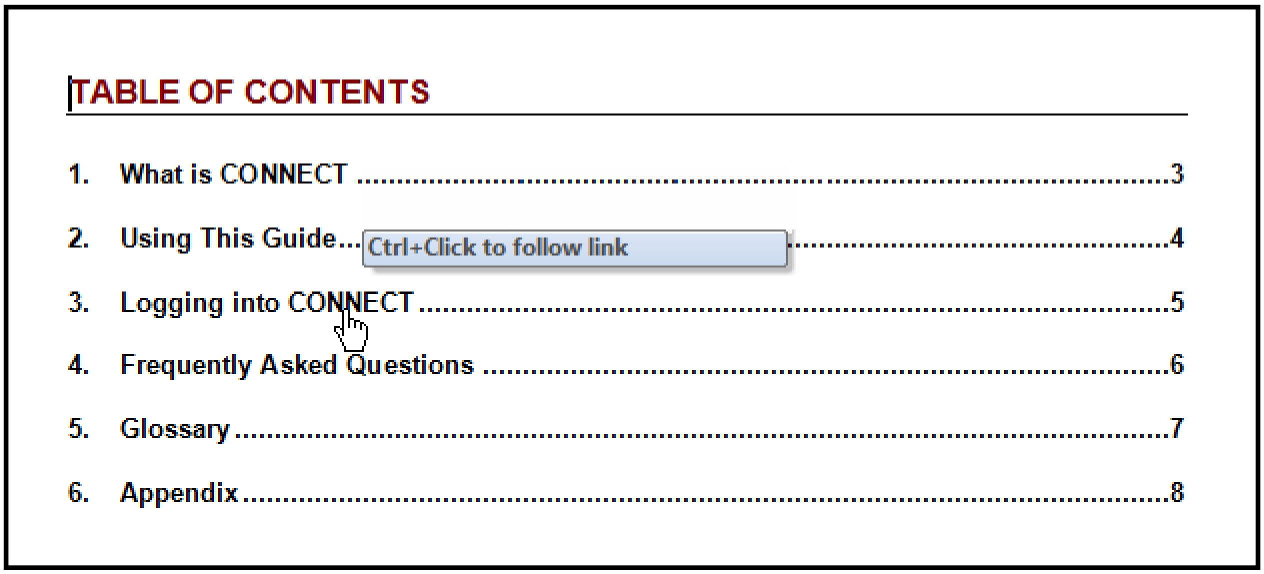


TABLE OF CONTENTS

1. What is CONNECT 3
2. Using This Guide... Ctrl+Click to follow link 4
3. Logging into CONNECT 5
4. Frequently Asked Questions 6
5. Glossary 7
6. Appendix 8

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

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

You will find step-by-step instructions, and this red circle icon: 1 indicates the step number on the screenshot. These are to help you follow along in the guide as you complete the steps yourself on the CONNECT Website. 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 the benefits of using Connect.

2.2.1 What is CONNECT?

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

2.2.2 Where can I access CONNECT?

CONNECT is a Web based system, that anyone with internet access and user credentials can access. Employers can access CONNECT by typing or copying the following link into a browser address bar: https://connect.myflorida.com/Employer/Core/Login.ASPX and can also be accessed from the DEO Web site: http://www.floridajobs.org.

2.2.3 What are the benefits of CONNECT?

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

- Less paperwork
- Less filing
- Faster response time

2.2.4 Who can use CONNECT?

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

- Claimants – Claimants use CONNECT to apply for benefits, file an appeal, and view and send correspondence
- Employers – Employers use CONNECT to file appeals, protest benefit charges, and view and send correspondence
- DEO Staff – DEO Staff use CONNECT to evaluate information, authorize payments, adjudicate issues, and maintain data
- TPRs – Third Party Representatives use CONNECT to search and view information about claimants that have provided access to the TPR

- TPAs – Third Party Administrators 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

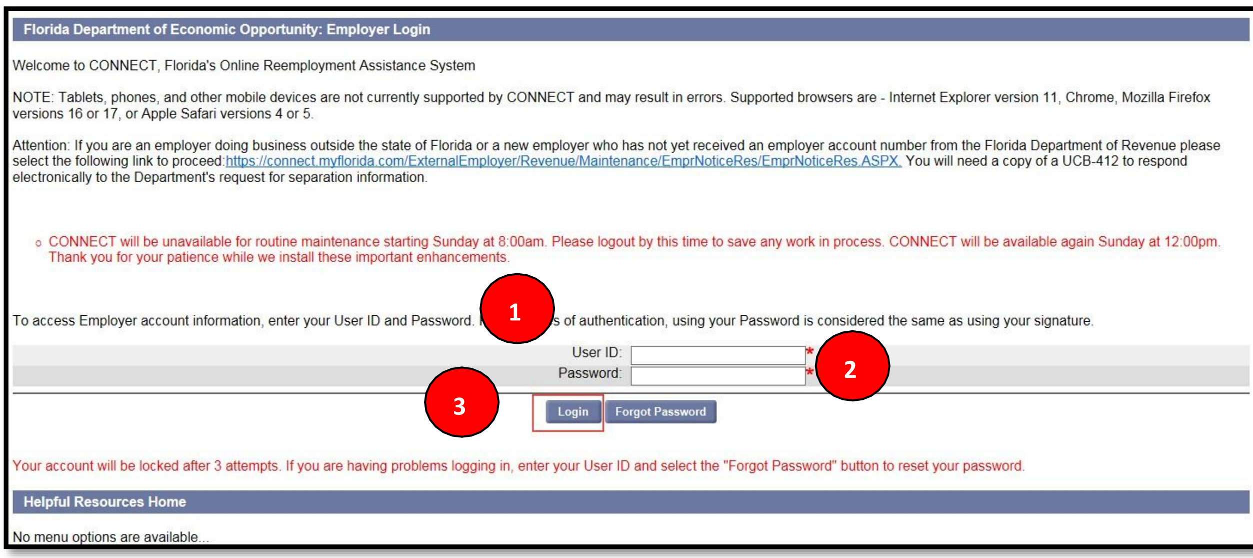
3. LOG IN TO CONNECT AS AN EMPLOYER

If you are an employer registered with DEO before September 2013, your CONNECT account has already been set up and you will access CONNECT using the login information that was sent to you in the mail from the Department. If you don't have the login information or if you are having trouble logging in, call the Employer Contact Center @ 1-877-846-8770 and select Other at ext. 5.

3.1 Log in to CONNECT as an Employer

This section provides instructions on how to log in to CONNECT as an employer.

1. Enter the CONNECT URL into your browser address bar. https://connect.myflorida.com/Employer/Core/Login.ASPX
2. Enter your User ID and your Password.
3. Select 'Login'.



3.2 Navigate the Employer Homepage

This section will provide information on navigating the CONNECT Employer Homepage, and demonstrate the steps needed to:

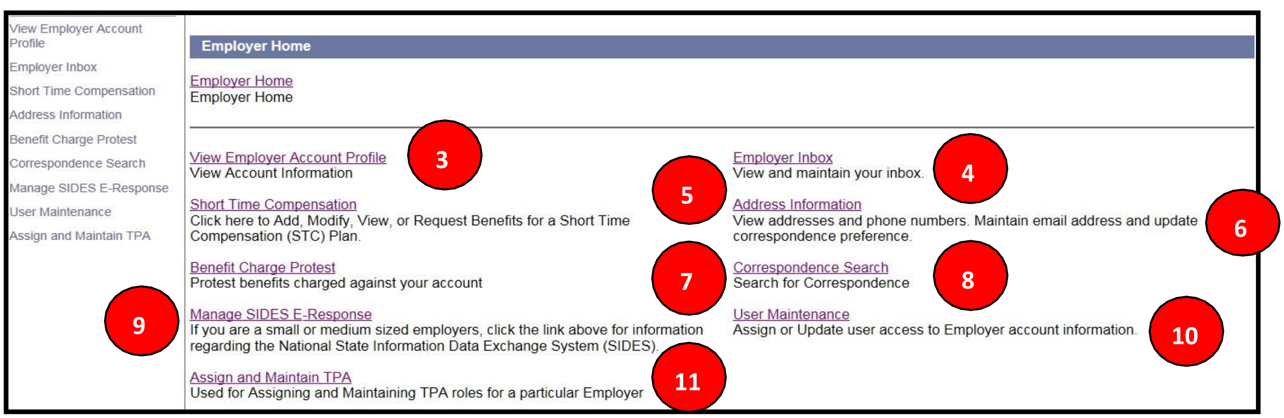
- Identify the features and links on the Employer Homepage
- Understand the functions an Employer can perform in CONNECT

Functions available on the Employer Homepage:

1. Select 'Change Password' to change your password.
2. Select 'Log off' to log off.

3. View Employer Account Profile.
4. Select ‘Employer Inbox’ to view your Employer Action Items.
5. Select ‘Short Time Compensation Plan’ to view or modify an STC Plan, or to initiate an STC Plan.
6. Select ‘Address Information’ to view and maintain your account address.
7. Select ‘Benefit Charge Protest’ to protest benefit charges made against your employer account.
8. Select ‘Correspondence Search’ to search correspondence.
9. Manage SIDES E-Response.
10. Select ‘User Maintenance’ to maintain users associated with your Employer Account.
11. Select ‘Assign and Maintain TPA’ to assign or maintain TPA users associated with your account.

> Please note that the Function Hyperlinks are available on the left hand side of the page under Employer Home **and** the center of the page. The menu on the left side of the page does not change as you click on a hyperlink.



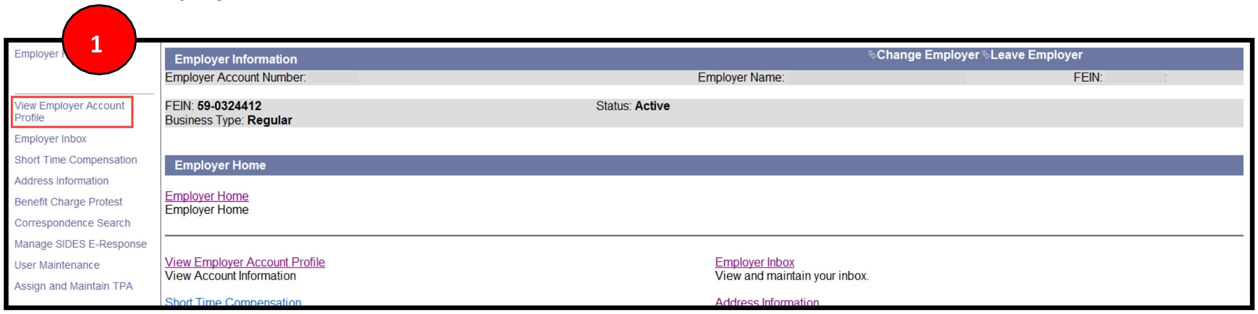
3.3 View Employer Account Profile

This section describes the necessary actions to view an Employer Account Profile in CONNECT, and documents the steps necessary to perform the following:

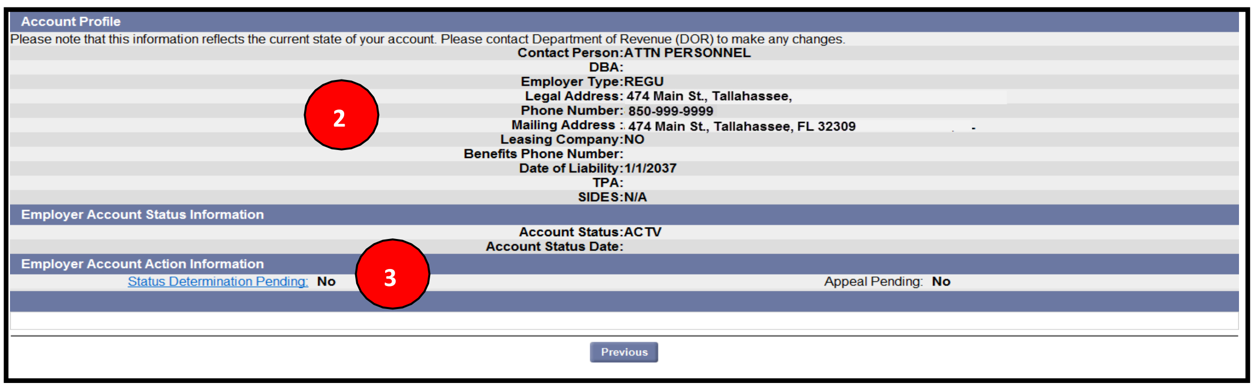
- View your Employer Account Profile
- View your Account Status
- View Action information
- View status determination history

3.3.1 To view your Employer Account Profile, please follow the steps below:

1. Select ‘View Employer Account Profile’ from the left-hand menu on the Employer Homepage.



2. View the section of the page titled ‘Account Profile’ – this is your account information.
3. Select the ‘Status Determination Pending’ hyperlink to view the status of any applicable determinations associated with your employer account.



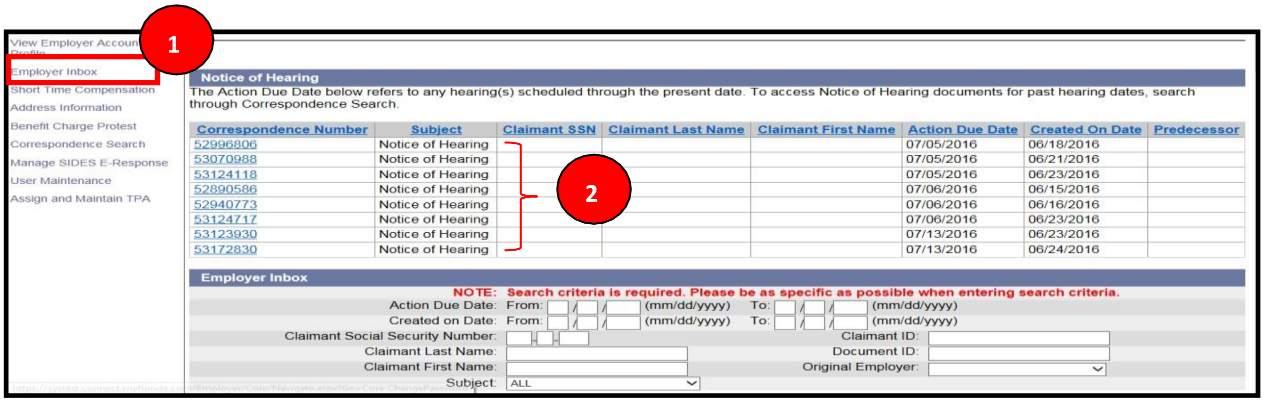
3.4 Access Employer Inbox

This section describes the necessary actions to access your Employer Inbox, and documents the steps necessary to perform the following:

- Locate your Employer Inbox
- Navigate your Employer Inbox

To access your Employer Inbox, please follow the steps below:

1. Select ‘Employer Inbox’ from the left-hand menu of the Employer Homepage.
2. The Employer Inbox will automatically populate with any Notice of Hearings at the top of the page.



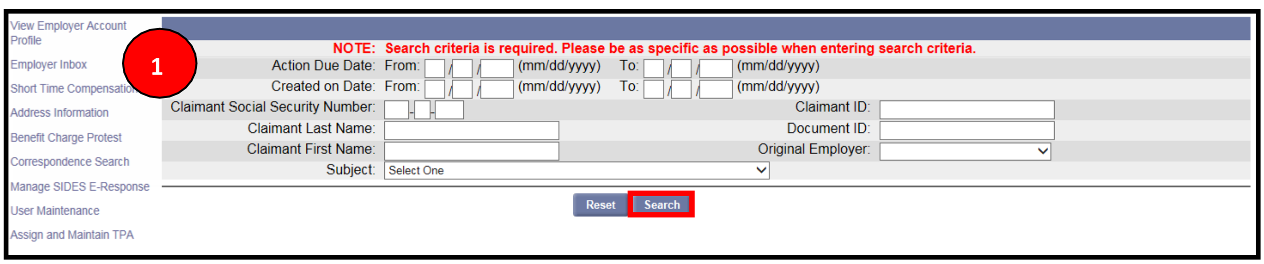
Correspondence Number	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created On Date	Predecessor
52996806	Notice of Hearing				07/05/2016	06/18/2016	
53070988	Notice of Hearing				07/05/2016	06/21/2016	
53124118	Notice of Hearing				07/05/2016	06/23/2016	
52890586	Notice of Hearing				07/06/2016	06/15/2016	
52940773	Notice of Hearing				07/06/2016	06/16/2016	
53124717	Notice of Hearing				07/06/2016	06/23/2016	
53123930	Notice of Hearing				07/13/2016	06/23/2016	
53172830	Notice of Hearing				07/13/2016	06/24/2016	

Please note that Notice of Hearings will display automatically until the Action Due Date has passed. All other correspondence requiring your attention will need to be searched for.

