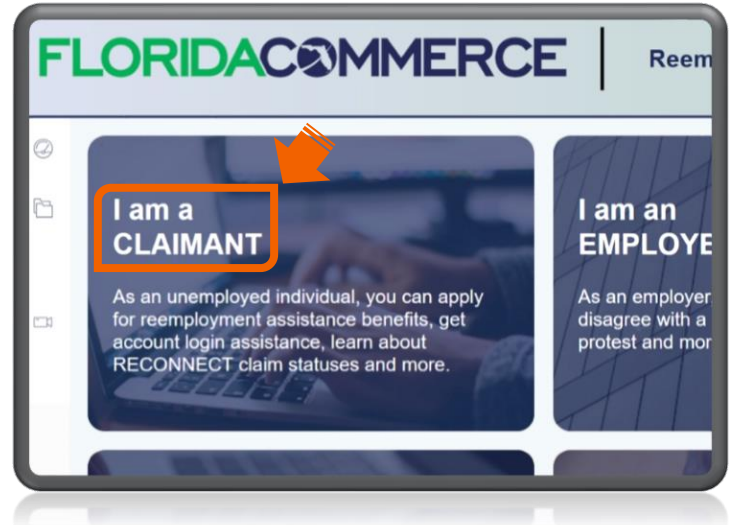


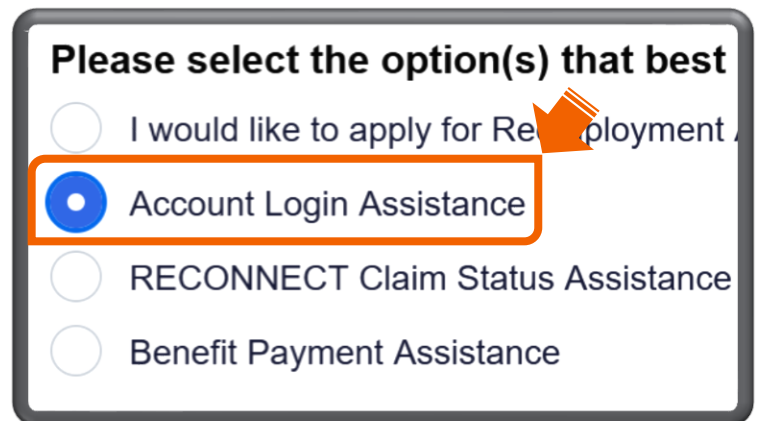


How to change the email you use to log-in to your RA Account.

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."

Select the option that best describes your Account Login Issue: *

- I need to reset my PIN.
- I'm locked out of my RECONNECT account.
- Issues detected with my access to the system.
- I need to make changes to my ID.me account.
- I need to update my Reemployment Assistance account login information.

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

Select the option that best describes your Reemployment Assistance account login issue: *

- I no longer have access to the phone or authenticator app that I used to set up my Reemployment Assistance account.
- I need to change the email address on my Reemployment Assistance account.

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

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

To assist in preventing possible issues, we recommend you close all other browser windows before proceeding.

To change the email address, you used to set-up your Reemployment Assistance account login, please click [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.](#))

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Change Your Email Address

If you would like to change the email address on your account, you must have one of the following:

- Your current email address, password, and multi-factor authentication method; or
- Your ID.me credentials

Please select from the options below:

- I have my email address, password, and multi-factor authentication method.
- I know my email address, but I no longer have access to it.

Continue

Please select from the options below:

- I have my email address, password, and multi-factor authentication method.
- I know my email address, but I no longer have access to it.

Continue

Please select from the options below:

- I have my email address, password, and multi-factor authentication method.
- I know my email address, but I no longer have access to it.

Continue

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."

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Sign in

example@mail.com

.....

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

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."

