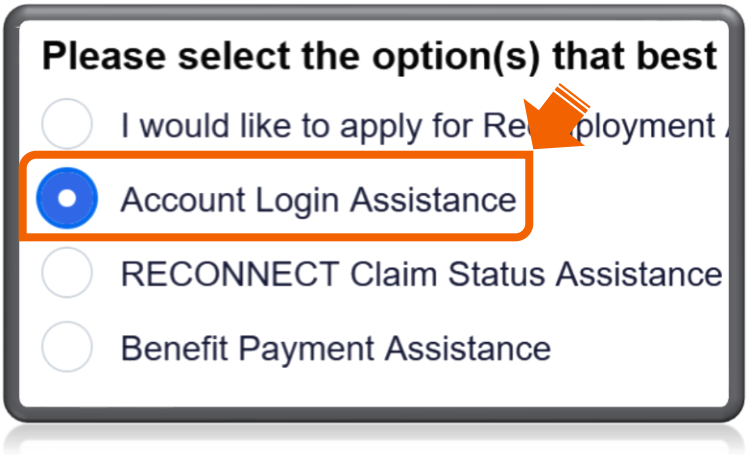
GUIDE: Change Your Reemployment Assistance Account Email

RECONNECT

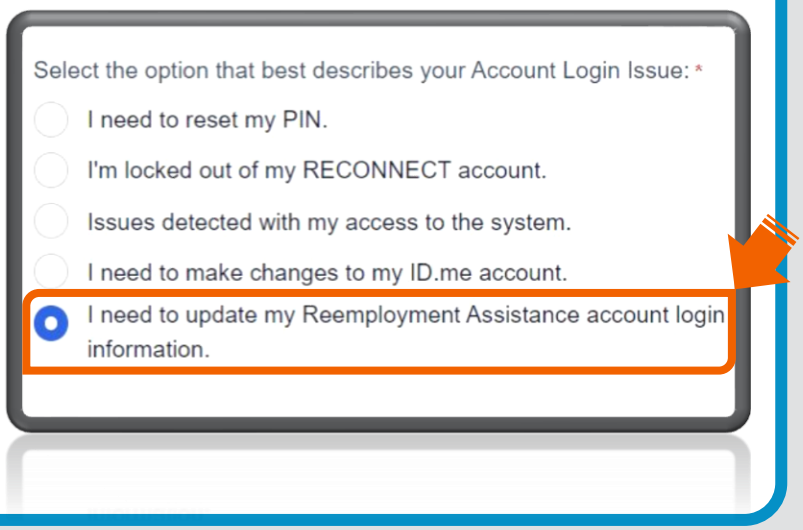
How to change the email you use to log-in to your RA Account.

1. Visit the Reemployment Assistance Help Center and select "I am a Claimant."

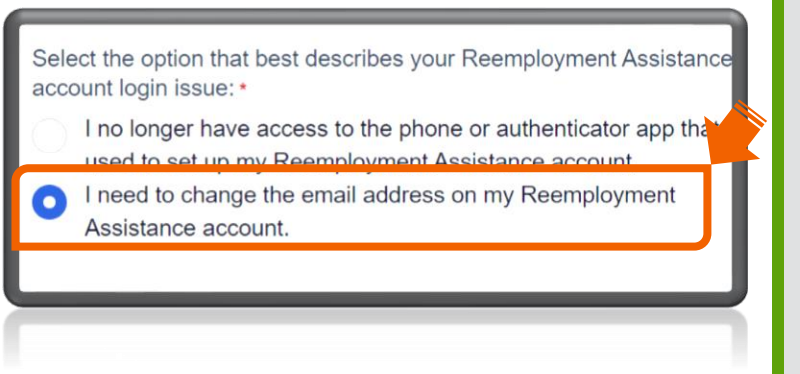
2. Select "Account Login Assistance."



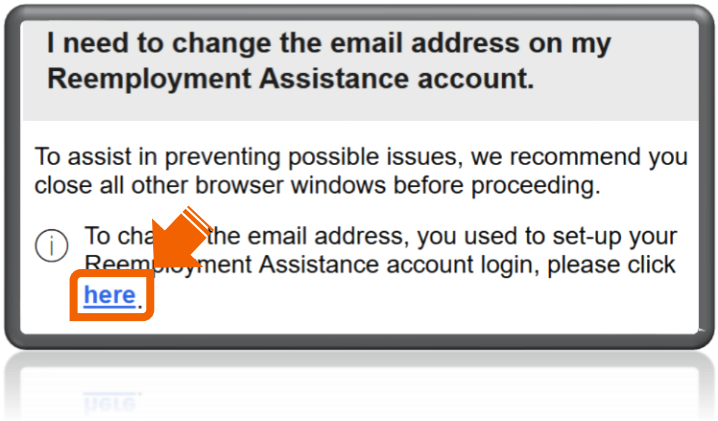
3. Select "I need to update my Reemployment Assistance account login information."