3.4.1 To Search for Correspondence needing your attention in your inbox

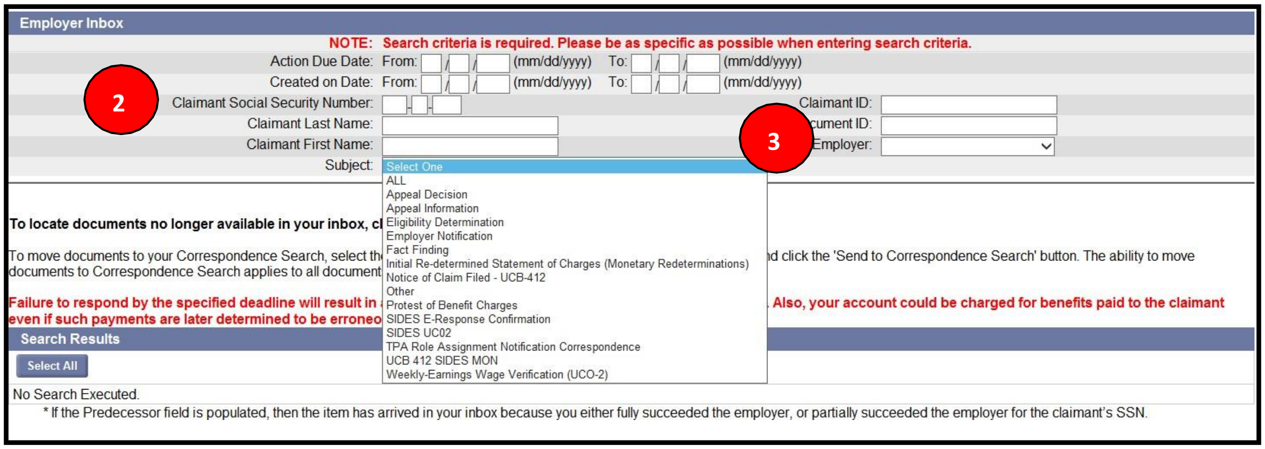
To search for correspondence in your Employer Inbox, please follow the steps below:

1. Select ‘Employer Inbox’ from the left-hand menu on the Employer Homepage.

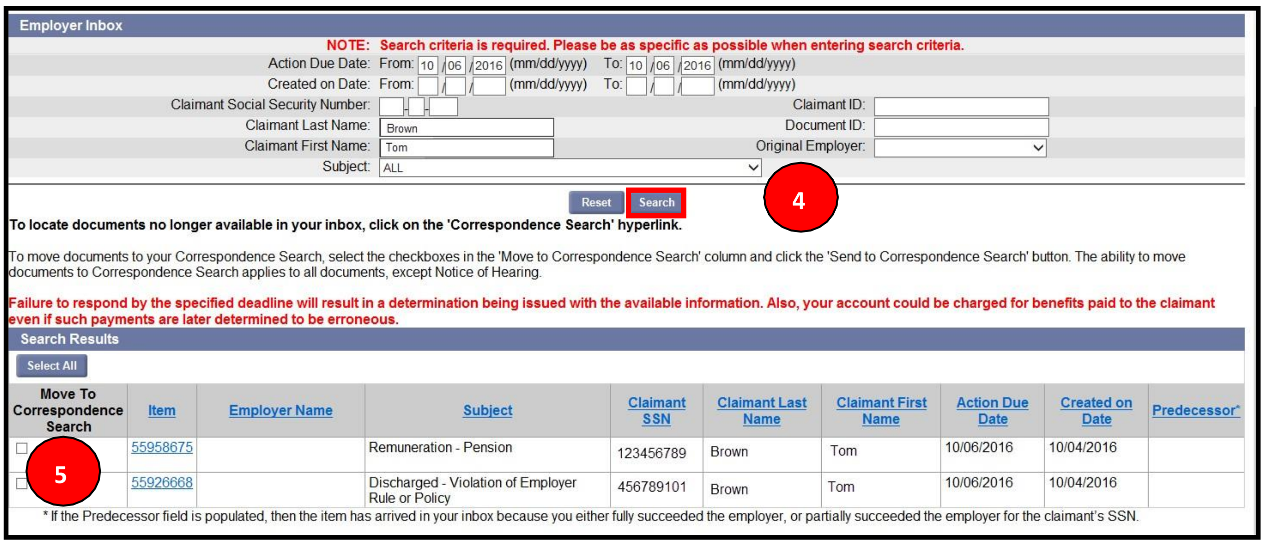


2. Enter information in one or more known data fields.
   a. Action Due Date
   b. Created On Date
   c. Document ID.
   d. Claimant Social Security Number
   e. Claimant First or Last Name

3. Select correspondence subject. (This contains a list of specific types of Correspondence)

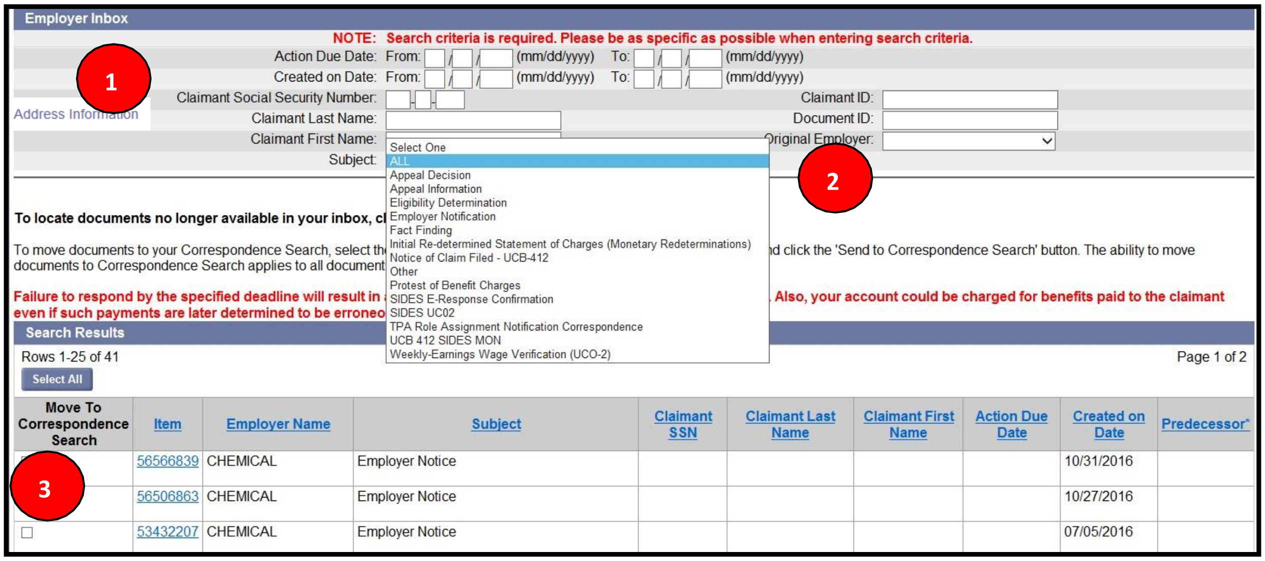


4. Select ‘Search.’
5. All relevant correspondence will populate in the ‘Search Results’ section.



3.4.2 To view ‘All’ correspondence requiring your attention, please follow the steps below:

1. To view ‘ALL’ correspondence, leave all data fields blank.
2. Select the down arrow on the ‘Subject’ line and select ‘ALL’.
3. All information in your Employer Inbox will populate in the ‘Search Results’ field.



Note: Items will populate with the oldest item first. The order can be changed by clicking on the Action Due Date or Created on Date hyperlinks twice. Also, please note, that only 100 items will display in the search results at one time. To assure that all items appear in the search results field, add Created on Dates.

3.4.3 Manage Employer Action Items

This section provides instructions on how to perform the action items required of an Employer in CONNECT, and documents the steps required to:

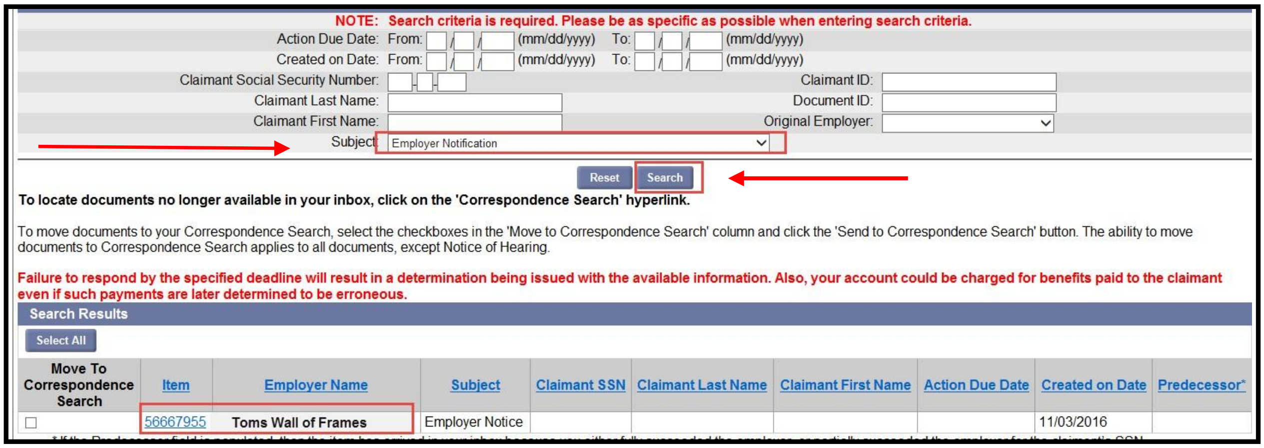
- Review the Employer Action Item Notice
- Respond to UCB-412/Notice of Claim Filed
- Respond to Fact Finding
- File Appeal

3.4.4 View the Employer Action Item Notice

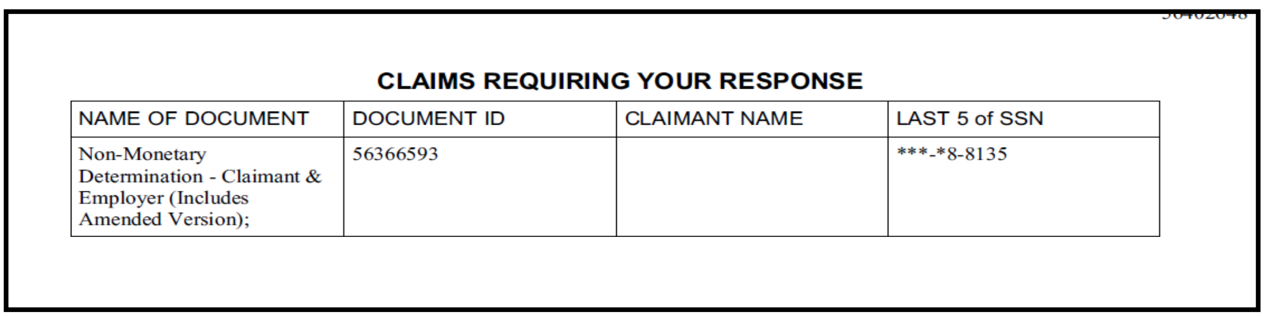
The Employer Action Item Notice was created to inform employers that there is an item in their inbox that requires their attention. If the employer choses U.S. Mail when setting up their ‘Correspondence Preference’, they will receive their Employer Action Item Notice in the mail. It will contain the Name of the Document, Document ID, Claimant’s Name, Last 5 of SSN, Employer Name and EAN. However, whether U.S. Mail is chosen or Electronic receipt, the Employer Action Item Notice will always be available in the Employer Inbox. Using the information in the Notice, the employer can search for specific claimants and documents in their inbox. (See Section 3.7 for more information on Employer's 'Correspondence Preference'.)

To view the Action Item Notice in the Employer Inbox, please follow the steps below:

1. Log into CONNECT.
2. Select 'Employer Inbox'.
3. Select 'Employer Notification' from the 'Subject' line drop down drop down arrow.
4. Select 'Search' and list will display.



5. Select 'Item' hyperlink to open and view notice.



CLAIMS REQUIRING YOUR RESPONSE

NAME OF DOCUMENT	DOCUMENT ID	CLAIMANT NAME	LAST 5 of SSN
Non-Monetary Determination - Claimant & Employer (Includes Amended Version);	56366593		***-*8-8135

3.4.5 Respond to UCB-412/Notice of Claim Filed

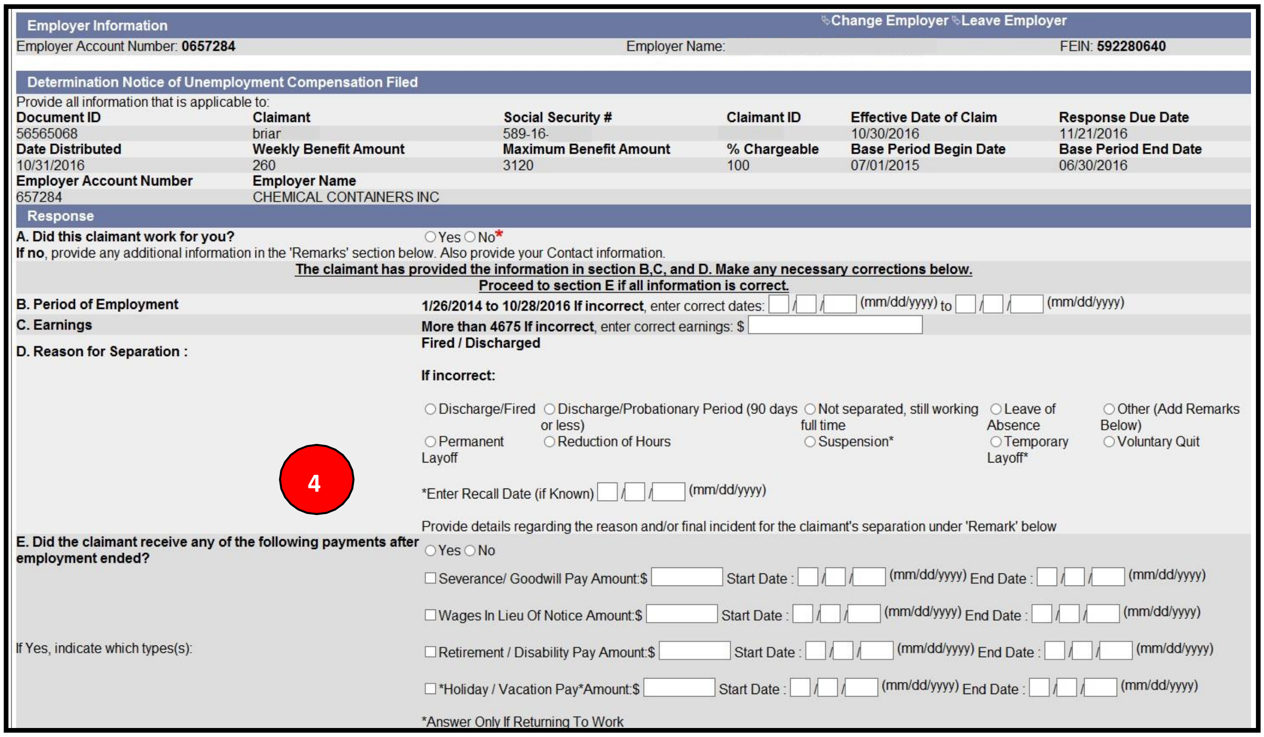
To respond to a UCB-412/Notice of Claim filed, please follow the steps below:

1. Log in to CONNECT to respond to the notice by entering the Unique Document ID and Claimant ID that are listed on the notice.
2. Select 'Continue.'
3. Review the pre-populated information on the next screen. (The information is generated by the claimant's response to questions about the separation.)
4. Respond to the questions in the 'Response' section.
   a. Select 'Yes' or 'No' to indicate if claimant worked for you.

You must enter notes if the claimant did not work for you.

b. Enter period of employment if incorrect.
c. Enter earnings if incorrect. (Please enter gross earnings that the employee earned while employed. If the claimant was employed more than once, please enter gross earnings for the last dates of employment.)
d. Enter reason for separation if different than the one the claimant provided.
e. Enter any post-employment payments.

Note: if there is not a return to work date, no money needs to be entered for Vacation Pay.



