Claimant

Guide for Accessing Your

Reemployment Assistance Account

Overview

The Florida Department of Economic Opportunity (DEO) remains committed to providing secure access to the Reemployment Assistance system. To better safeguard Florida's Reemployment Assistance claimants, DEO has implemented multi-factor authentication as part of the Reemployment Assistance account log-in process. Multi-factor authentication is a common tool that is often used to securely access a variety of websites, banking portals, and software applications because it adds an extra layer of security to protect sensitive information.

Florida Reemployment Assistance claimants will be required to complete a multi-factor authentication process to access their Reemployment Assistance account. This process will ensure Reemployment Assistance claimants are legitimate and verified. Due to this update, each claimant must have an individual email address associated with their Reemployment Assistance account. ***Claimants may not share email addresses.*** DEO encourages claimants to create a new email account, which can be done for free or at no-cost, if they do not have an email address or if they share an email address with another Reemployment Assistance claimant.

In addition to multi-factor authentication, Reemployment Assistance claimants will be required to create an account and verify their identity with *ID.me. ID.me* continues to be a trusted technology partner of DEO, as well as federal government agencies and over 25 other states, in helping to keep individuals' personal information safe. ***DEO encourages claimants, who have not previously done so, to create and verify their identity with ID.me before completing the multi-factor authentication process.*** Click here to visit *ID.me* or learn more about setting up and protecting your *ID.me* account. Please note that Reemployment Assistance claimants under the age of 18 must call the Florida Reemployment Assistance Customer Service Center at 1-833-FL-APPLY for assistance in verifying identity.

This guide is intended to provide a step-by-step overview to assist Reemployment Assistance claimants with logging into their Reemployment Assistance accounts with new multi-factor authentication security measures.

How to Access Your Reemployment Assistance Account

1. Visit FloridaJobs.org and select **"Claimants"** in the top right corner of the homepage, or click here to access your Reemployment Assistance account.

2. Next, you will be directed to the multi-factor authentication log-in process.

   A. To create a new Reemployment Assistance log-in to access your account, select **"Sign up now."**
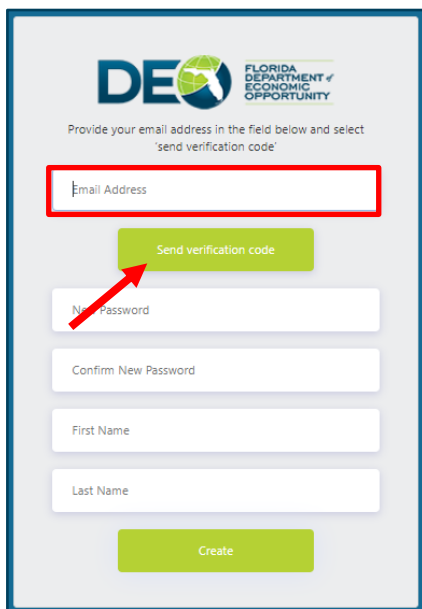
   B. If you have already created your multi-factor authentication log-in, please enter the email address and password you used when you created your account, and select **"Sign in."**

3. After selecting **"*Sign up now,*"** you will be required to provide your email address. Please enter a valid email address then select **"*Send Verification Code.*"**

   Please note, **each Reemployment Assistance account holder must have their own email address.** If you do not have an email address or if you share an email account with another Reemployment Assistance claimant, you must create a new email address or provide a different email address before proceeding. There are multiple online email options available at no-cost.

   After you have completed the multi-factor authentication process, the email address you provide here will automatically be updated in your Reemployment Assistance account.