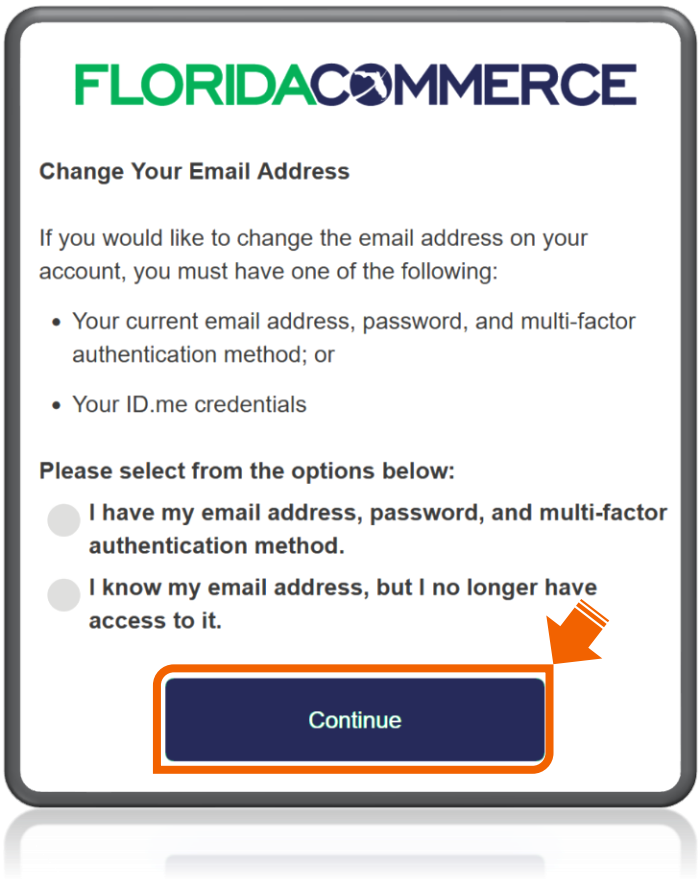
4. Select "I need to change the email address on my Reemployment Assistance account."



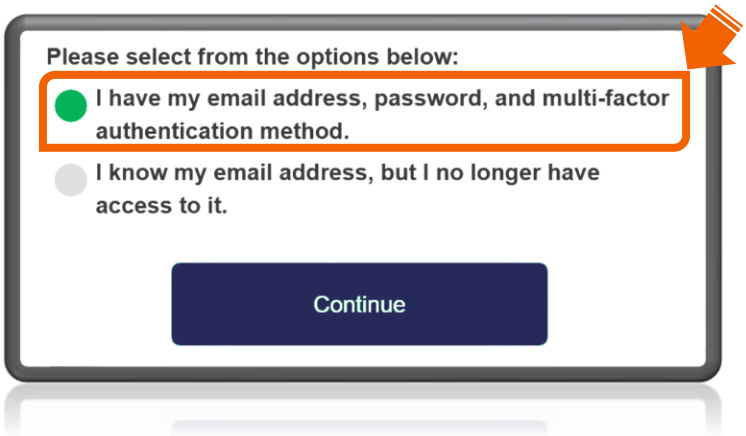
5. To start the process, click on "here."



6. There are two separate paths available to change your email address. Select the one that applies to you. Click "Continue."

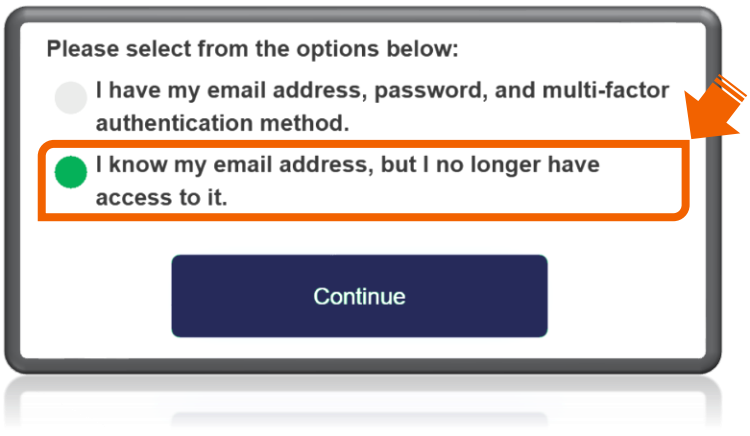


A. "I have my email address, password, and multi-factor authentication method." (Continue through steps 7-11 of this guide.)