3

Employer Information — Change Employer · Leave Employer

Employer Account Number: **0657284** Employer Name: FEIN: **592280640**

Determination Notice of Unemployment Compensation Filed

Provide all information that is applicable to:

Document ID	Claimant	Social Security #	Claimant ID	Effective Date of Claim	Response Due Date
56565068	briar	589-16-		10/30/2016	11/21/2016
Date Distributed	**Weekly Benefit Amount**	**Maximum Benefit Amount**	**% Chargeable**	**Base Period Begin Date**	**Base Period End Date**
10/31/2016	260	3120	100	07/01/2015	06/30/2016
Employer Account Number	**Employer Name**				
657284	CHEMICAL CONTAINERS INC				

Response

A. Did this claimant work for you? ○Yes ○No*

If no, provide any additional information in the 'Remarks' section below. Also provide your Contact information.

The claimant has provided the information in section B,C, and D. Make any necessary corrections below.

Proceed to section E if all information is correct.

B. Period of Employment — **1/26/2014 to 10/28/2016 If incorrect**, enter correct dates: / / (mm/dd/yyyy) to / / (mm/dd/yyyy)

C. Earnings — **More than 4675 If incorrect**, enter correct earnings: $

D. Reason for Separation : — **Fired / Discharged**

If incorrect:

○Discharge/Fired ○Discharge/Probationary Period (90 days or less) ○Not separated, still working full time ○Leave of Absence ○Other (Add Remarks Below)

○Permanent Layoff ○Reduction of Hours ○Suspension* ○Temporary Layoff* ○Voluntary Quit

4

*Enter Recall Date (if Known) / / (mm/dd/yyyy)

Provide details regarding the reason and/or final incident for the claimant's separation under 'Remark' below

E. Did the claimant receive any of the following payments after employment ended? ○Yes ○No

If Yes, indicate which types(s):

☐Severance/ Goodwill Pay Amount:$ Start Date : / / (mm/dd/yyyy) End Date : / / (mm/dd/yyyy)

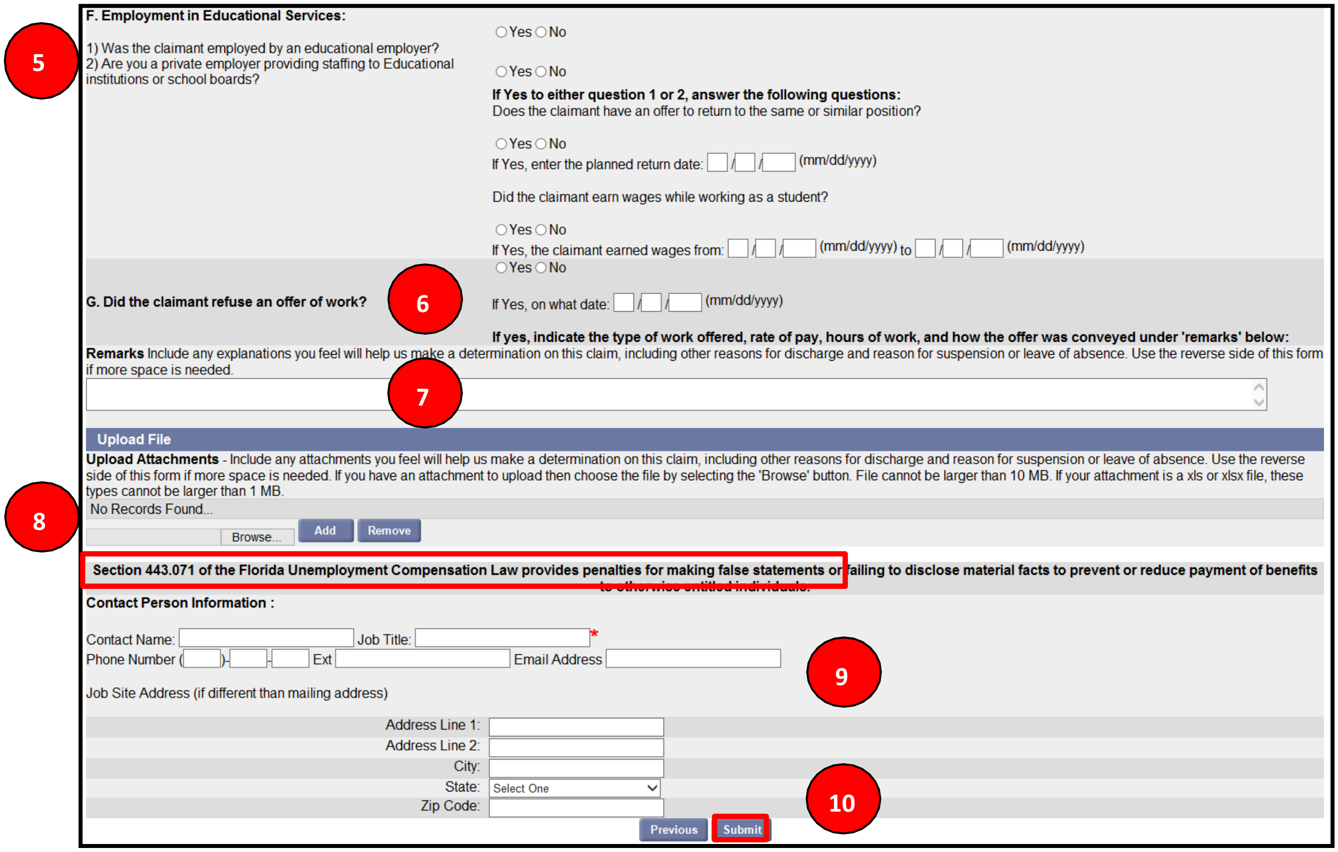
☐Wages In Lieu Of Notice Amount:$ Start Date : / / (mm/dd/yyyy) End Date : / / (mm/dd/yyyy)

☐Retirement / Disability Pay Amount:$ Start Date : / / (mm/dd/yyyy) End Date : / / (mm/dd/yyyy)

☐*Holiday / Vacation Pay*Amount:$ Start Date : / / (mm/dd/yyyy) End Date : / / (mm/dd/yyyy)

*Answer Only If Returning To Work

5. Enter Employment in Educational Services information.
6. Enter work refusal information.
7. Enter remarks about the notice of claim filed.
8. Upload any relevant attachments to support your reason for the separation.
9. Enter contact information. Include a telephone number or an e-mail address so that an Adjudicator knows who to contact if any additional information is needed.
10. Select ‘Submit.’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F. Employment in Educational Services:

1) Was the claimant employed by an educational employer? ○Yes ○No

2) Are you a private employer providing staffing to Educational institutions or school boards? ○Yes ○No

If Yes to either question 1 or 2, answer the following questions:

Does the claimant have an offer to return to the same or similar position?

○Yes ○No

If Yes, enter the planned return date: / / (mm/dd/yyyy)

Did the claimant earn wages while working as a student?

○Yes ○No

If Yes, the claimant earned wages from: / / (mm/dd/yyyy) to / / (mm/dd/yyyy)

G. Did the claimant refuse an offer of work? 6 ○Yes ○No

If Yes, on what date: / / (mm/dd/yyyy)

If yes, indicate the type of work offered, rate of pay, hours of work, and how the offer was conveyed under 'remarks' below:

Remarks Include any explanations you feel will help us make a determination on this claim, including other reasons for discharge and reason for suspension or leave of absence. Use the reverse side of this form if more space is needed.

7

Upload File

Upload Attachments - Include any attachments you feel will help us make a determination on this claim, including other reasons for discharge and reason for suspension or leave of absence. Use the reverse side of this form if more space is needed. If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB. If your attachment is a xls or xlsx file, these types cannot be larger than 1 MB.

8

No Records Found...

Browse... Add Remove

Section 443.071 of the Florida Unemployment Compensation Law provides penalties for making false statements or failing to disclose material facts to prevent or reduce payment of benefits to otherwise entitled individuals.

Contact Person Information :

Contact Name: Job Title: *

Phone Number ( )- - Ext Email Address

9

Job Site Address (if different than mailing address)

Address Line 1:

Address Line 2:

City:

State: Select One

Zip Code:

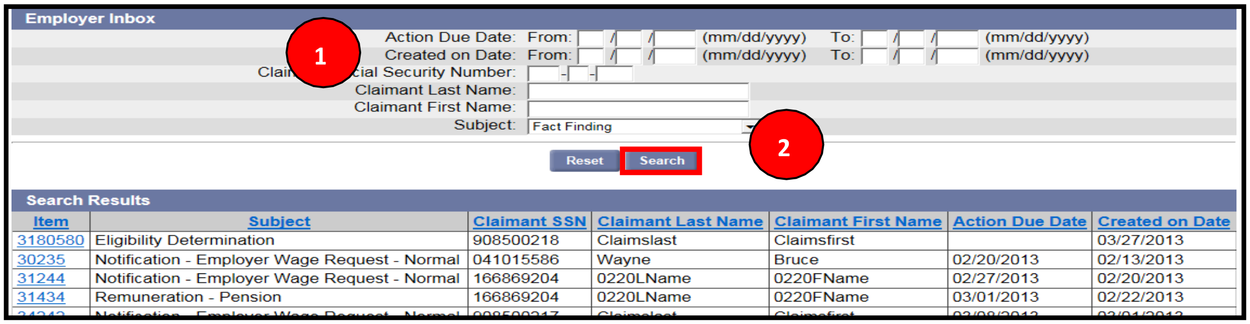
10

Previous Submit

IMPORTANT NOTICE: Under Federal law, benefit payments on this claim may begin prior to the expiration of the time period for responding to this notice. If you are a contributing employer, responding to this notice within fourteen (14) days ensures that your account may be relieved of charges for erroneous benefit payments.

3.4.6 Respond to Fact Finding

1. To view fact-finding correspondence, select 'Fact Finding' from the drop-down menu and select 'Search.'
2. Read through information.



Employer Inbox

Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)
Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)
Clai[…]cial Security Number: - -
Claimant Last Name:
Claimant First Name:
Subject: Fact Finding

1

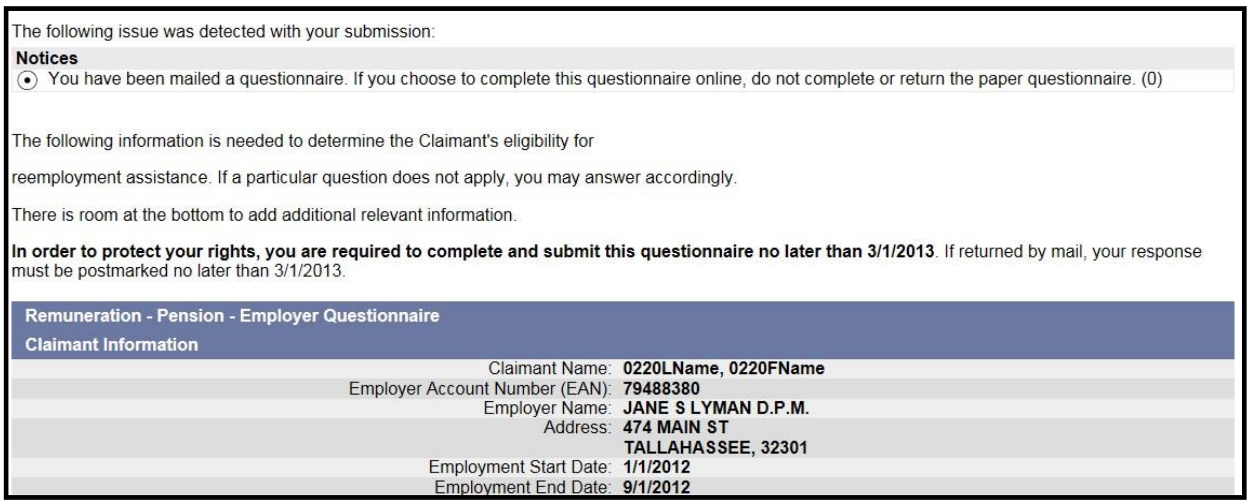
2

Reset Search

Search Results

Item	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date
3180580	Eligibility Determination	908500218	Claimslast	Claimsfirst		03/27/2013
30235	Notification - Employer Wage Request - Normal	041015586	Wayne	Bruce	02/20/2013	02/13/2013
31244	Notification - Employer Wage Request - Normal	166869204	0220LName	0220FName	02/27/2013	02/20/2013
31434	Remuneration - Pension	166869204	0220LName	0220FName	03/01/2013	02/22/2013

A questionnaire is designed to ask questions specific to the claimant's statement for the reason of the separation.



The following issue was detected with your submission:

Notices

You have been mailed a questionnaire. If you choose to complete this questionnaire online, do not complete or return the paper questionnaire. (0)

The following information is needed to determine the Claimant's eligibility for

reemployment assistance. If a particular question does not apply, you may answer accordingly.

There is room at the bottom to add additional relevant information.

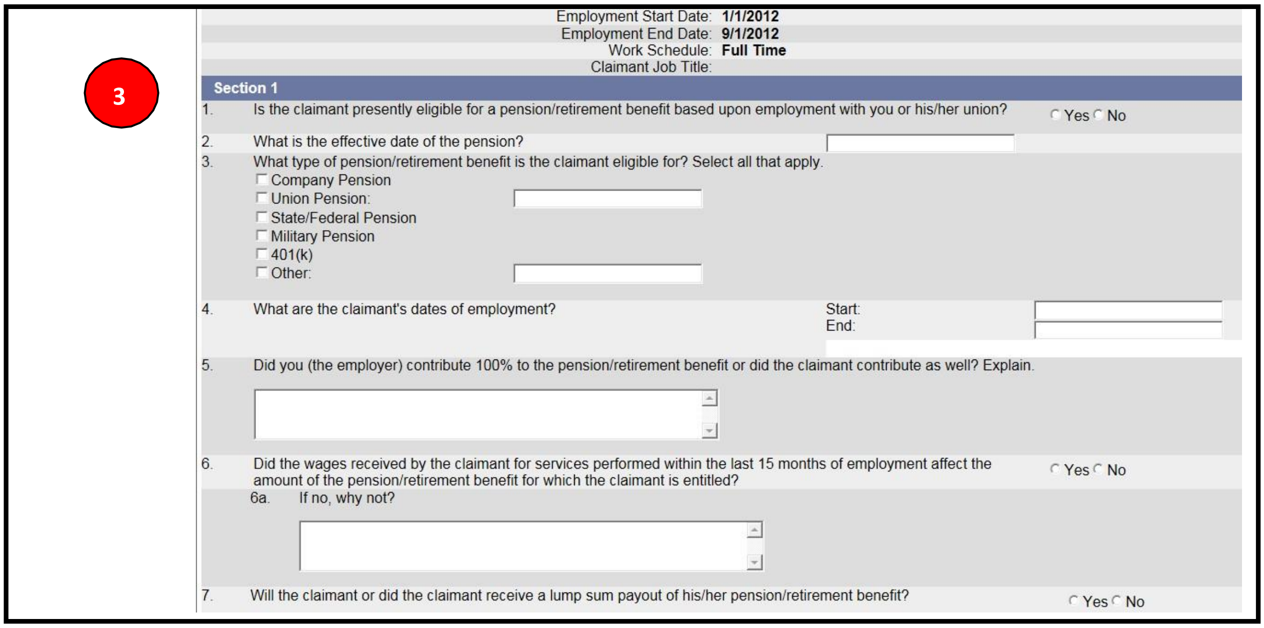
In order to protect your rights, you are required to complete and submit this questionnaire no later than 3/1/2013. If returned by mail, your response must be postmarked no later than 3/1/2013.