4. Next, check your email account for a notification containing your verification code. The email will come from *Alerts@noreply.DEO.MyFlorida.com*. If you do not receive a verification code, verify that the email address you provided is correct. We also encourage you to check your spam and junk folders for the email containing your verification code.
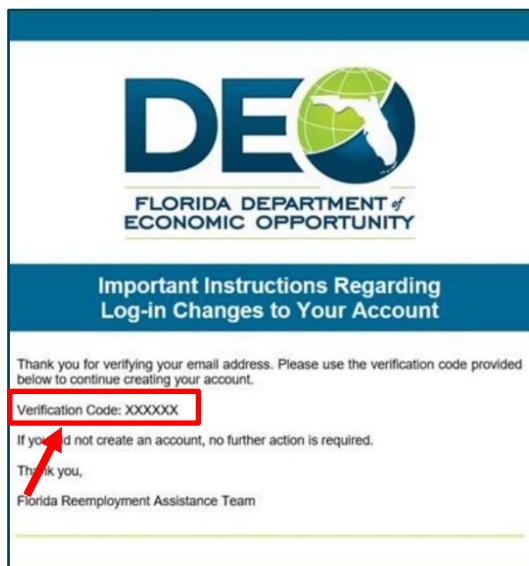
5. After receiving your verification code, go back to the account log-in screen to enter the verification code and select **"*Verify code.*"**

If you did not receive a verification code by email, select **"*Send New Code"*** to continue with the verification process.

6. After your email address is verified, please enter the additional required information and select **"*Create.*" It is important you remember your email address and password used for your account.**

If you need to change the email address you verified, then select **"*Change email"*** to enter a new email address. Please note, if you change your email address, you will need to repeat the steps above to re-verify your account.

7. Next, select your preferred notification(s) for the multi-factor authentication process. You may choose more than one. Please note that, at this time, you will not be able to change the option(s) you select.

   A. Select **"*Authenticator App"*** to use an authenticator app to scan a QR code. Click **"*Continue.*"**

   B. Select **"*Text Message or Phone Call*"** to receive a text message or phone call. Click **"*Continue.*"**

   C. Select both **"*Authenticator App"*** and **"*Text Message or Phone Call*"** if you would prefer to verify through both an authenticator app and also receive a text message or phone call. Click **"*Continue.*"** Please follow both sections of instructions below for this option.
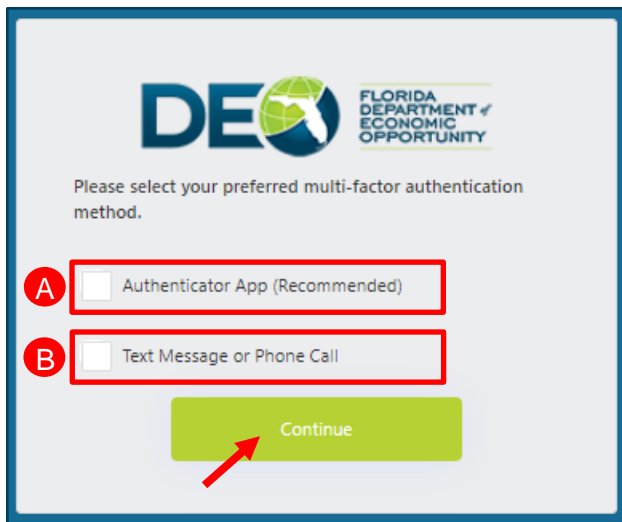

Steps to use the Authenticator App:

If you select **"*Authenticator App,*"** you will be provided with a QR code. You may download an authenticator app or open an existing authenticator app on your phone. Once you have installed the authenticator app, you must open the app and scan the QR code provided. The authenticator app will issue a verification code. Enter the verification code and select **"*Continue."***

Steps to use Text Message or Phone Call:

Text Message – Please enter your mobile phone number and select **"*Send Code*"** to receive a verification code through text message.