B. "I know my email address, but I no longer have access to it." (Continue through steps 12-20 of this guide.

Click here to skip to step 12.)

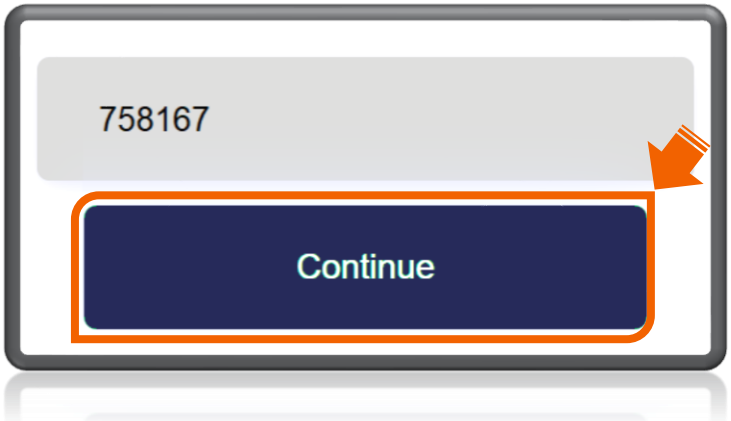


I have my email address, password, and multi-factor authentication method:
(Complete steps 7-11)

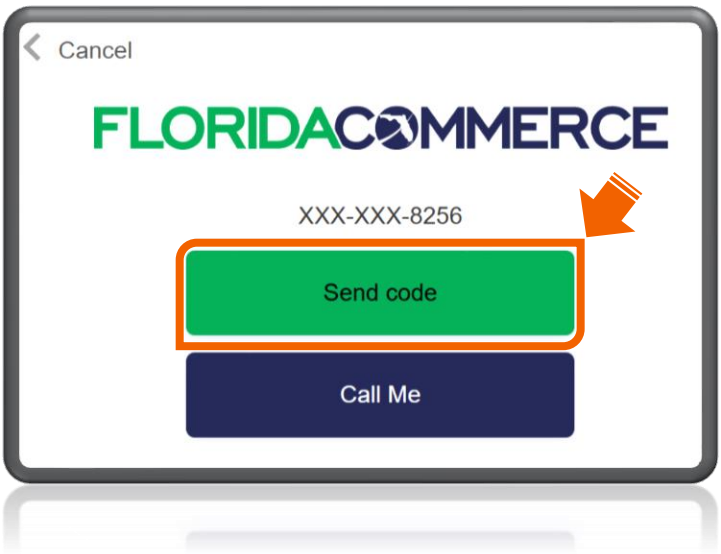
7. Enter your email address and password, then click "Sign in."

8. You will see one of two possible authentication screens based upon your selection when you first set up your Reemployment Assistance account login.

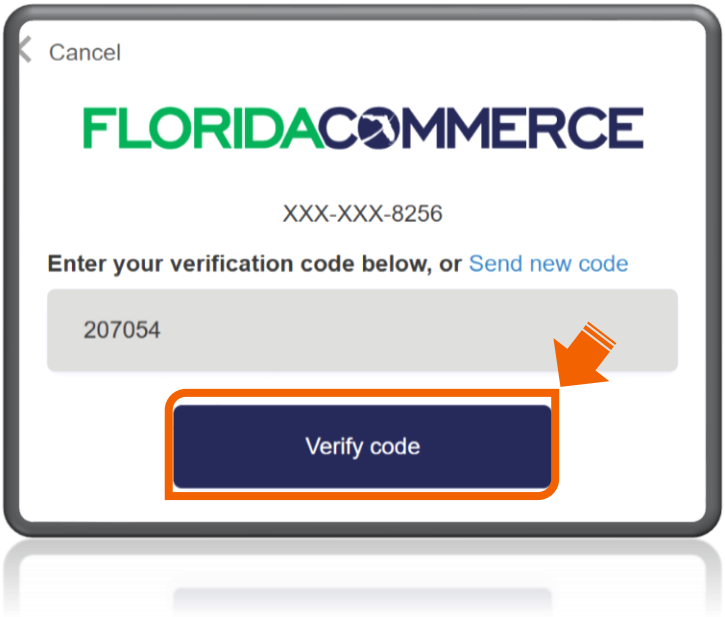
A. If you previously selected to use the Authenticator App, refer to your app for the newly generated verification code, enter it in the field provided, and click "Continue."