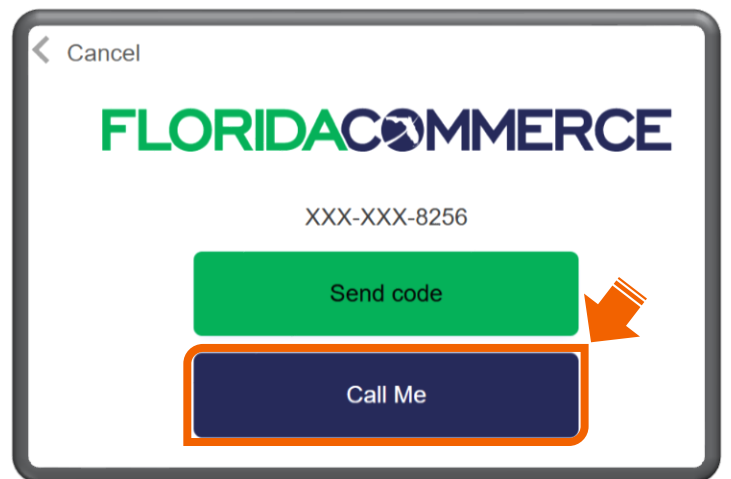
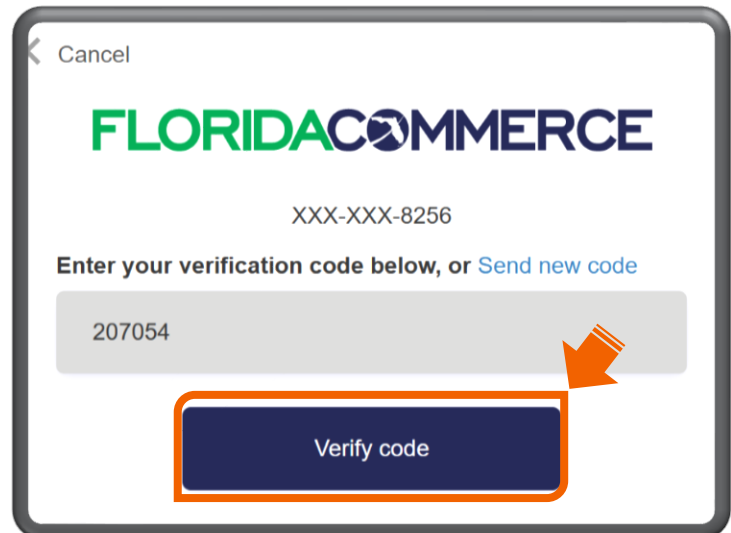
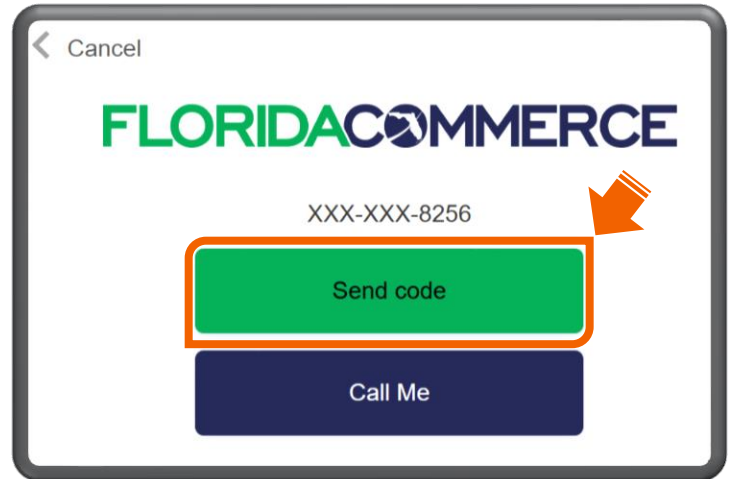
758167