Remuneration - Pension - Employer Questionnaire

Claimant Information

Claimant Name:	**0220LName, 0220FName**
Employer Account Number (EAN):	**79488380**
Employer Name:	**JANE S LYMAN D.P.M.**
Address:	**474 MAIN ST** **TALLAHASSEE, 32301**
Employment Start Date:	**1/1/2012**
Employment End Date:	**9/1/2012**

3. Complete questions in Section 1.



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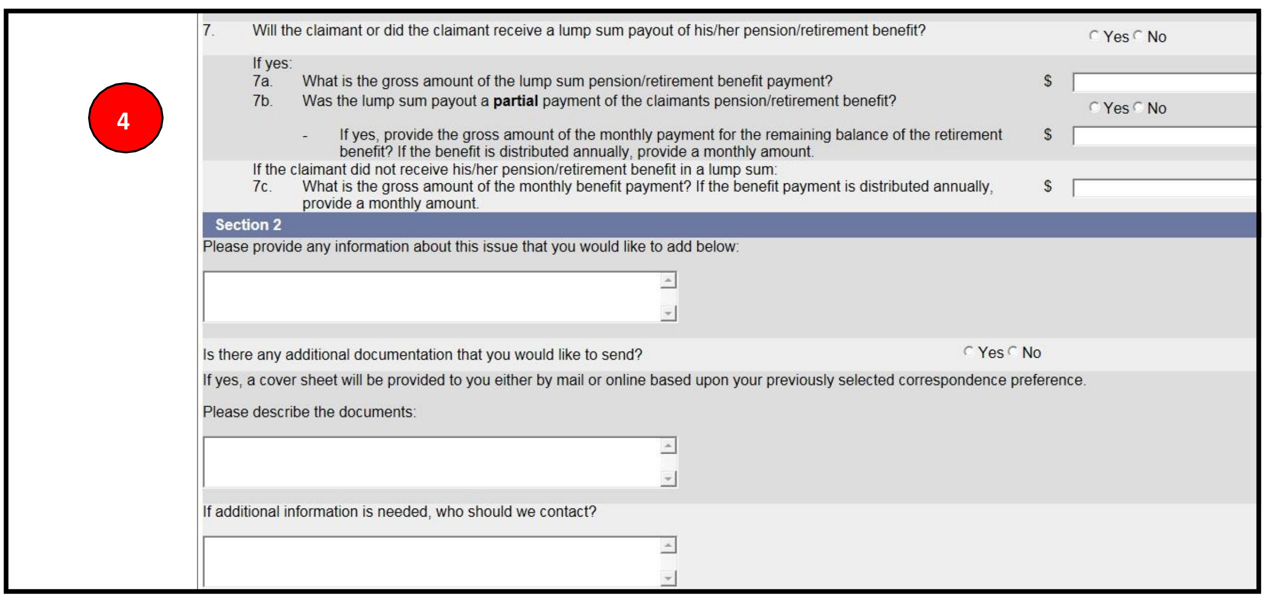
Employment Start Date: **1/1/2012**
Employment End Date: **9/1/2012**
Work Schedule: **Full Time**
Claimant Job Title:

Section 1

1. Is the claimant presently eligible for a pension/retirement benefit based upon employment with you or his/her union? Yes No
2. What is the effective date of the pension?
3. What type of pension/retirement benefit is the claimant eligible for? Select all that apply.
   - Company Pension
   - Union Pension:
   - State/Federal Pension
   - Military Pension
   - 401(k)
   - Other:
4. What are the claimant's dates of employment? Start: End:
5. Did you (the employer) contribute 100% to the pension/retirement benefit or did the claimant contribute as well? Explain.
6. Did the wages received by the claimant for services performed within the last 15 months of employment affect the amount of the pension/retirement benefit for which the claimant is entitled? Yes No
   6a. If no, why not?
7. Will the claimant or did the claimant receive a lump sum payout of his/her pension/retirement benefit? Yes No

4. Scroll down to complete questions in Section 2.



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7. Will the claimant or did the claimant receive a lump sum payout of his/her pension/retirement benefit? Yes No

If yes:
7a. What is the gross amount of the lump sum pension/retirement benefit payment? $
7b. Was the lump sum payout a **partial** payment of the claimants pension/retirement benefit? Yes No
- If yes, provide the gross amount of the monthly payment for the remaining balance of the retirement benefit? If the benefit is distributed annually, provide a monthly amount. $

If the claimant did not receive his/her pension/retirement benefit in a lump sum:
7c. What is the gross amount of the monthly benefit payment? If the benefit payment is distributed annually, provide a monthly amount. $

Section 2

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

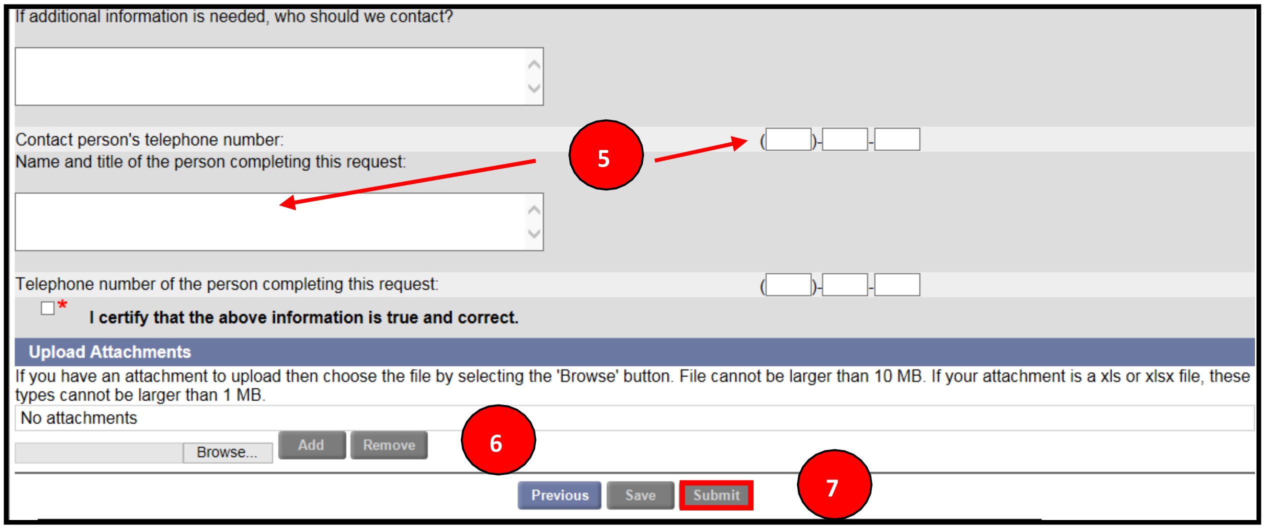
Is there any additional documentation that you would like to send? Yes No

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:

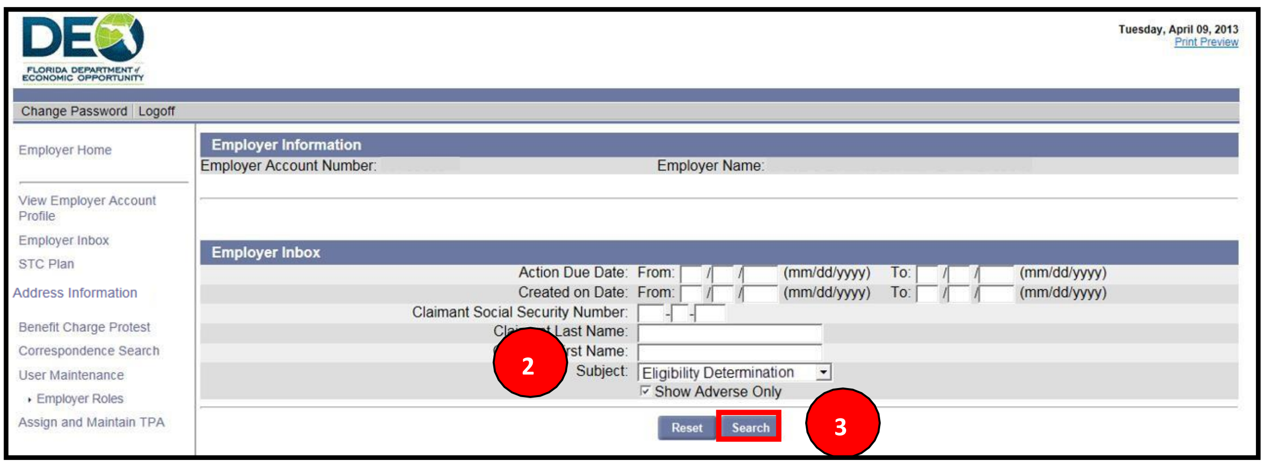
If additional information is needed, who should we contact?

5. Complete contact information and be sure to add a phone number or email address in the 'Name and title' box. This assures that an Adjudicator can reach you if a rebuttal to the claimant's statement is needed.
6. Upload Attachments
7. Select 'Submit.'

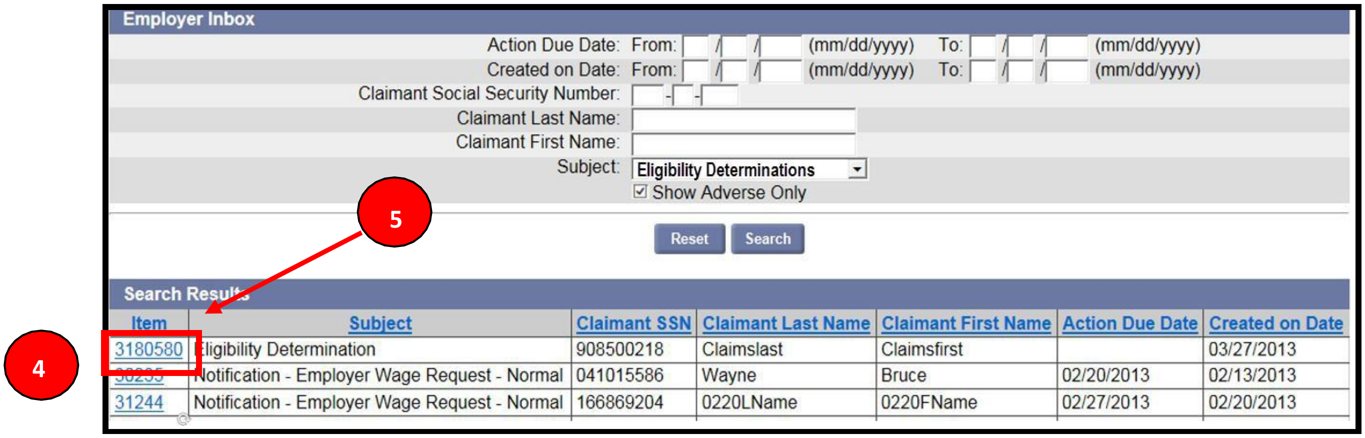


3.5 File Appeal

1. To file an appeal, you must have an adverse determination.
2. To view adverse appeal information only, select 'Eligibility Determination' from the drop down menu and select the checkbox to view adverse only.
3. Select 'Search.'



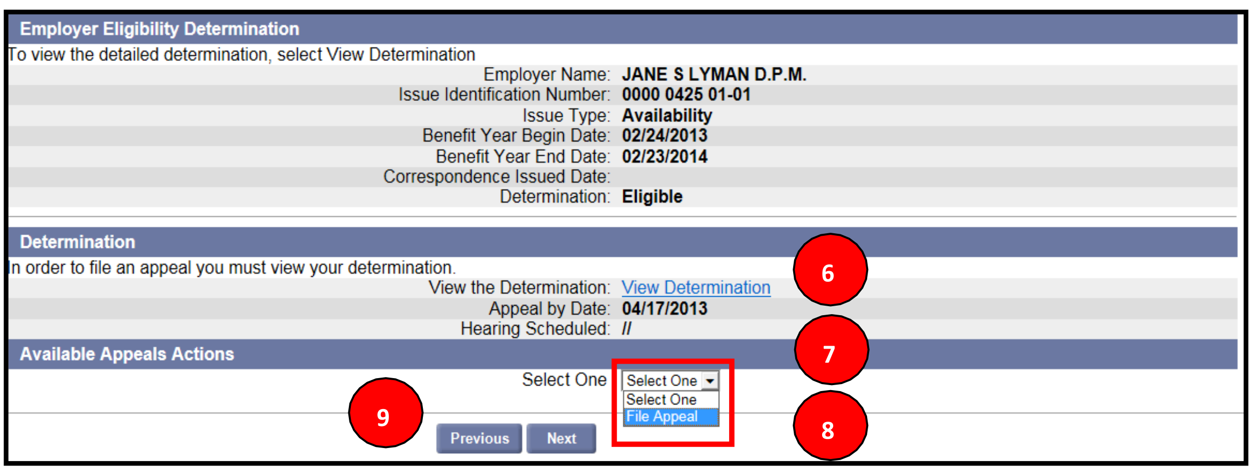
4. All available adverse determinaitons will populate in the 'Search Results' section.
5. Select the 'Item' hyperlink next to the adverse determination that you would like to appeal to pull up the determination detail screen.



6. On appeal detail screen, select 'View Determination' to see the PDF of the Determination letter.

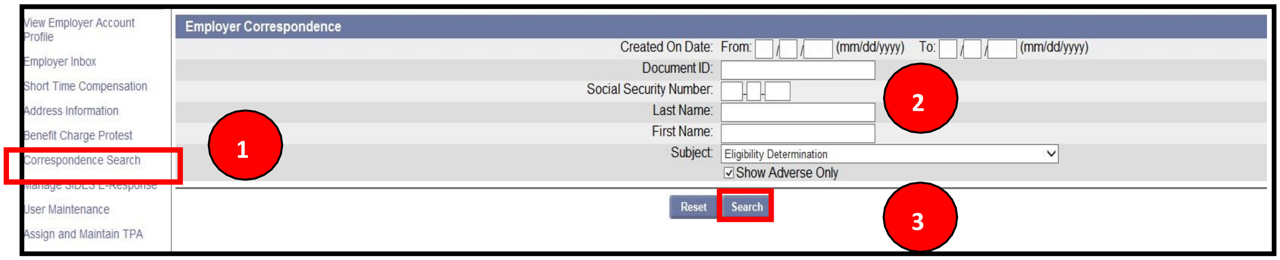
> The System will not allow an Appeal to be filed on and adverse determination unless the determination is 'Viewed'.

7. View available appeals options by selecting the arrow on the 'Select One' menu in the Available Appeals Actions section.
8. Select 'File Appeal' from the available actions drop-down menu.
9. Select 'Next.'

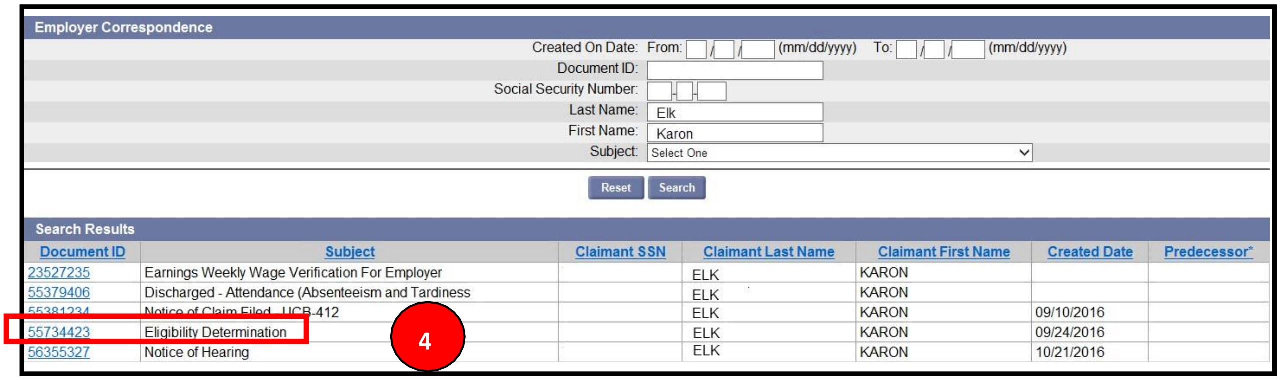


3.5.1 Withdraw an Appeal

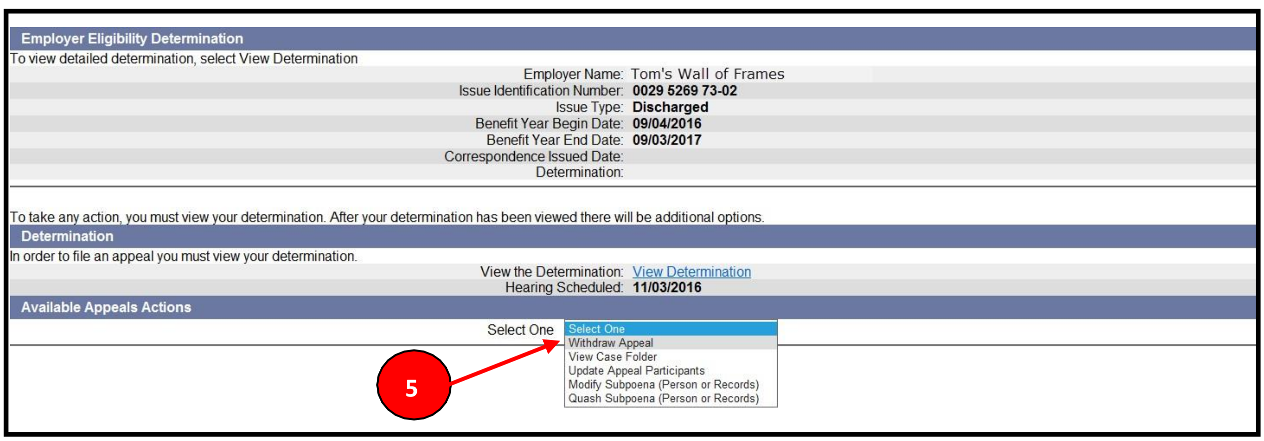
1. Select 'Correspondence Search'.
2. Search for the relevant adverse determination.
3. Select 'Search'.