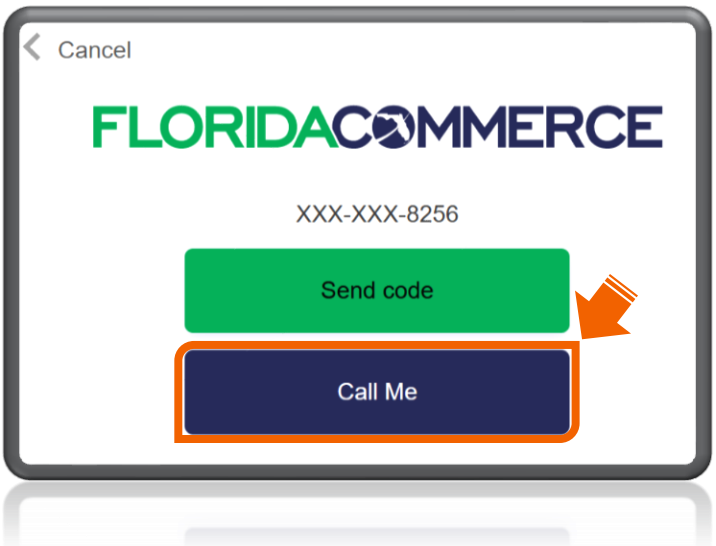
B. If you previously chose to authenticate by **Text Message**, select "**Send Code**."



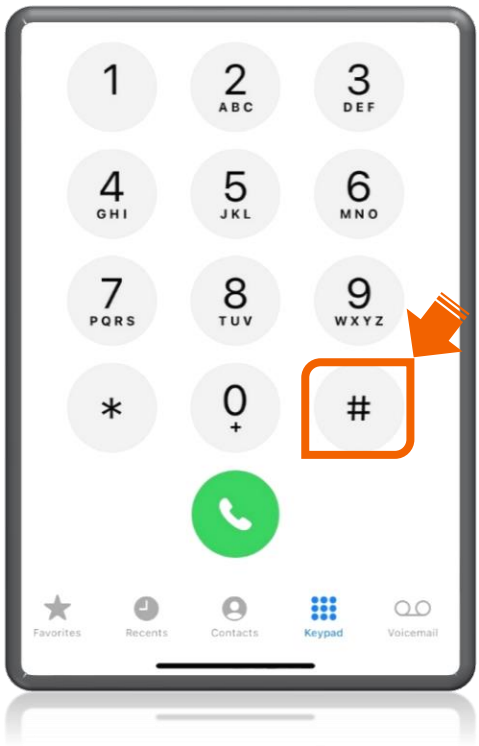
Enter the verification code in the field and click "**Verify Code**."



C. If you previously chose to authenticate by **Phone Call**, select "**Call Me**" (you will receive an automated call).

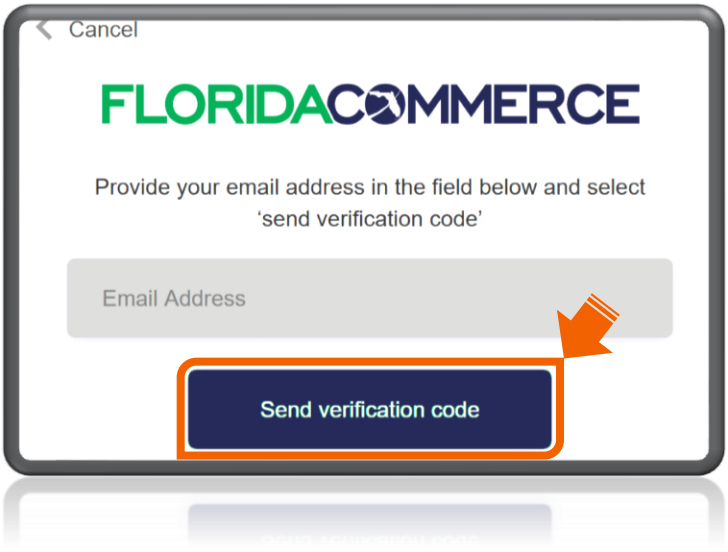


Once you answer the phone call, press the pound key (#) to verify and continue.