Continue

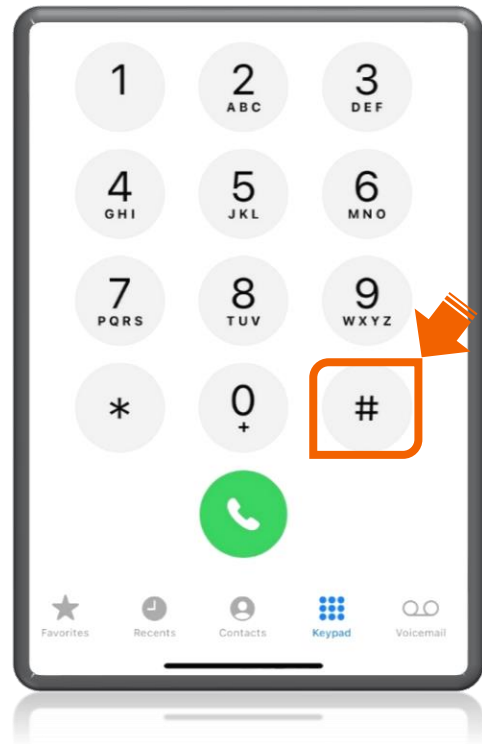
B. If you previously chose to authenticate by Text Message, select **"Send Code."**

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).

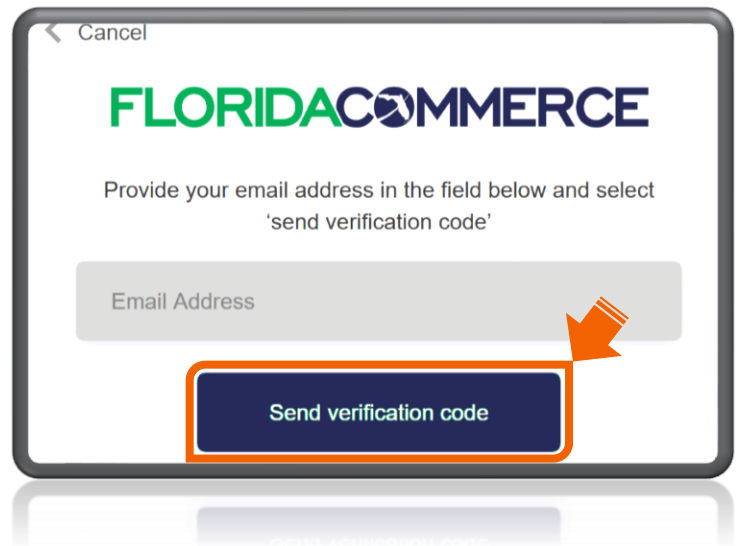


Once you answer the phone call, **press the pound key (#)** to verify and continue.

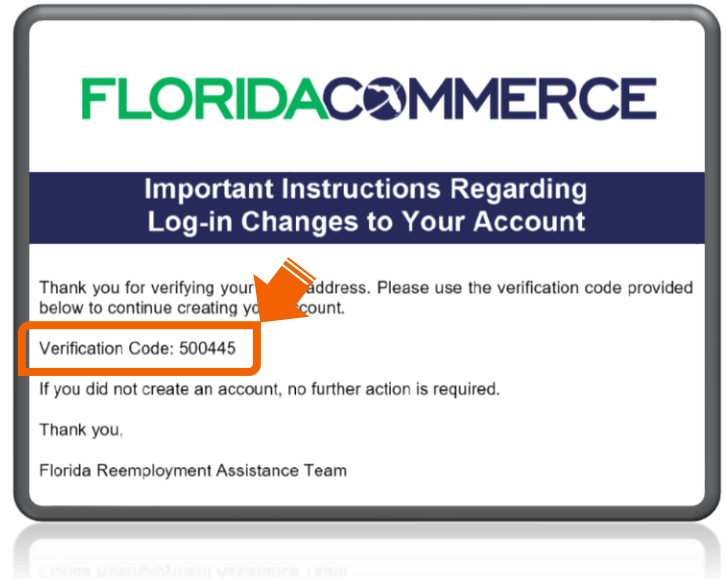


Note: The next screen will automatically appear.

