



Employer

CONNECT Overview

I. OVERVIEW

The purpose of the CONNECT Overview is to provide employers with information about the basic functions of the CONNECT system. This guide will cover applications and features of CONNECT, users of CONNECT, how to access CONNECT, the benefits of using Connect, and how to navigate the CONNECT homepage.

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.

As an employer, how do I access CONNECT?

CONNECT is a Web based system, that anyone with internet access and user credentials can access. Employers can access CONNECT at [FloridaJobs.org](https://connect.myflorida.com) and selecting the “**Employers**” link at the top right side of the homescreen.

Employers can also type or copy the following link into a browser address bar:

<https://connect.myflorida.com/Employer/Core/Login.ASPX>.

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 at 1-833-FL-APPLY (1-833-352-7759) and select option 9. This will take you to the Florida Department of Economic Opportunity's employer phone line. Please listen to the options, and select the correct option to assist you with your call.

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

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
- **Third Party Representatives (TPR)** – TPR use CONNECT to search and view information about claimants that have provided access to the TPR
- **Third Party Administrators (TPA)** – TPA 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

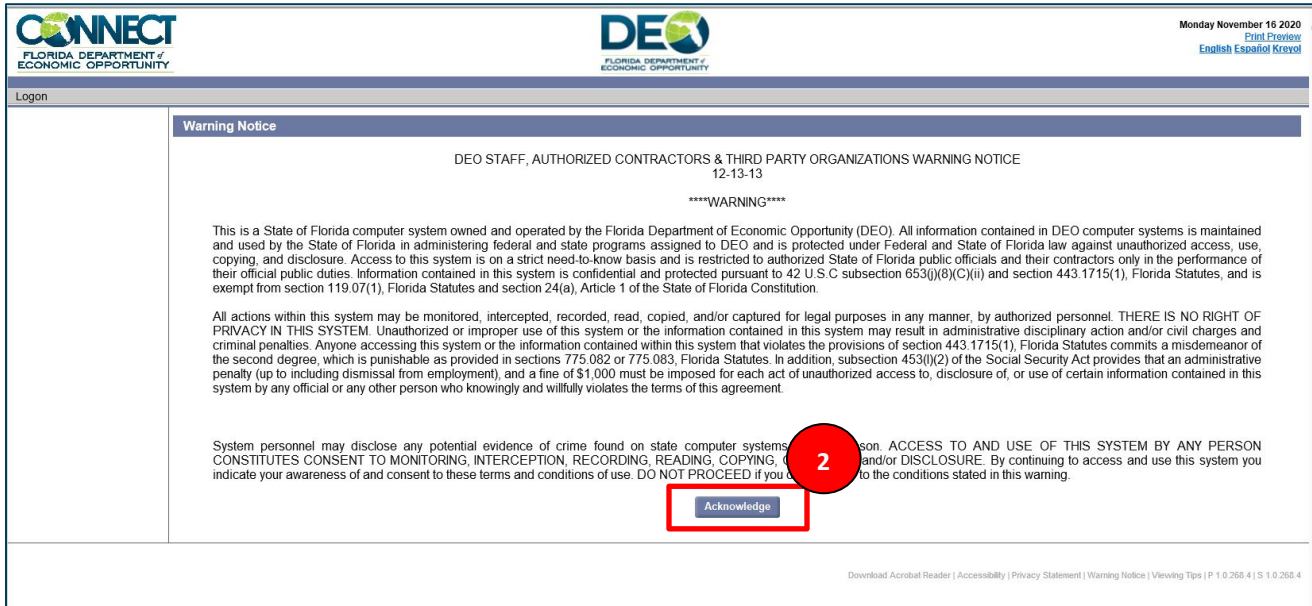
II. CONNECT Employer Log in

This section provides instructions on how to log in to CONNECT as an employer. Follow the steps below:

1. Visit FloridaJobs.org, and select the “Employers” link at the top of the page.



2. Read the Warning Notice and select, “Acknowledge.”



3. Enter your User ID and Password, and select “Log-in.”

Florida Department of Economic Opportunity: Employer Login

Welcome to CONNECT, Florida's Online Reemployment Assistance System

NOTE: Tablets, phones, and other mobile devices are not currently supported by CONNECT and may result in errors. Supported browsers are - Internet Explorer version 11, Chrome, Mozilla Firefox versions 16 or 17, or Apple Safari versions 4 or 5.