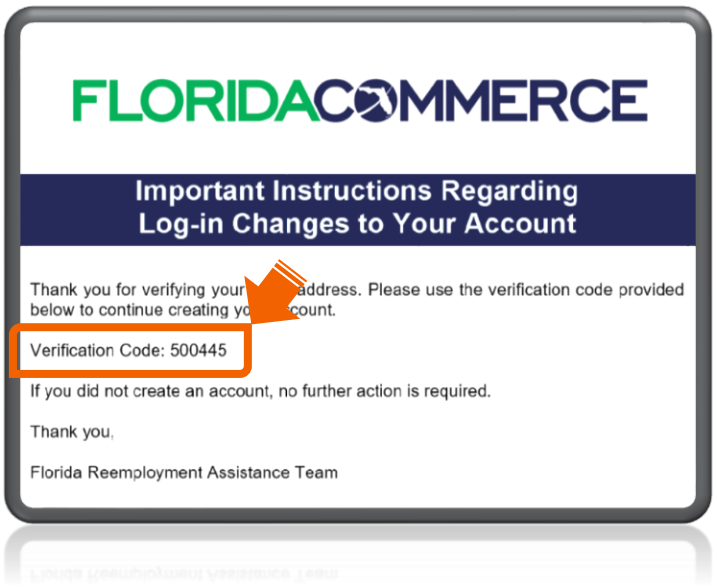


Note: The next screen will automatically appear.

9. Provide your new email address and then click "Send verification code."

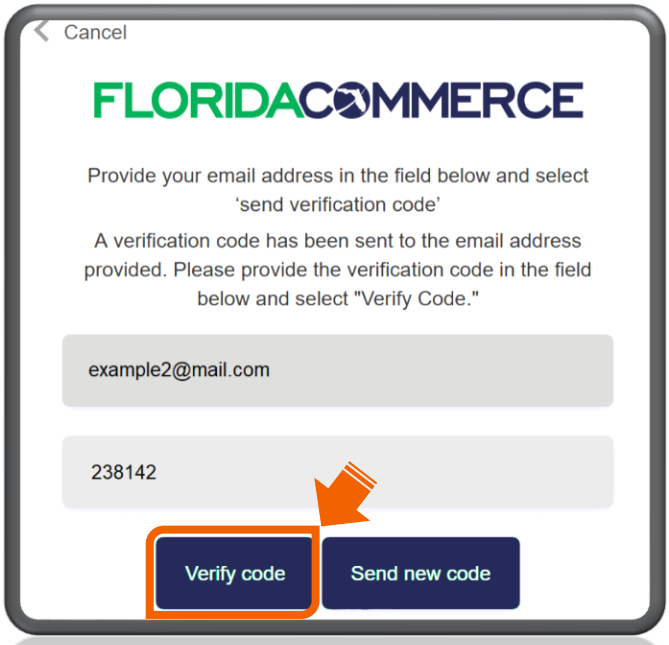


10. Open the email and locate the verification code.

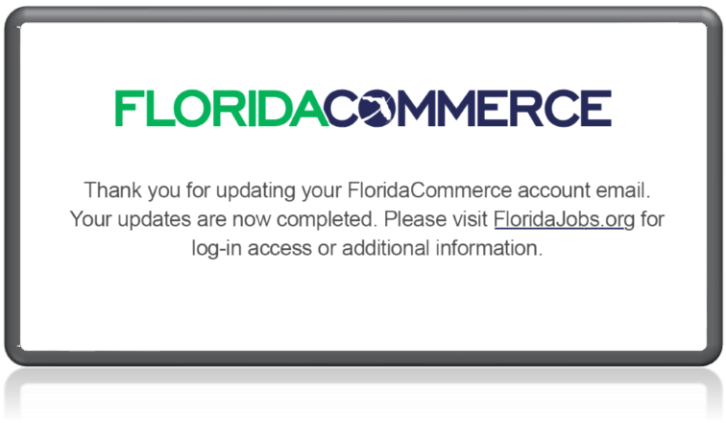


Note: The email will come from Alerts@noreply.deo.myflorida.com. If you do not receive the email, verify the email address you provided is correct and check your spam and junk folders.