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

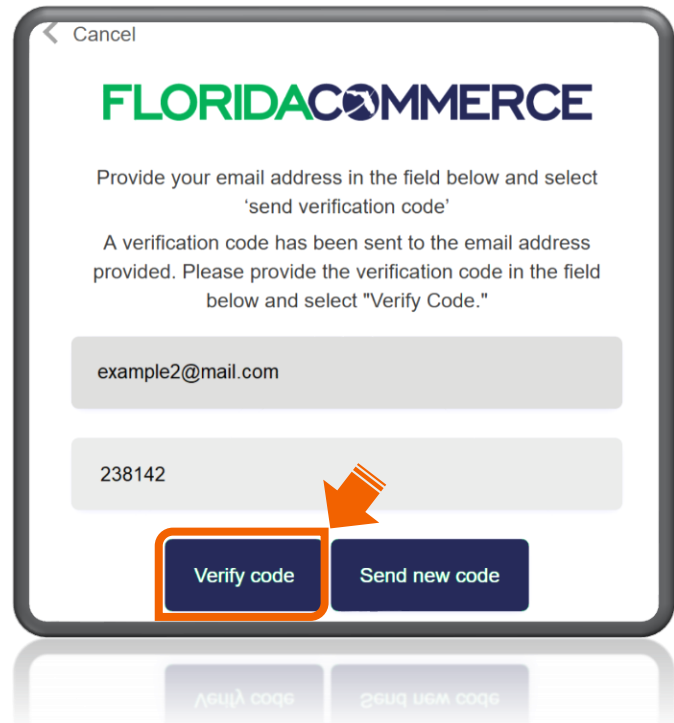


10. Open the email and locate the verification code.



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!

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Thank you for updating your FloridaCommerce account email. Your updates are now completed. Please visit FloridaJobs.org for log-in access or additional information.

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.**"

You will now be redirected to verify your identity with ID.me.

ID.me + FLORIDACOMMERCE

ID.me is a federally certified identity verification provider.

ID.me specializes in digital identity protection and helps FloridaCommerce keep your information safe.

ID.me is a self-service tool that offers support, including video chat with trained staff members, to help you verify your identity.

Continue

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

Sign in to ID.me

New to ID.me?
[Create an ID.me account](#)

Email
Enter your email address

Password
Enter password

Sign in

[Forgot password](#)

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."

COMPLETE YOUR SIGN IN

1 — 2 — 3

Confirm your phone number

Please check your phone for the 6-digit code that we just sent to you at (***).***.*319.

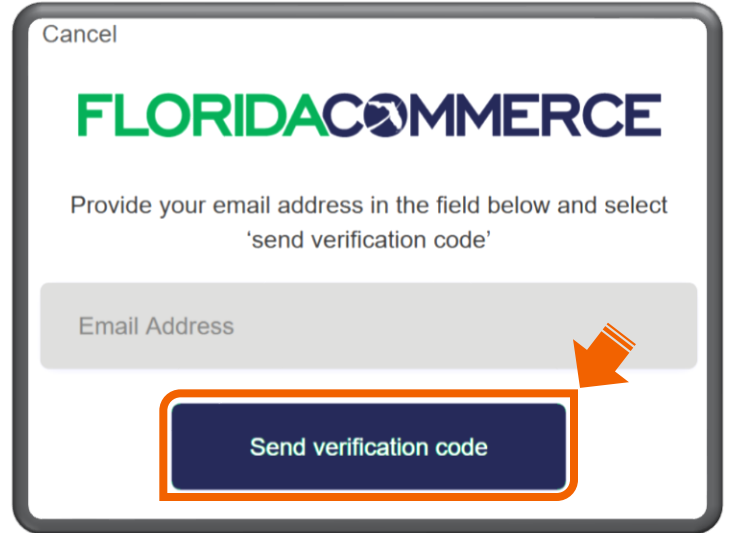
Enter the 6-digit code

Didn't receive the code? [Send it again](#)