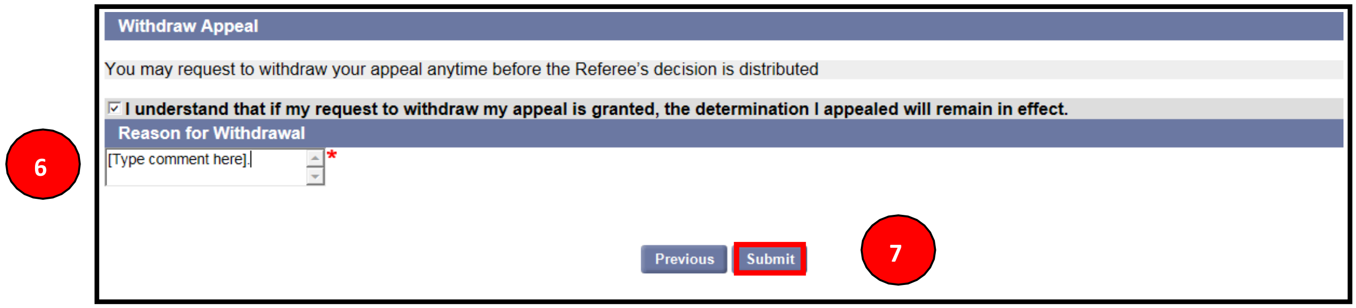
4. Click on ‘Document ID’ and the Available Appeals Action screen displays.



5. Select ‘Withdraw Appeal’ from the Select One drop down list and select ‘Next’.

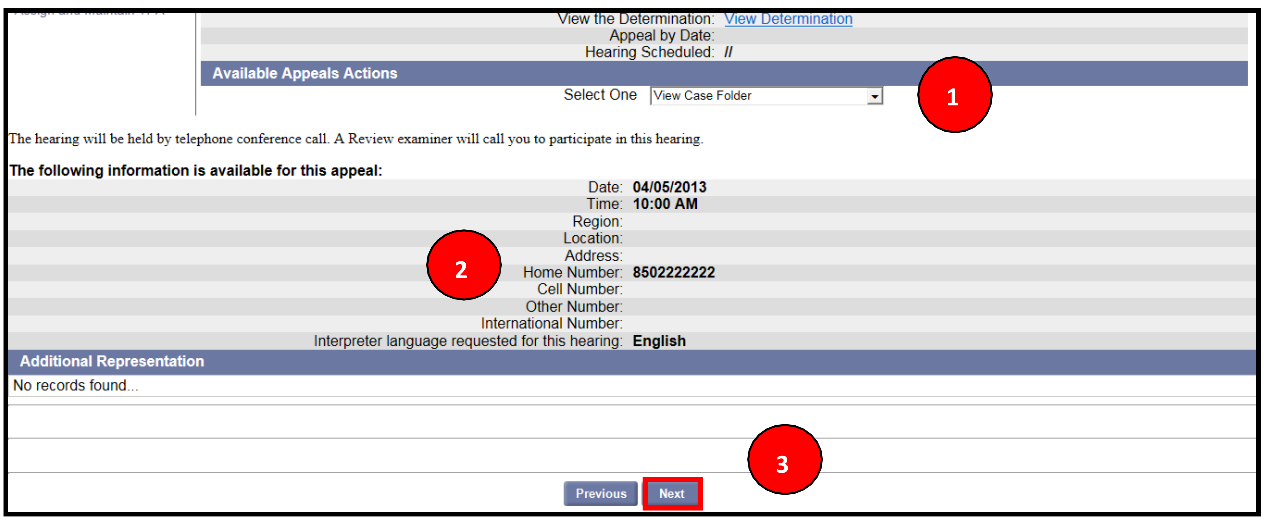


6. Enter the reason for withdrawal in the comments box.
7. Select ‘Submit.’



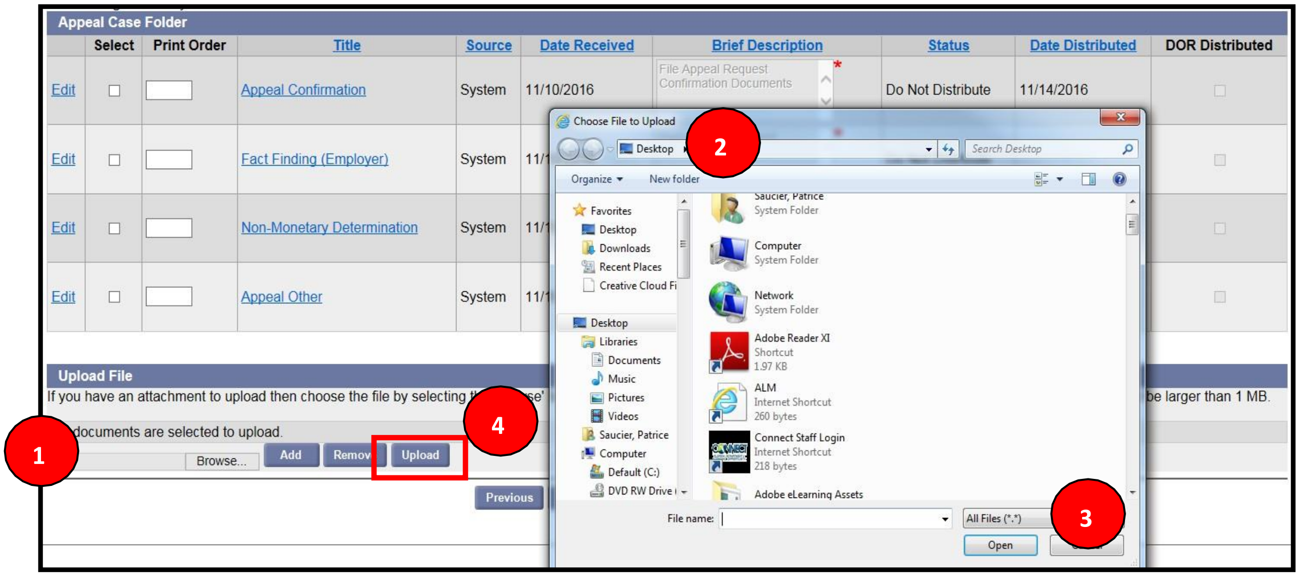
3.5.2 View Case Folder

1. From the same dropdown menu, select 'View Case Folder.'
2. View the information.
3. Select 'Next.'



3.5.3 Upload a document to Appeal Case Folder

1. Select 'Browse' to upload file from desktop.
2. Select file.
3. Select 'Open.'
4. Select 'Upload.'



5. Select ‘Send’ to submit the file.

3.6 Short Time Compensation (STC) Plan Benefits

3.6.1 What is STC?

1. The Short Time Compensation (STC) Program is a voluntary employer program designed to help employers maintain their staff by reducing the weekly hours of their employees, instead of laying off employees, when the employer is faced with a temporary slowdown in business. If you establish an STC Plan and the employees meet the qualifications to establish a reemployment claim against the State of Florida, they will receive a partial reemployment check to supplement their reduced paycheck.
2. The Short Time Compensation program helps employers retain their workforce in times of temporary slowdown by encouraging work sharing as an alternative to layoff.

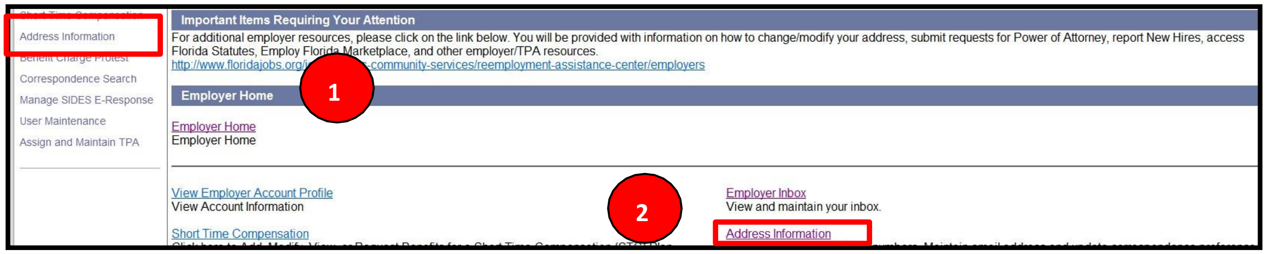
3.6.2 STC Employer Requirements

1. An employer must complete a Short Time Compensation Plan Application, which lasts for one year but can be renewed for another year if needed.
2. At least 10 percent (a minimum of 2 if less 20) of the Employer's total staff, or in a particular department, must work reduced hours.
3. Employers must provide DEO with the names and normal weekly hours (excluding overtime) of the employees participating in the program.
4. Employers must certify that they will reduce the employee's normal number of normal weekly hours by 10 percent, but by no more than 40 percent.
5. Employers must allow employees to retain benefits such as, 401K, paid leave and other employer benefits.
6. The situation must be a temporary reduction in hours rather than a temporary layoff.
7. Staff must be a full-time employee, (not part-time or seasonal) with a standard number of hours worked each week (excluding overtime).
8. Staff must meet all of the normal requirements to establish a Florida reemployment claim and the Employer must provide the Department of Economic Opportunity with any necessary information or documentation.
9. While on the Short Time Compensation program, staff must work and/or receive paid leave for ALL of the hours the employer scheduled them to work in order to receive Short Time Compensation Benefits for a week.
10. Every two weeks staff will be required to report their hours worked, plus any hours of paid leave from the STC employer and if they have a part-time job, earnings from that part-time job must be reported.
11. If your staff have any concerns about the program, they must go through their STC employer representative which will address those concerns to the STC unit.

3.7 Mainatain an Employer Account

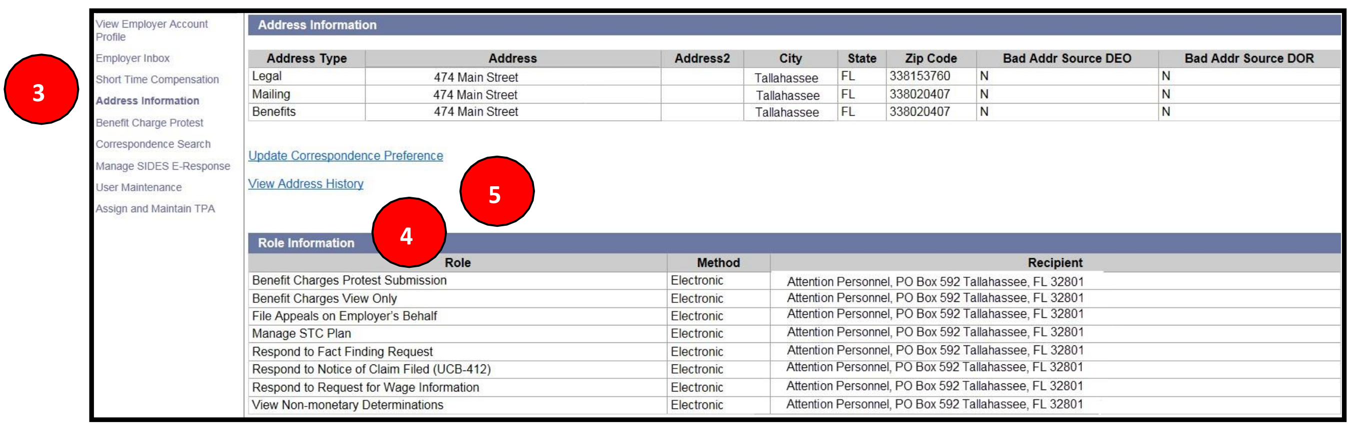
To maintain your Employer Account, please follow the steps below:

1. After logging into CONNECT, the Employer's Homepage displays.
2. Select 'Address Information' from the left-hand menu or from the list of Hyperlinks in the center of the page.

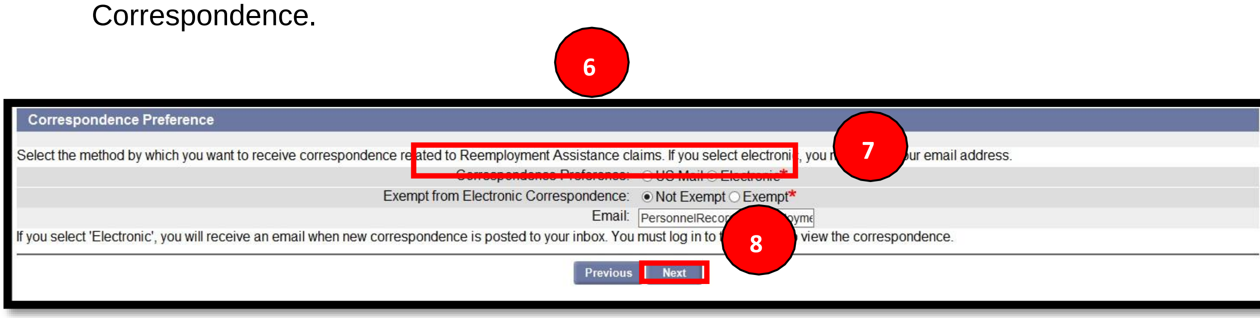


Please note that all address changes must be completed through the Department of Revenue (DOR) by completing and submitting the Employer Account Change Form. You can access it here: **http://dor.myflorida.com/dor/forms/2013/rts3.pdf**

3. View your address information page.



4. Select ‘View Address History’ to view any modification made to your Address history.
5. Select ‘Update Correspondence Preference’ to update your correspondence preference.
6. Select ‘US Mail’ or ‘Electronic’ to indicate your preference for a hard-copy or electronic Correspondence.



> Please note that if you select US Mail you will only receive your Employer Action Item Notice, Notice of Hearings, Notice of Continuance and Appeal Decisions in the Mail. The Employer Mandate triggered this change on April 25, 2016. The mandate requires that all employers respond to the Agencies Request for Information electronically.

7. If you select 'Electronic' enter your email address. This will trigger the system to send an e-mail advising that there are documents in the Employer Inbox that need to be reviewed or completed.
8. Select 'Next.'

> The Employer Action Item Notice is a document that when sent to you via US U.S. Mail or email, advises you that important correspondence requires your attention in your Employer Inbox. Only the mail and inbox versions, will contain the Name of the Document, Document ID, Claimant's Name, Last 5 of SSN, Employer Name and EAN.

3.8 Benefit Charge Protest

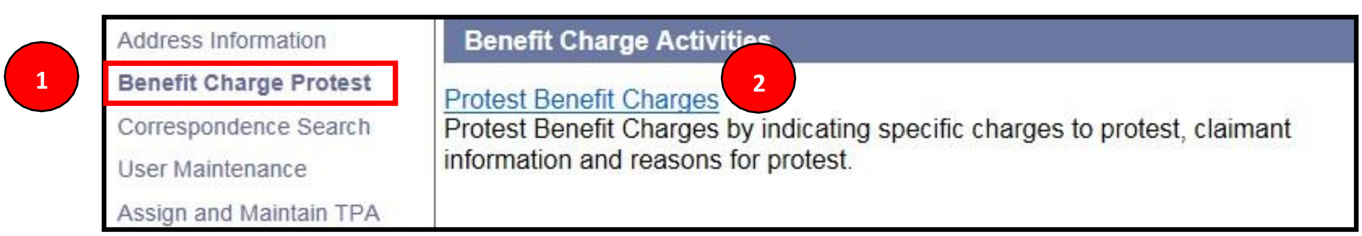
This section describes the necessary actions to protest benefit charges made against your employer account.