You will then receive a text message with a verification code as shown below.
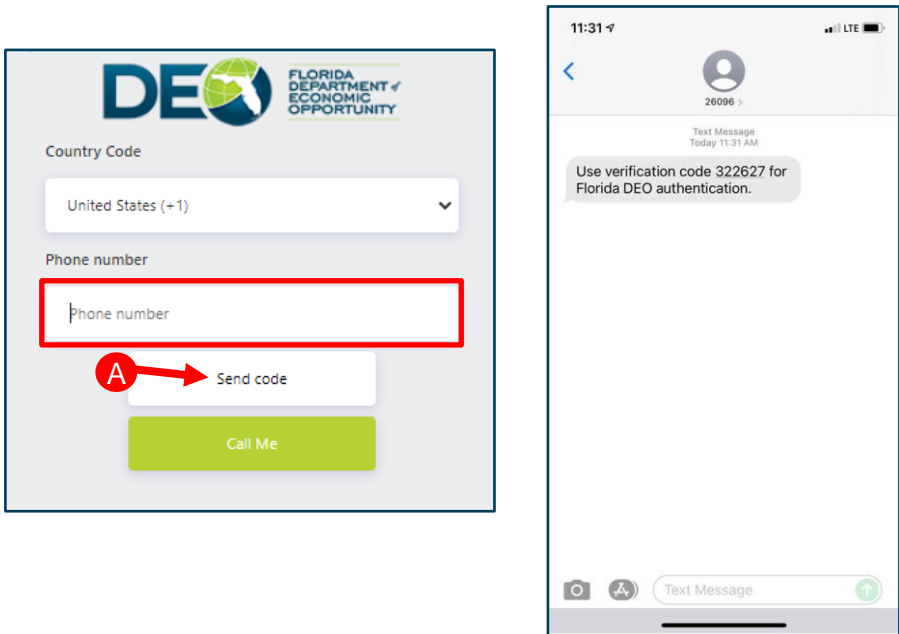

Enter the verification code provided and select *"Verify code."* If you did not receive a verification code, you can select *"Send new code."* After your code has been verified, you will automatically be redirected to the *ID.me* log-in page.
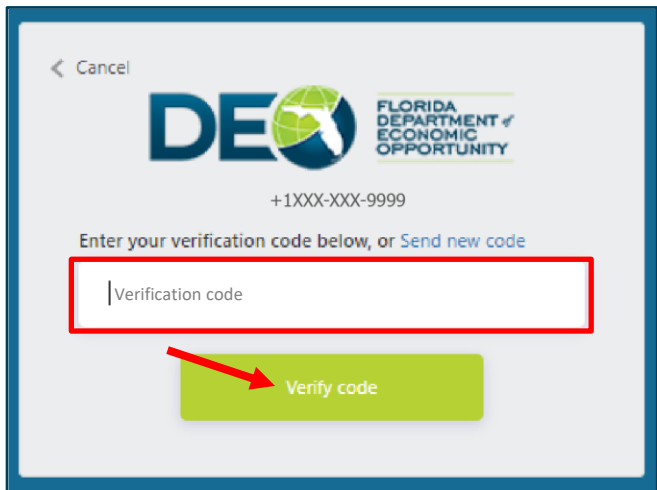
Phone Call – If you do not have a mobile phone or if you prefer to receive the code with an automated call, please provide your phone number and select **"*Call Me.*"**

You will receive an automated call. ***Press the pound key (#)*** to verify and continue. The call will automatically disconnect, and you will then be redirected to the *ID.me* log-in page.
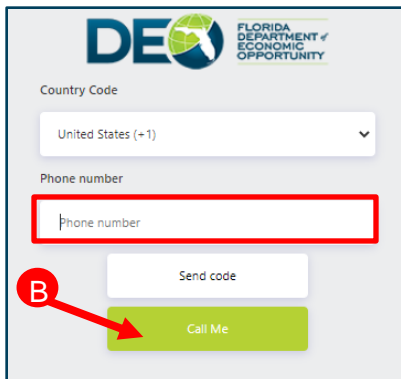

8. After verifying your account, you will automatically be redirected to log into your *ID.me* account. **All Reemployment Assistance claimants are required to verify their identity through *ID.me* and must confirm their identity with *ID.me* every 60 days.** Claimants under the age of 18 must call the Florida Reemployment Assistance Customer Service Center at 1-833-FL-APPLY for assistance in verifying identity.

   A. If you are new to *ID.me* or have never verified your identity through *ID.me*, select **"*Create an ID.me Account.*"** You may also view this How to Setup and Protect Your *ID.me* Account guide to create an account and verify your identity with *ID.me*.