Attention: If you are an employer doing business outside the state of Florida or a new employer who has not yet received an employer account number from the Florida Department of Revenue please select the following link to proceed: <https://connect.myflorida.com/ExternalEmployer/Revenue/Maintenance/EmprNoticeRes/EmprNoticeRes.ASPX>. You will need a copy of a UCB-412 to respond electronically to the Department's request for separation information.

o CONNECT will be unavailable for routine maintenance starting Sunday at 8:00am. Please logout by this time to save any work in process. CONNECT will be available again Sunday at 12:00pm. Thank you for your patience while we install these important enhancements.

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID:

Password:

Login Forgot Password

Your account will be locked after 3 attempts. If you are having problems logging in, enter your User ID and select the "Forgot Password" button to reset your password.

Helpful Resources Home

No menu options are available...

NOTE: If you need assistance or you have forgotten your password, [click here](#) to view our password/PIN reset guide.

III. Navigate the Employer Homepage

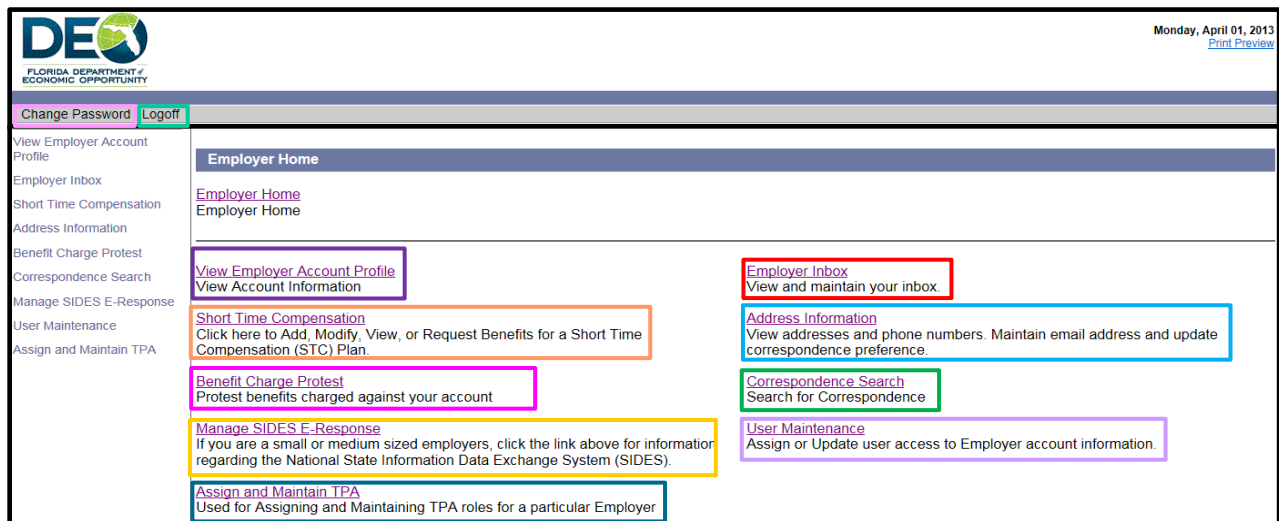
This section will provide information on navigating the CONNECT Employer Homepage, and demonstrate the steps needed to:

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

Functions available on the Employer Homepage:

NOTE: the Function Hyperlinks are available on the left hand side of the home 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.

- **'Change Password'** to change your password.
- **'Log-off'** to log off.
- **'Employer Account'** Profile.
- **'Employer Inbox'** to view your Employer Action Items.
- **'Short Time Compensation Plan'** to view or modify an STC Plan, or to initiate an STC Plan.
- **'Address Information'** to view and maintain your account address.
- **'Benefit Charge Protest'** to protest benefit charges made against your employer account.
- **'Correspondence Search'** to search correspondence.
- **'Manage SIDES E-Response'** – National State Information Data Exchange
- **'User Maintenance'** to maintain users associated with your Employer Account.
- **'Assign and Maintain TPA'** to assign or maintain Third Party Administrators (TPA) users associated with your account.



For additional information or assistance, please call **1-833-FL-APPLY** and select the “Employer” option to speak to a representative (1-833-352-7759, option 9). You may also visit FloridaJobs.org and select the employer homepage to review frequently asked questions and other resources available to employers.