This section documents the steps necessary to perform the following:

- Identify the steps necessary to protest benefit charges in CONNECT
- Complete the process of protesting benefit charges

To protest benefit charges, please follow the steps below:

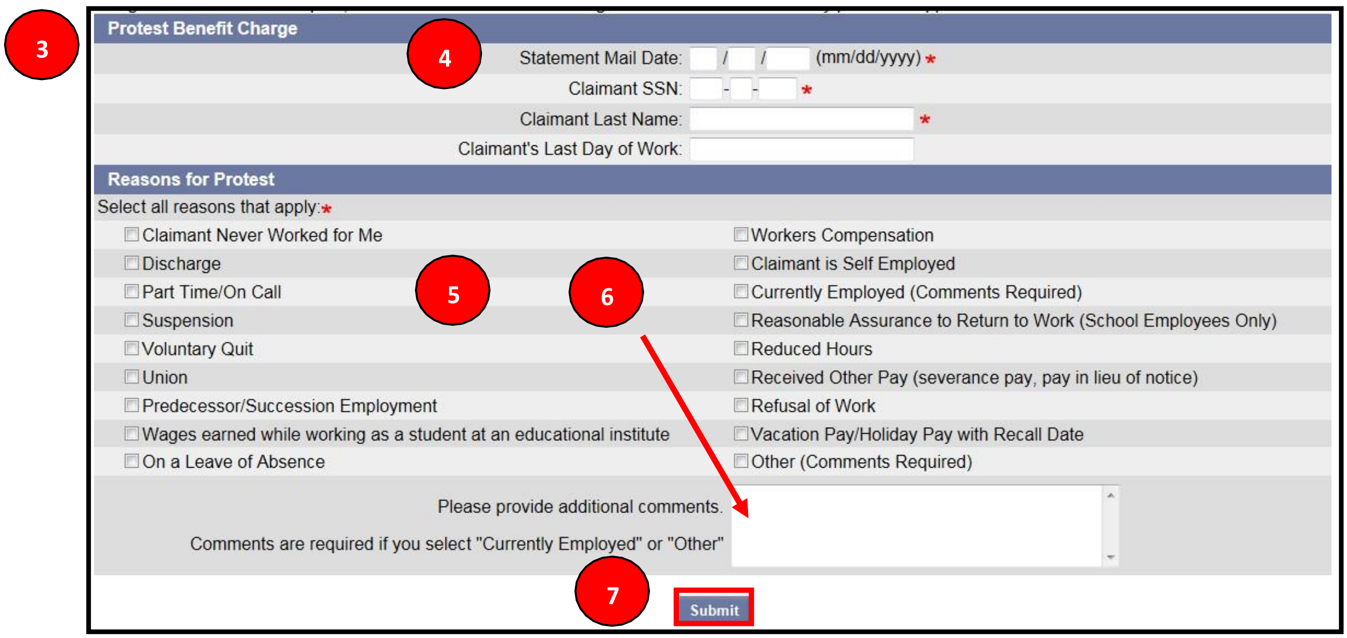
1. Select the 'Benefit Charge Protest' link from the left-hand menu on the Employer Homepage.
2. Select 'Benefit Charge Protest' to protest benefit charges.



3. The Protest Benefit Charge screen will populate.
4. Enter the required information in the 'Protest Benefit Charge' section, including:

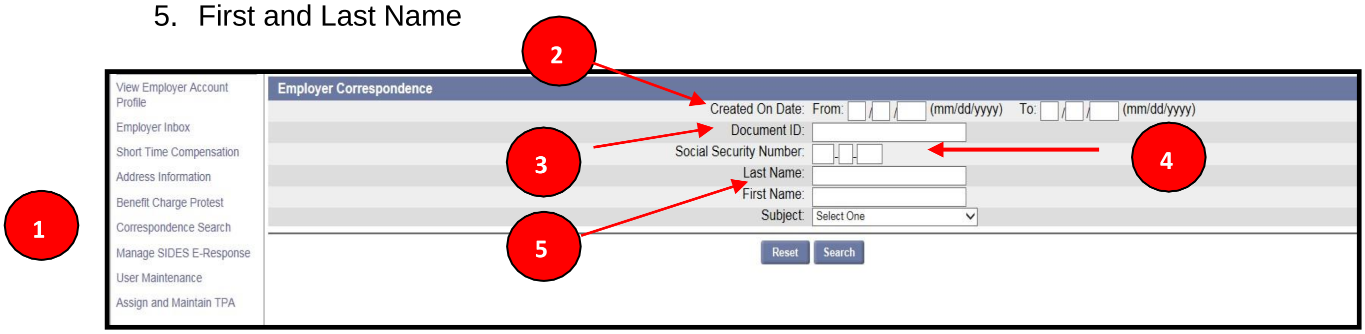
a. Statement Mail Date (UCB-412/Notice of Claim Filed)
b. Claimant SSN
c. Claimant's Last Name
d. Claimant's Last Day of Work

5. In the 'Reasons for Protest' section, select the radio button next to the reason(s) for entering a protest to the UCB-412/Notice of Claim Filed – you may select all reasons that apply.
6. If you selected 'Currently Employed' or 'Other' for your rationale, you must enter comments.
7. Select 'Submit' to complete the benefit charge protest.

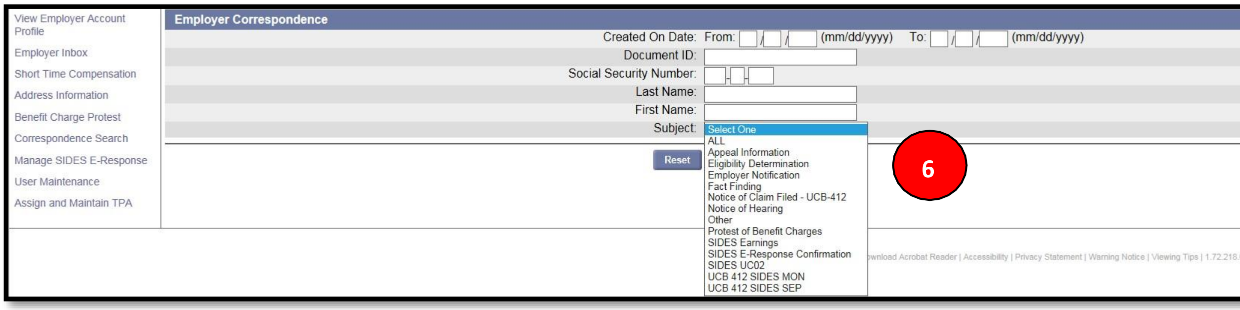


3.9 Search for completed items in Employer Correspondence

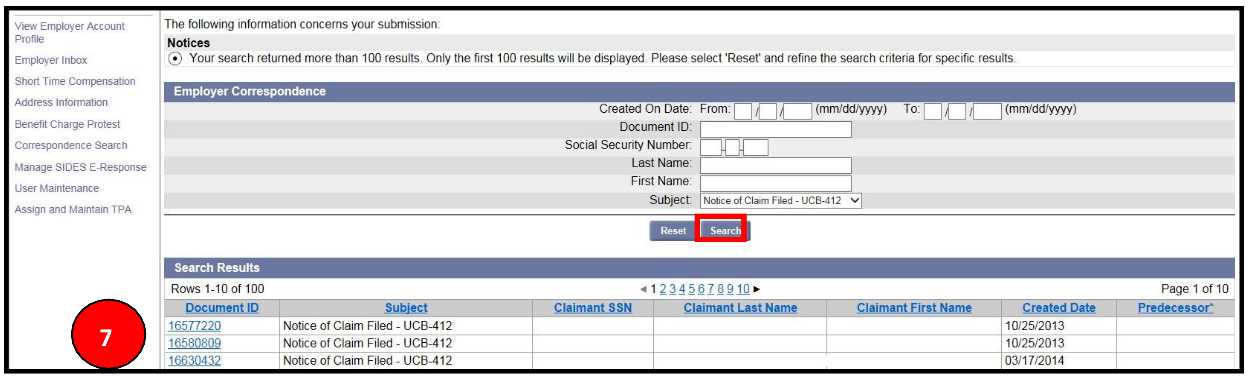
1. Click on 'Correspondence Search
2. Search by Created On Date
3. Document ID
4. SSN#
5. First and Last Name



6. Search for Specific item types in Correspondence by selecting type from the Subject Drop down box.



7. After filtering by the chosen field, click on Search and the Results will display.

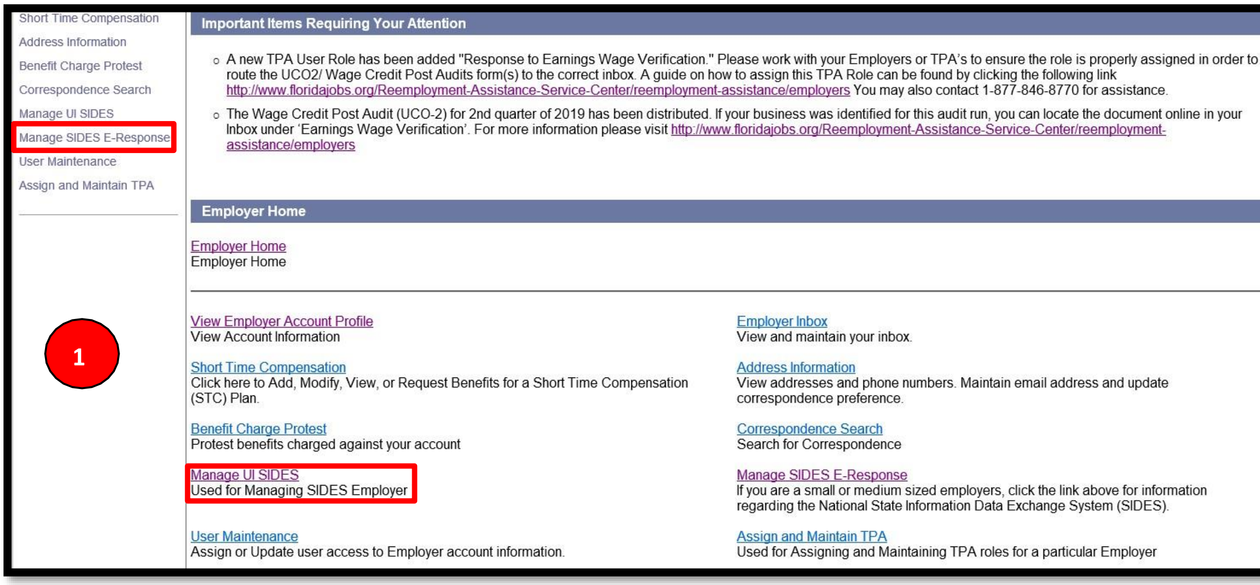


3.10 Registering for SIDES E-Response

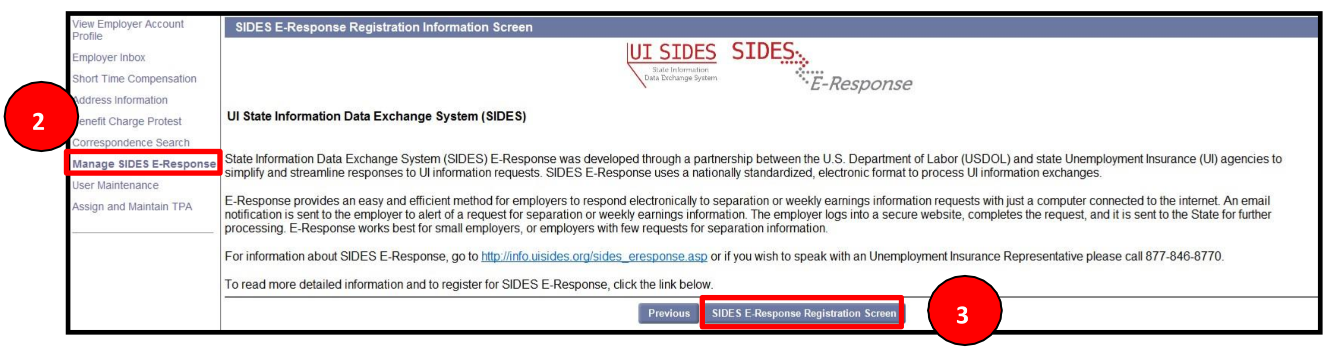
The State Information Data Exchange System (SIDES) is a nationally standardized format for employers to respond to requests for separation information and earnings verifications. Employers can choose to use the SIDES E-Response web portal, which is a website that allows employers to respond to multiple requests for separation information from different states, all in the same place. Below are instructions for registering for the SIDES program.

3.10.1 Registering for SIDES E-Response

1. From your Employer Home page, chose the option to ‘Manage SIDES E-Response’.



2. You will be navigated to the ‘UI SIDES E-Response Registration Information Screen’.
3. Click on ‘SIDES E-Response Registration Screen’.



4. You will be navigated to the 'SIDES E-Response Registration Screen'.

SIDES E-Response Registration

SIDES E-Response

E-Response provides an easy and efficient method for employers to respond electronically to separation or weekly earnings information requests with just a computer connected to the internet. An email notification is sent to the employer to alert of a request for separation or weekly earnings information. The employer logs into a secure website, completes the request, and it is sent to the State for further processing. E-Response works best for small employers, or employers with few requests for separation information.

If you choose to participate in the SIDES E-Response System:

- The SIDES E-Response Web Portal will allow you to receive, manage, respond, and return certain correspondence in reference to former employees.
  - Through SIDES you will be able to respond to:
    - Determination Notice of Claim Filed
    - Fact Finding for issues identified during the initial or reopen claim process
    - Requests for weekly earnings for Claimants who may have been paid benefits while working as identified from:
      - State or National New Hire reports from employers
      - Quarterly Earnings Wage Verification
  - Through your Connect Employer Portal all other correspondence reviews, responses or actions will be performed, including the examples listed below:
    - Additional fact-finding requests
    - Responding to requests for quarterly wage information due to claimants' requests for monetary reconsideration
    - Reviewing non-monetary determinations
    - Filing appeals to non-monetary determinations
    - Reviewing Appeals decisions
    - Filing higher level appeals
    - Protesting benefit charges

Which correspondence do you wish to r 5 heck all that apply:

☑ Earnings Wage Verification Requests
☑ Separation Information Requests

By selecting an option, I agree to the above information and choose to use the SIDES E-Response System to respond to the requests for information that will be sent through the SIDES E-Response web site. I understand that I will also need to respond to requests for information, review determinations and decisions and perform certain actions through the Connect Employer Portal, as indicated above.

Verify Email Address

In order to use the SIDES E-Response System, an email address i 6 so that you can be advised when correspondence has been posted.

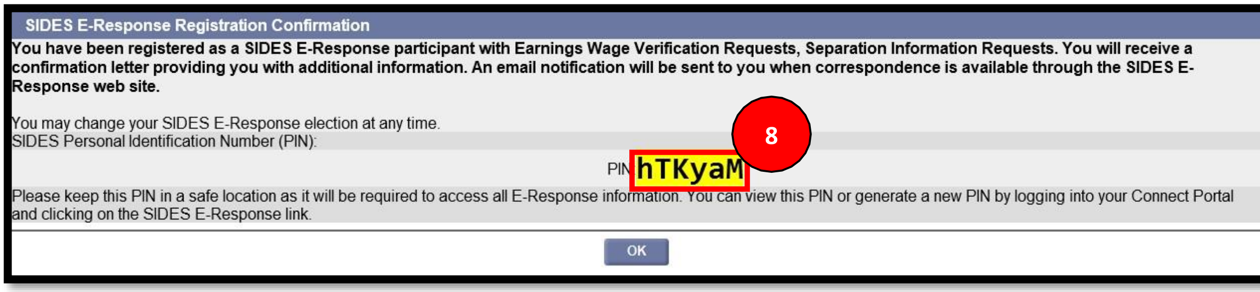
Email address: test@gmail.com

Return to Previous Screen | Return to Connect Home | Submit 7

5. Click the check box indicating which requests you like to receive.
6. Enter your email address.

> The email address provided on this screen will be associated with the employer's SIDES account. A notice will be sent to the employer via email to advise that a request for information has been sent to the SIDES E-Response website.

7. Click on 'Submit'.
8. The registration confirmation screen below will be displayed providing the PIN which will be used to log in to the SIDES E-Response website, log in with your Florida Employer Account Number and FEIN.



9. A SIDES E-Response Registration Confirmation letter will be distributed to you through Connect to provide you with instructions on logging in to the SIDES E-Response website.

3.10.2 Ending SIDES E-Response Registration

1. Follow the above steps to reach the SIDES E-Response Registration screen.
2. Remove the check mark from the registration box and click on Submit.
3. The screen below will display a message confirming that you are no longer registered as a SIDES E-Response Participant.