Go back Continue

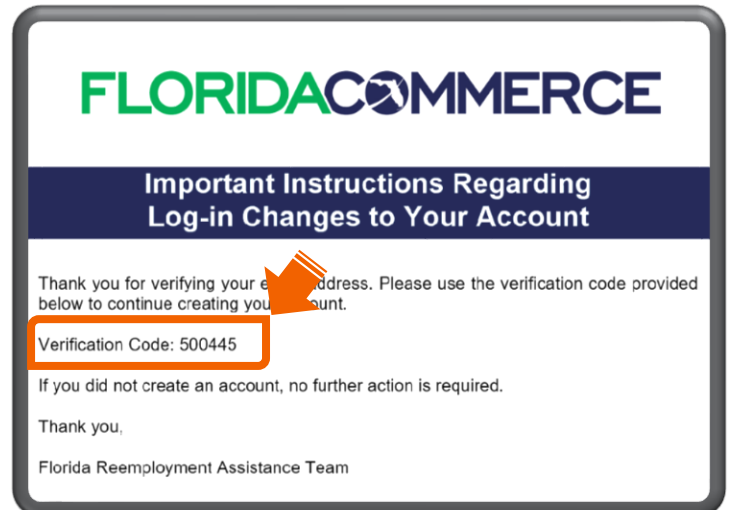
Note: You will automatically be redirected back to FloridaCommerce.

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



A screenshot of a web form titled "Cancel" with the Florida Commerce logo. The form asks the user to provide their email address and select "send verification code". There is a text input field labeled "Email Address" and a blue button labeled "Send verification code". An orange arrow points to the button, and an orange box highlights the button.

16. Open the email and locate the verification code.



A screenshot of an email from Florida Commerce. The subject line is "Important Instructions Regarding Log-in Changes to Your Account". The body of the email says: "Thank you for verifying your email address. Please use the verification code provided below to continue creating your account." Below this text, the verification code "500445" is displayed in a box. An orange arrow points to the verification code, and an orange box highlights the 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."

Provide your email address in the field below and select 'send verification code'

A verification code has been sent to the email address provided. Please provide the verification code in the field below and select "Verify Code."

example2@mail.com

238142

Verify code Send new code

The screenshot shows a verification code entry screen. At the top, there are two lines of instructional text. Below the text are two input fields: the first contains the email address 'example2@mail.com' and the second contains the verification code '238142'. At the bottom, there are two buttons: 'Verify code' and 'Send new code'. The 'Verify code' button is highlighted with an orange border, and an orange arrow points to it from the right.

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

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New Password

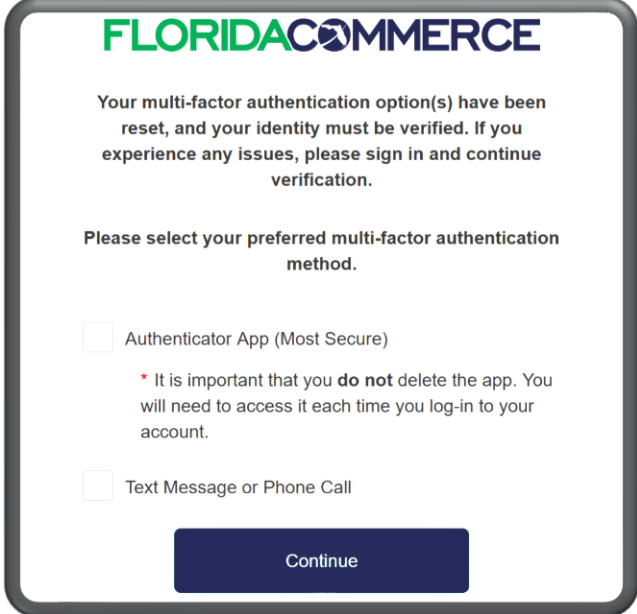
Confirm New Password

example@mailinator.com

Continue

The screenshot shows a password creation screen for 'FLORIDACOMMERCE'. It features three input fields: 'New Password', 'Confirm New Password', and an email address field containing 'example@mailinator.com'. Each of the first two password fields has a small eye icon on the right side. At the bottom, there is a 'Continue' button, which is highlighted with an orange border and an orange arrow pointing to it from the right.

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



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Your multi-factor authentication option(s) have been reset, and your identity must be verified. If you experience any issues, please sign in and continue verification.

Please select your preferred multi-factor authentication method.

Authenticator App (Most Secure)


* It is important that you **do not** delete the app. You will need to access it each time you log-in to your account.

Text Message or Phone Call

Continue

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.



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Thank you for updating your FloridaCommerce account email. Your updates are now completed. Please visit FloridaJobs.org for log-in access or additional information.