11. Enter the verification code that was sent to your email address and click "Verify code."

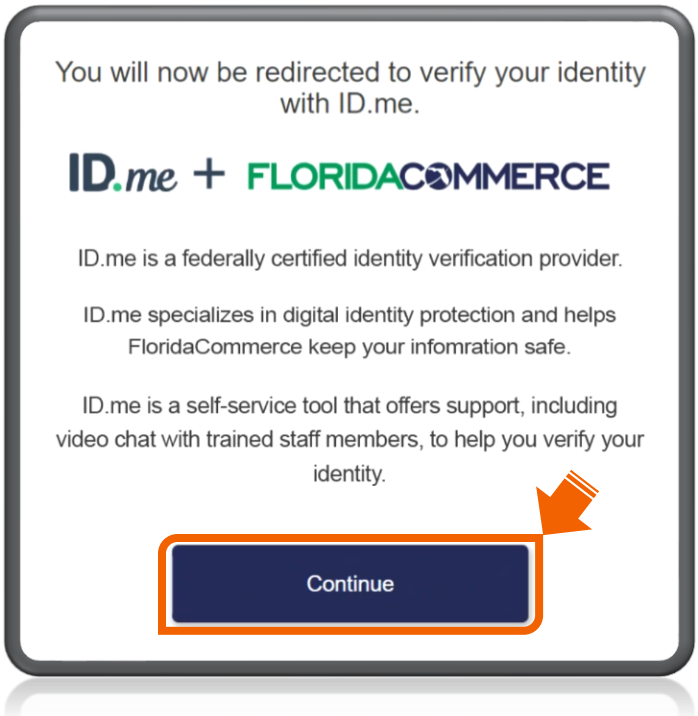


You have completed the process to update the email address for your Reemployment Assistance account!

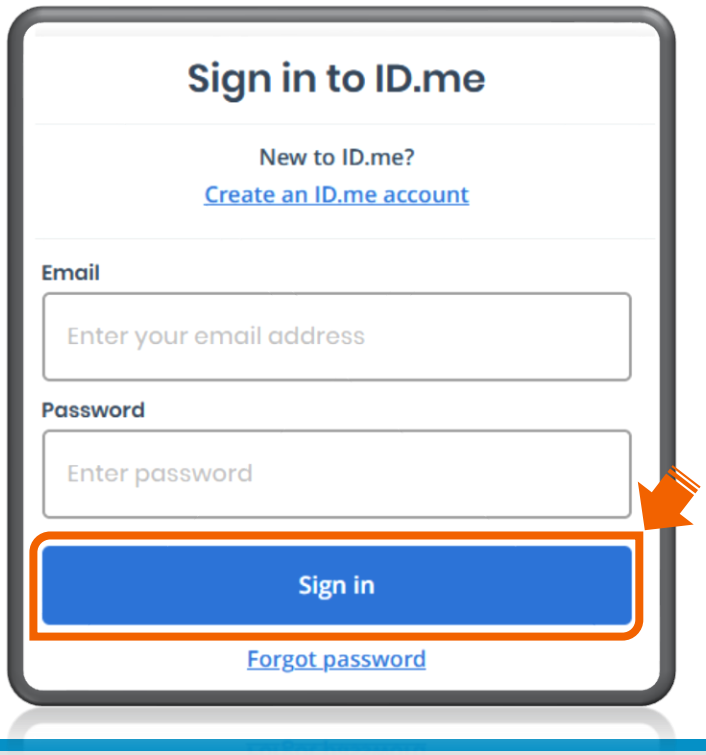


I know my Email address, but I no longer have access to it:
(Complete steps 12-20)