For more information on SIDES E-Response:
http://www.itsc.org/Pages/ui_SIDES_home.aspx

3.11 Maintain Employer Account Users

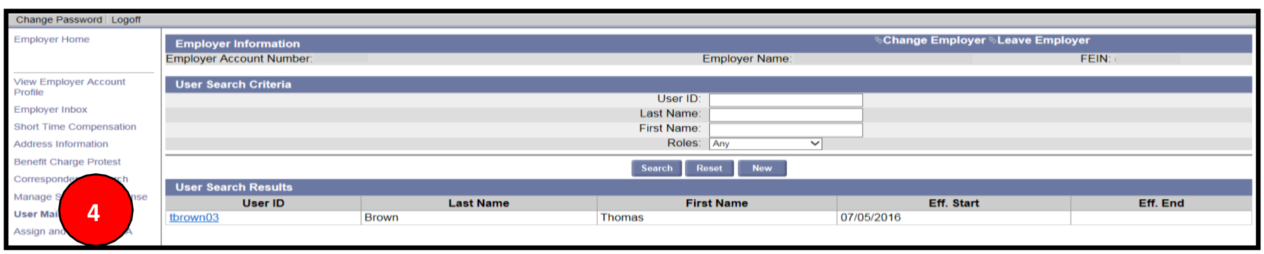
This section describes the necessary actions to maintain users of an Employer Account, and documents the steps necessary to perform the following:

- Search users
- Update user information
- View and edit roles
- Add or inactivate users

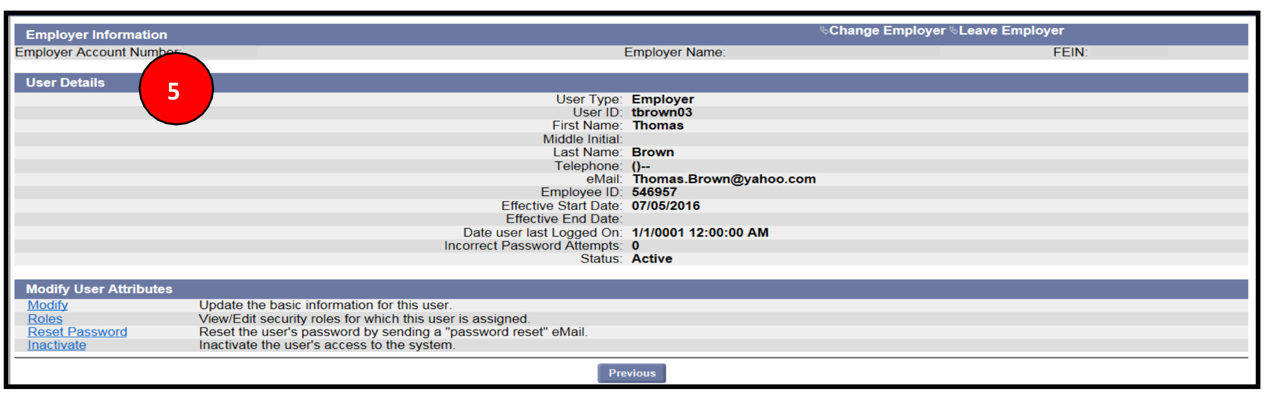
3.11.1 To maintain users for your Employer Account, please follow the steps below

1. Select ‘User Maintenance’ from the left-hand menu on the Employer Homepage.
2. Enter known information into the ‘User Search Criteria’ fields.
3. Select ‘Search.’

4. The User ID results will display. To view the user information, select the User ID hyperlink.

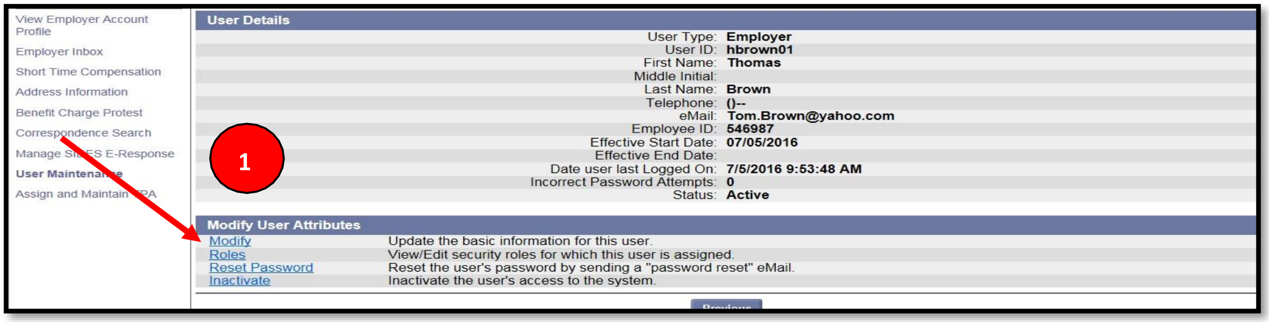


5. The User Details page displays.

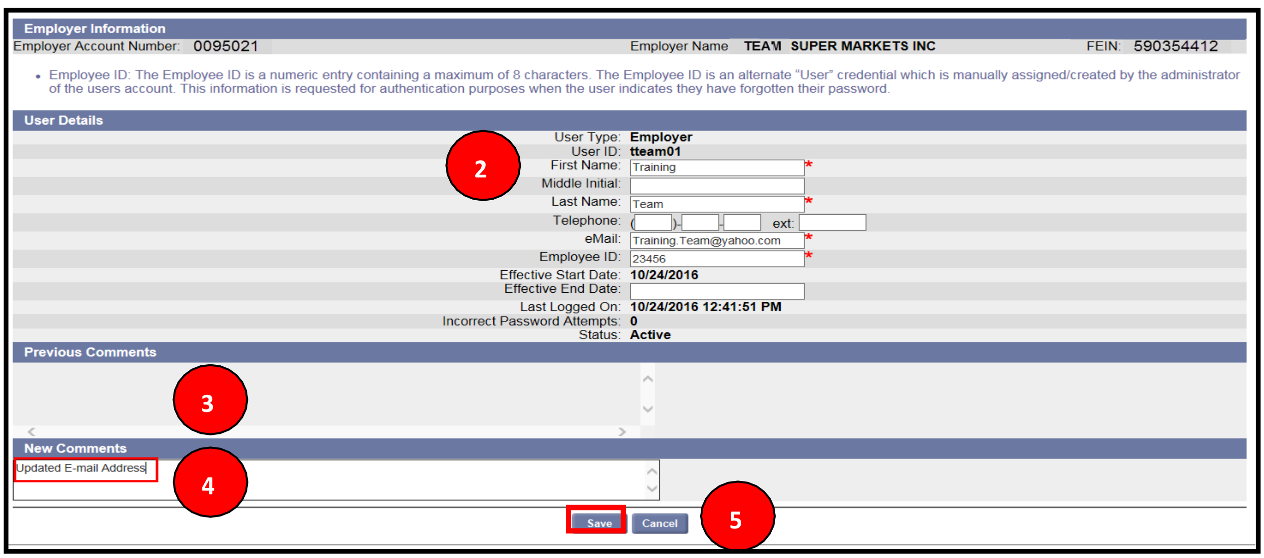


3.11.2 To 'Modify' the user information, please follow the steps below:

1. Select the 'Modify' and the User Details page will display.

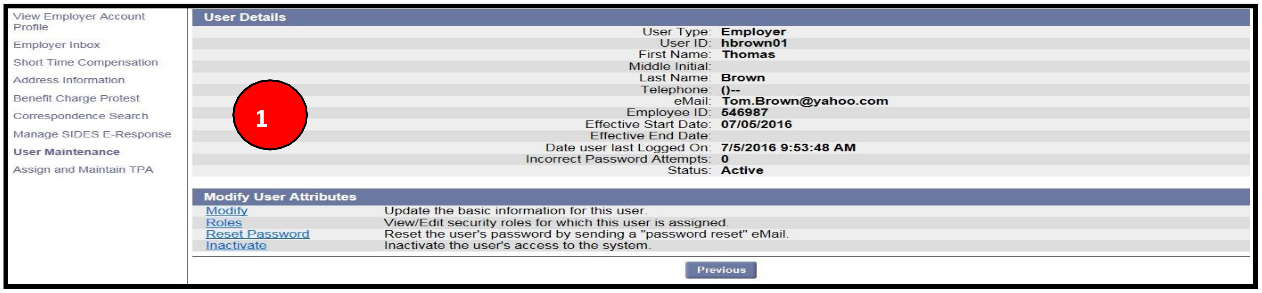


2. Enter new information in data fields as needed.
3. Review previous comments, if any have been made.
4. Add new comment noting reason for update.
5. Select 'Save.'

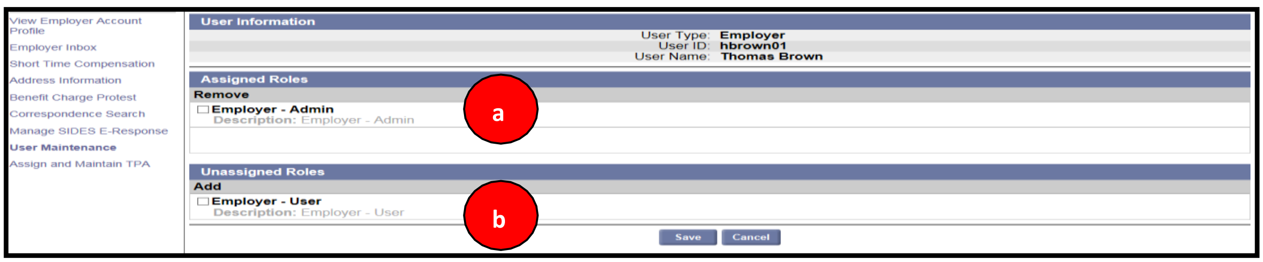


3.11.3 To view or reset roles, please follow the steps below:

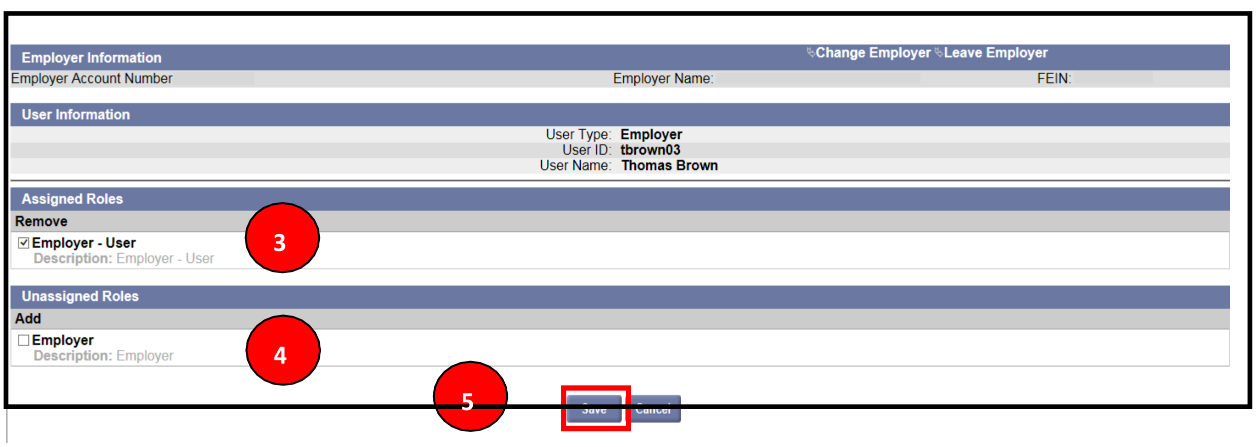
1. Select ‘Roles’.



2. There are two Employer Roles available:
   a. Employer – Admin – This role allows Staff to work all issues, create new users, modify user information, edit role assignment, reset passwords, and inactivate staff.
   b. Employer – User – This role allows Staff to work all issues but does not allow any user modifications.

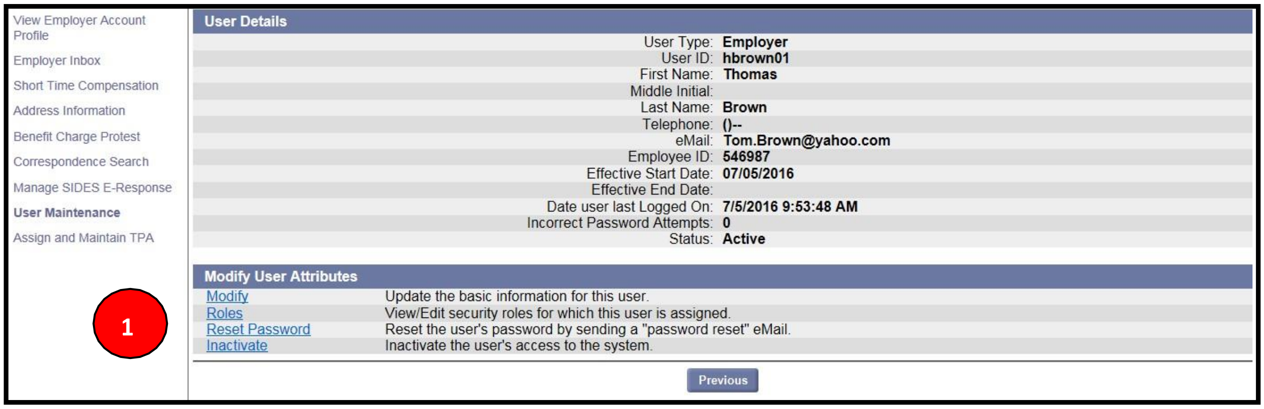


3. To add a Role check the box next to the Unassigned Roles.
4. To Remove a Role check the box next to the Assigned Role under Remove role.
5. Select ‘Save’.



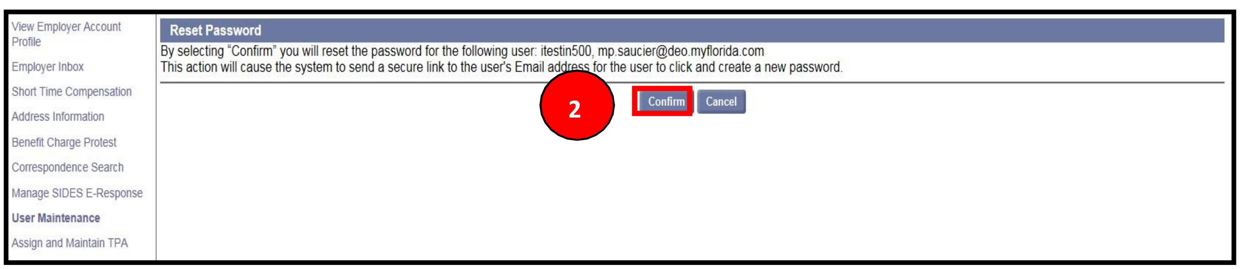
3.11.4 To reset a user's password:

1. Select 'Reset Password.'



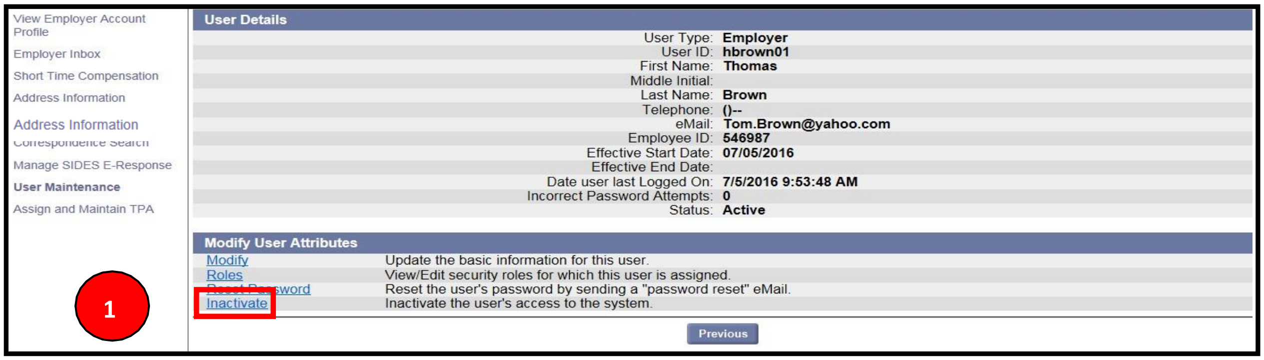
2. Select 'Confirm' to have a password reset email sent to the user.

> It is important to confirm that the email address is correct. Also, please note that the e-mail sent to staff will ask for their Employee ID. It can be found by the account administrator on the User Details Screen immediately following the staff member's e-mail address.