   B. If you have previously verified your identity through *ID.me*, please enter your email address and password, and then select **"*Sign in to ID.me.*"**

   C. If you have forgotten your password, please select **"*Forgot password.*"**
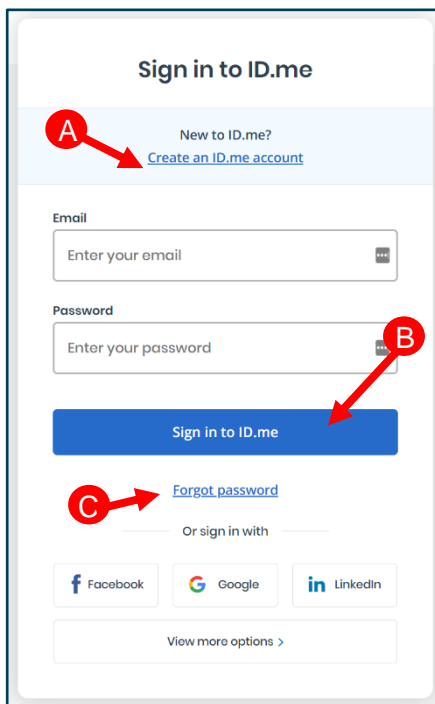
9. After you have completed your sign-in and verification with *ID.me*, you will automatically be sent to the Claimant Warning Notice page. Read the Claimant Warning Notice and select *"I acknowledge I have read the above,"* and then select *"Next."*
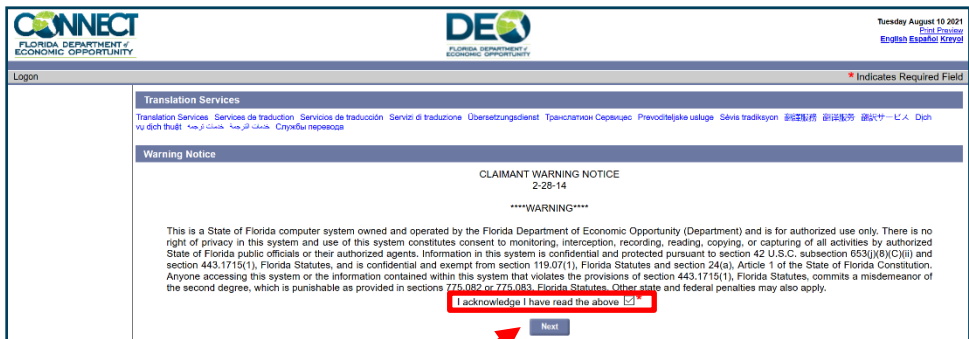
10. Enter your Social Security Number or Claimant ID and PIN, then click **"***Log-in.***"** The existing Reemployment Assistance account and multi-factor authentication credentials have now been linked. If you have forgotten your PIN, you can opt to reset it by selecting the **"***Forgot PIN"*** option.
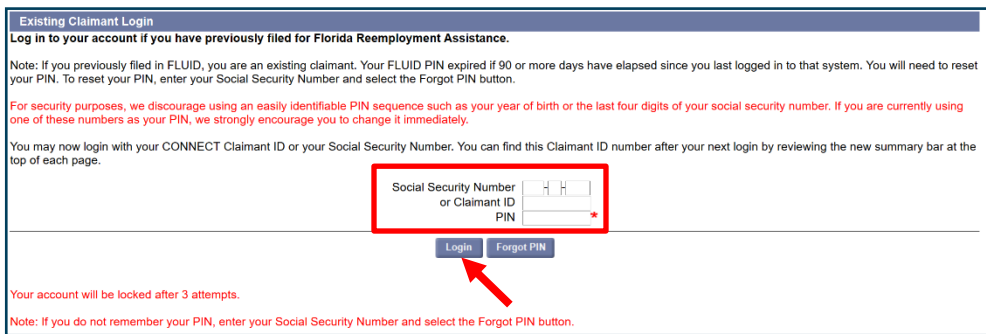
11. After you sign into your Reemployment Assistance account, you will be directed to your claimant homepage. Your account has now been verified.
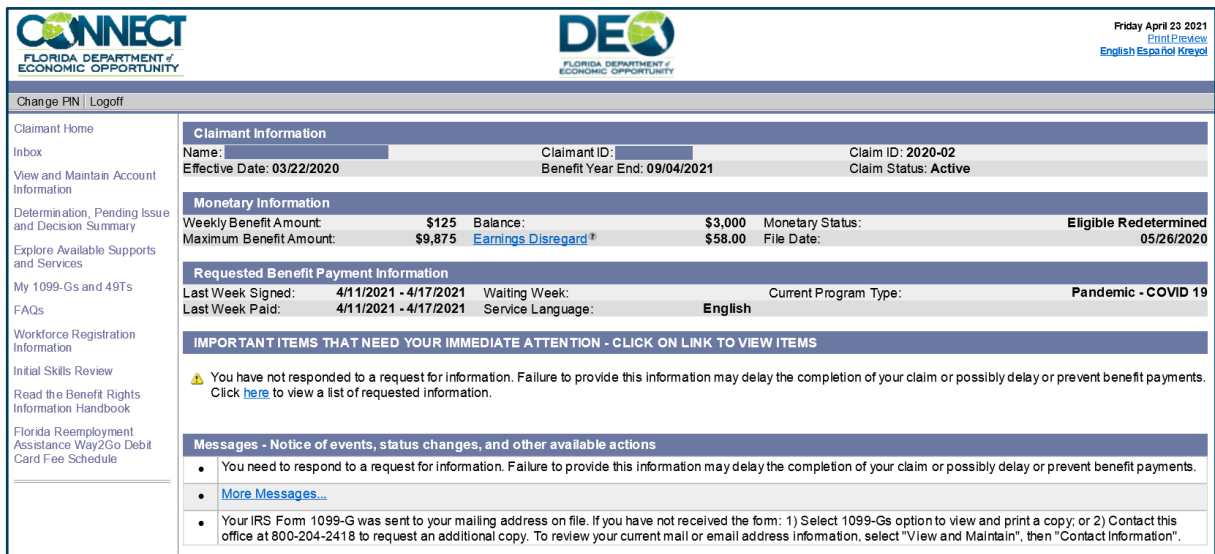
Accessing Reemployment Assistance System – After Multi-Factor Authentication is Completed