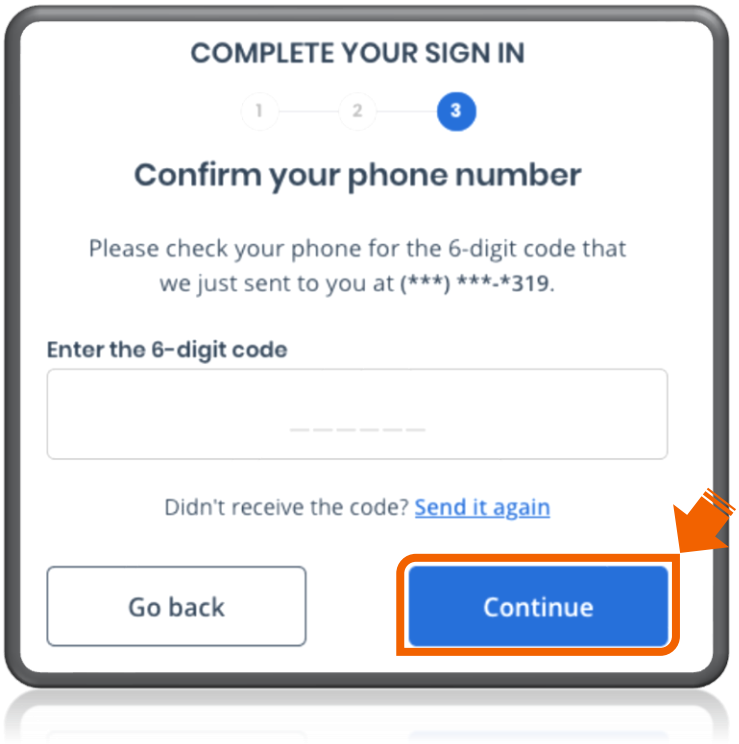
12. The ID.me redirect notification screen will appear. Click "Continue."



13. Enter your ID.me email and password and then click "Sign in."

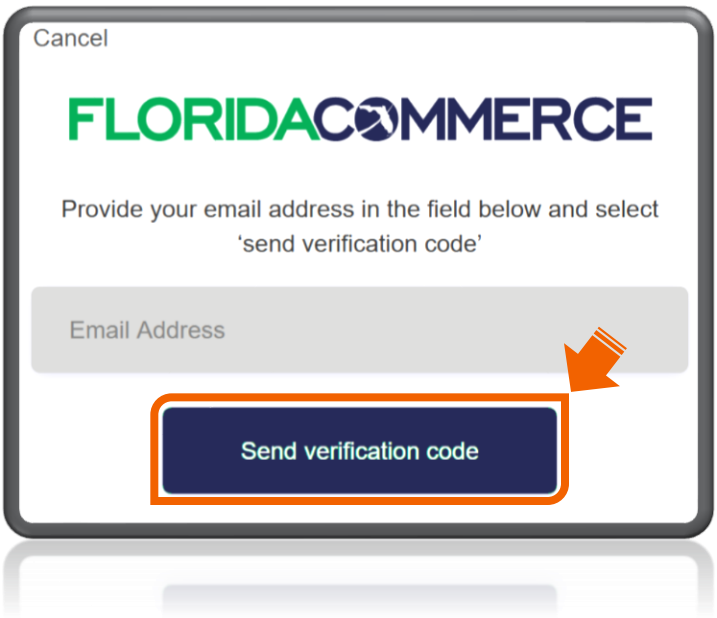


14. Complete the sign in process. (This step may vary depending on the verification method you selected when creating your ID.me account.) Click "Continue."

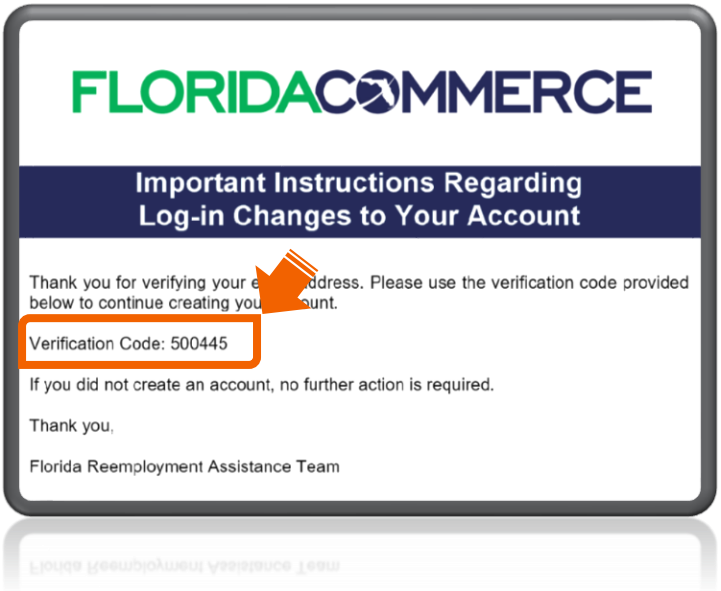


Note: You will automatically be redirected back to FloridaCommerce.