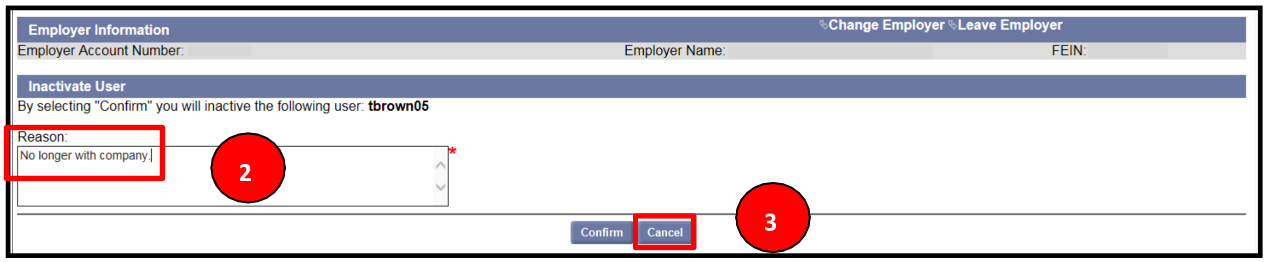


3.11.5 To remove a user, select 'Inactivate' and follow the steps below:

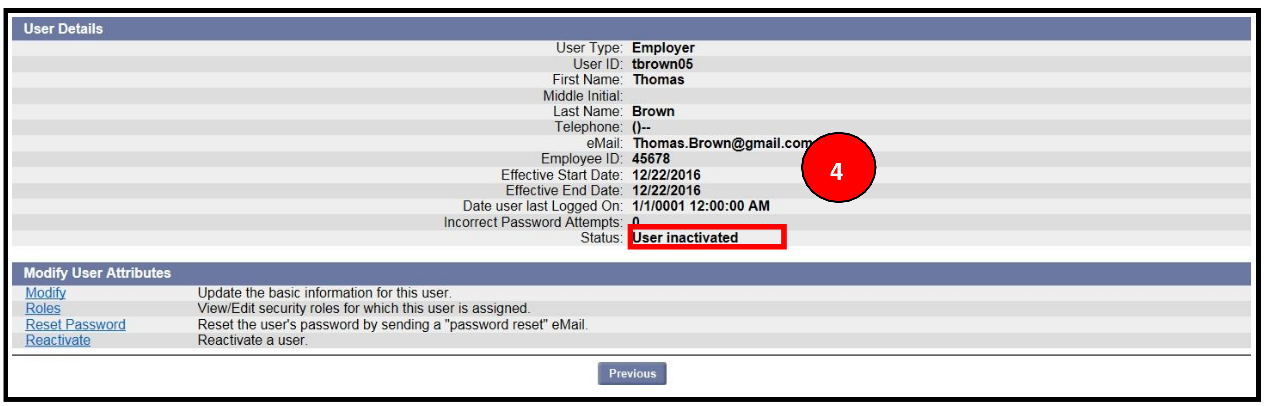
1. Select the 'Inactivate' hyperlink and the Inactivate User screen displays.



2. Add the reason you are inactivating the user in the 'Reason' section.
3. Select 'Confirm'.

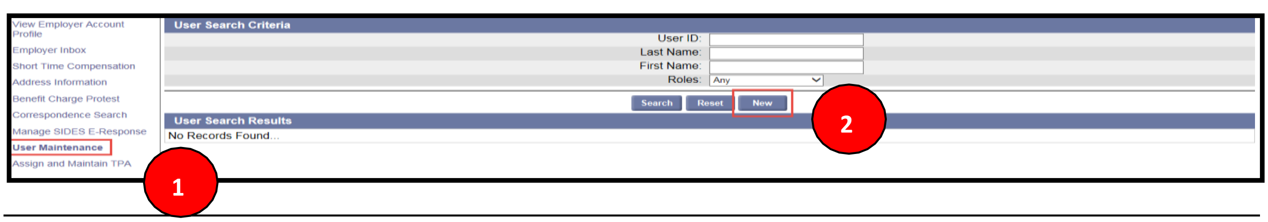


4. The User Details screen will display with a Status of User inactivated.

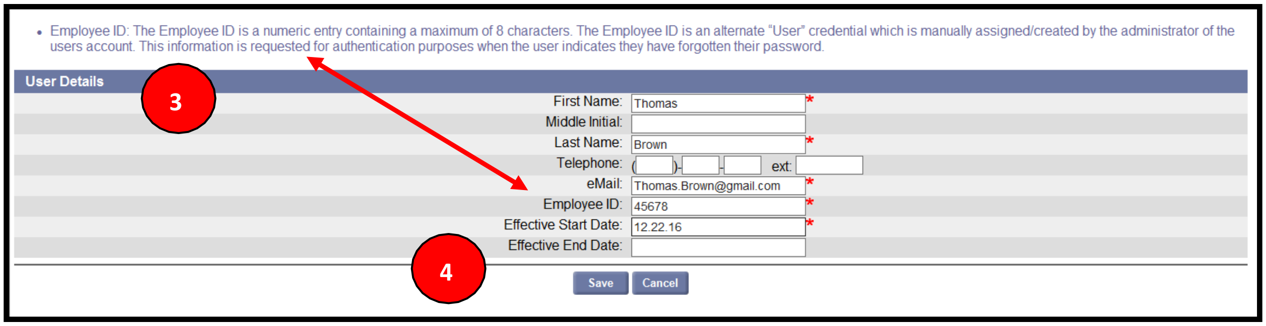


3.11.6 To create a 'New' user.

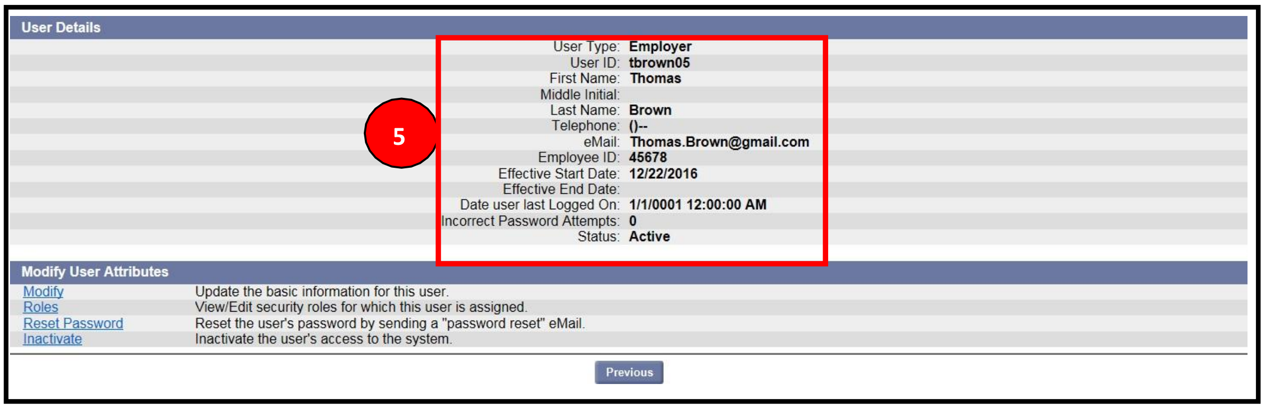
1. Select 'User Maintenance' hyperlink.
2. Select 'New'.



3. Note the message about the Employee ID located at the top of the User Detail screen.
4. Fill in the information for the new Staff member and select ‘Save’.



5. The User Details screen will update and display the information for the new user.



> The Employee ID should be an ID created by the Employer for that specific Employee and should not be the Employer EAN. The Employee ID will be requested from the user when the ‘Reset Password Link’ is sent.

3.12 Assign and Maintain TPA (Third Party Administrator)

This section describes the necessary actions to authorize a new TPA for your employer account, and maintain TPA access to your account. To assign a TPA, the TPA must be registered in the CONNECT system and have been assigned a TPA ID.

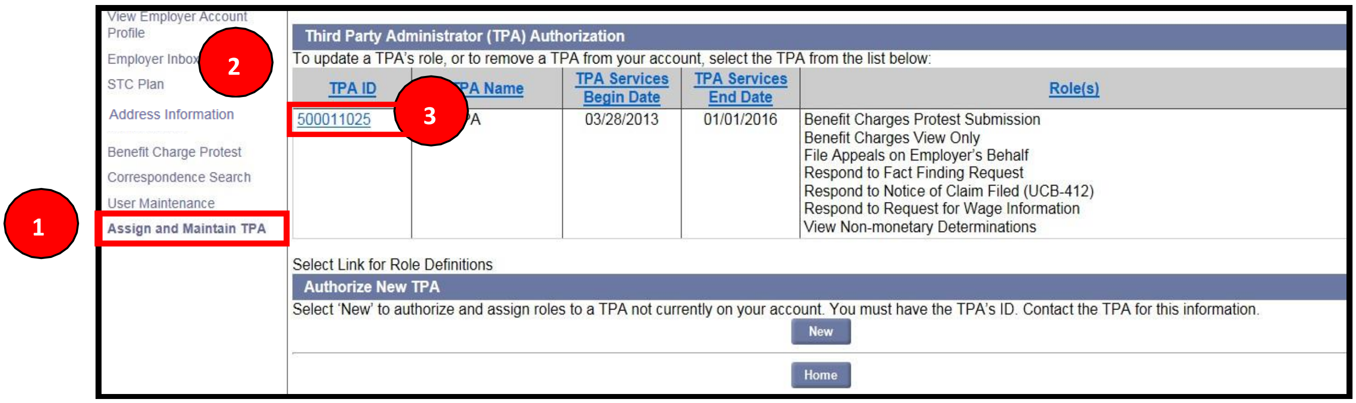
This section documents the steps necessary to perform the following:

- View and maintain TPA access
- Authorize and assign a new TPA

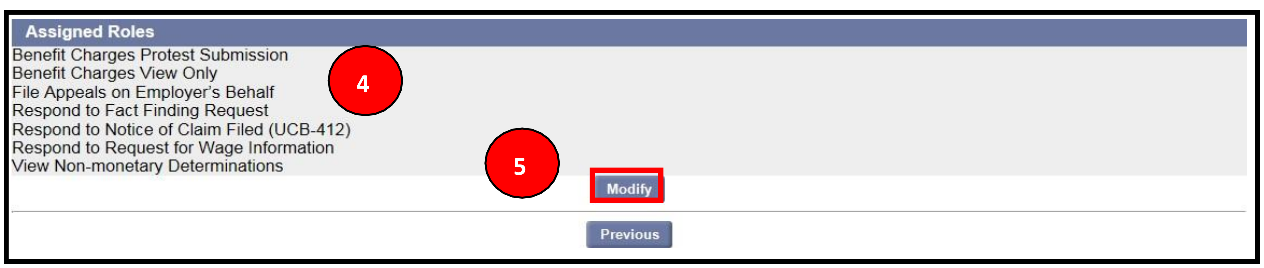
3.12.1 View and maintain TPA access

To view and maintain TPA access for your employer account, please follow the steps below:

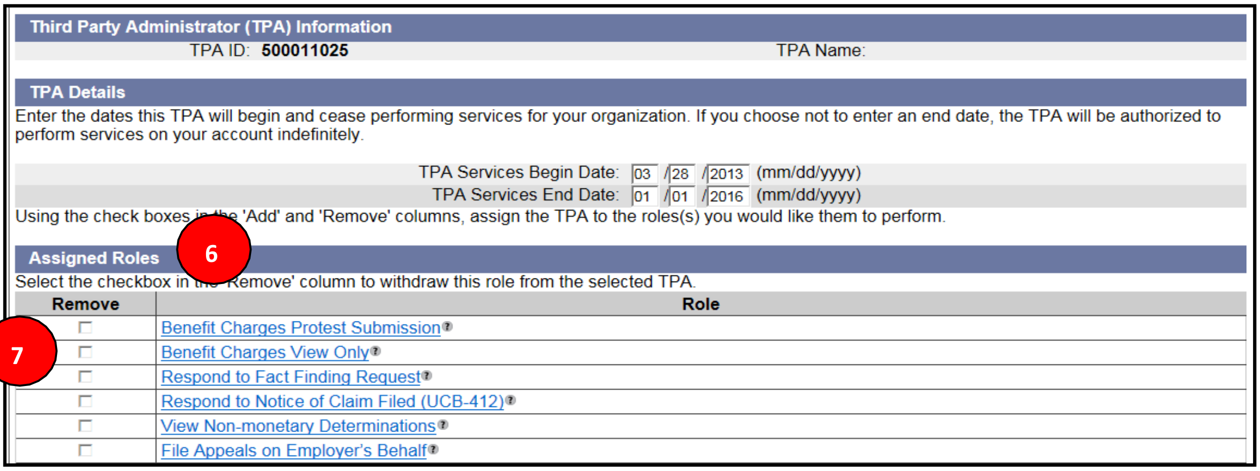
1. Select 'Assign and Maintain TPA' from the left-hand menu on the Employer Homepage.
2. In the Third Party Administrator (TPA) Authorization section, you will see a list of all TPAs authorized to access your employer account.
3. Select TPA ID to view TPA profile.



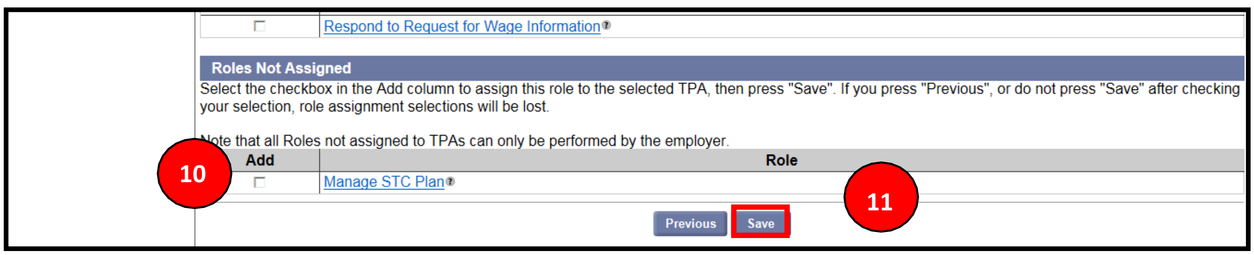
4. In the 'Assigned Roles' section, you will see a list of all the access roles assigned to the TPA.
5. Select Modify to change assigned roles.



6. In the 'Assigned Roles' section, 'Remove' check boxes will appear next to each assigned role for the TPA.
7. Select the check boxes next to the roles you'd like to remove.



8. Scroll down the page to see the 'Roles Not Assigned' section.
9. 'Add' check boxes will appear next to each unassigned role for the TPA.
10. To add a role that has not been assigned to the TPA, select the check box next to the role.
11. Select 'Save' to update all 'Remove' and 'Add' selections for the TPA.

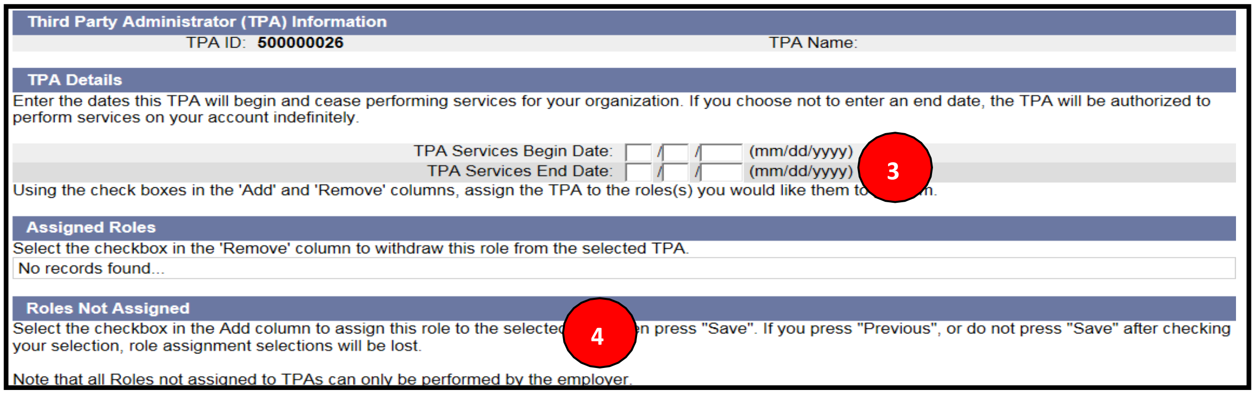


3.12.2 Add a New TPA

1. Select 'New' to add a new TPA.

2. Enter TPA ID and select 'Next.' (The TPA ID will be given to you by the TPA you are now working with)

3. Enter TPA Services Begin and End Dates.
4. Remove roles by selecting the check box next to the appropriate role to 'Remove' in Assigned Roles.



5. Assign roles by selecting the check box next to the appropriate role to 'Add' in Roles Not Assigned.
6. Select 'Save.'