15. Provide your new email address and then click "Send verification code."

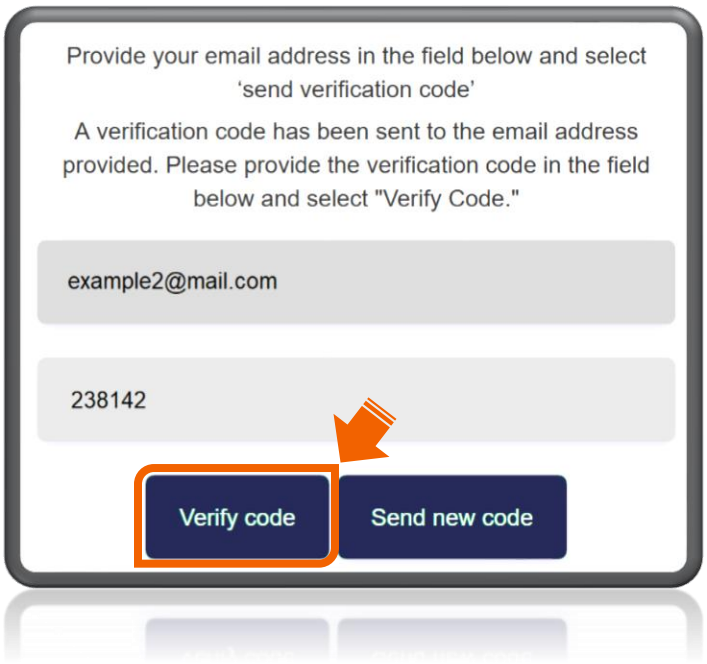


16. Open the email and locate the verification code.



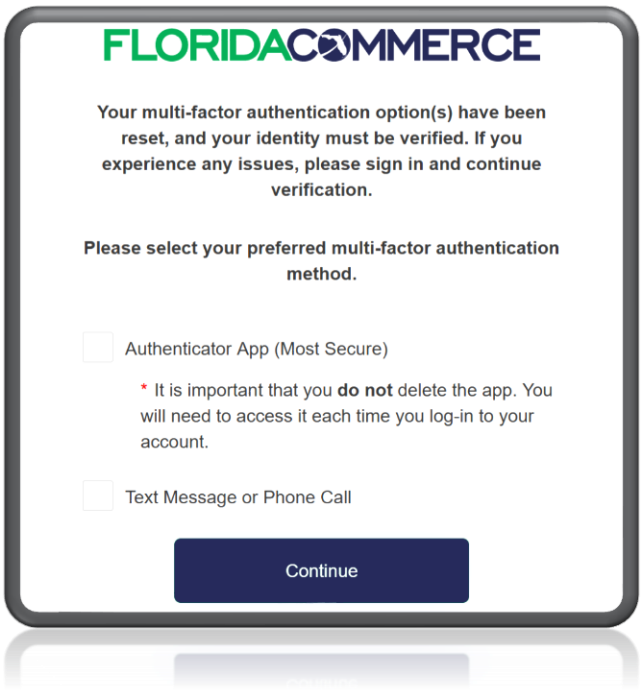
Note: The email will come from Alerts@noreply.deo.myflorida.com. If you do not receive the email, verify the email address you provided is correct and check your spam and junk folders.

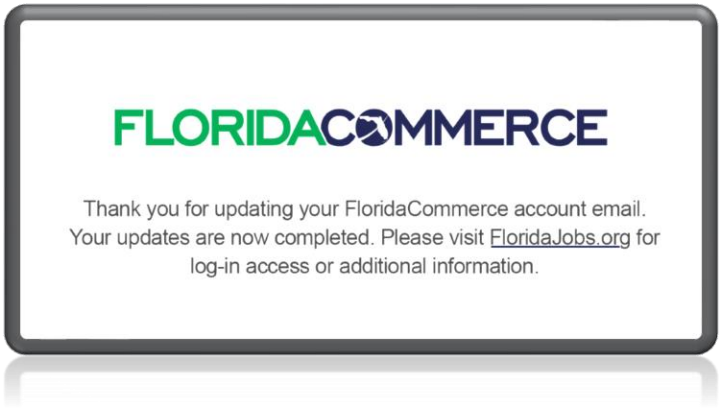
17. Enter the verification code that was sent to your email address and click "Verify code."



18. Enter a new password for your Reemployment Assistance account. Confirm the new password and then click "Continue."

19. You will reestablish your authentication method for your Reemployment Assistance account.



Note: For assistance with this process please review the Guide for Accessing Your Reemployment Assistance (RA) Account.

20. After you complete the Multi-factor Authentication setup process, your Reemployment Assistance account login email address will be updated.