Once you have created and verified your multi-factor authentication credentials, including *ID.me* verification and linking these credentials to your Reemployment Assistance account, follow the steps below to access your account.

1. After clicking the link on FloridaJobs.org to access your Reemployment Assistance account, you will need to enter your account information and select "**Sign in.**"

2. Next, you will see one of two possible authentication screens based upon your selection when you first set up your new account log-in.

   A. If you previously selected to use the *Authenticator App,* your screen will look like the image below. Open your authenticator app on your phone, locate the new code that was sent to you, and enter it in the field for the verification code. Select "**Continue.**"

B. If you previously selected to authenticate by *Text Message or Phone Call,* your screen will look like the image below. Select **"***Send Code***"** or **"***Call Me***."**


If you selected **"***Send Code***,"** a verification code will be sent to your phone number on file. Enter the code in the field and select **"***Verify Code***."**
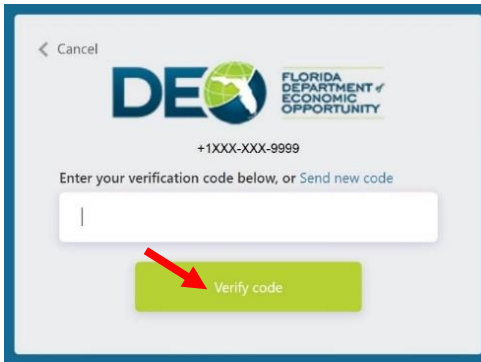

If you selected **"***Call Me***,"** you will receive an automated call. **Press the pound key (#)** to verify and continue. The call will automatically disconnect, and you will then be redirected to the *ID.me* log-in page.

C. If you previously selected to authenticate with both the *Authenticator App* as well as by *Text Message or Phone Call,* your screen will look like the image below. Select which notification you would like to use for this instance. Click **"Continue,"** then use the above directions for either *Authenticator App* or *Text message or Phone Call* to continue.
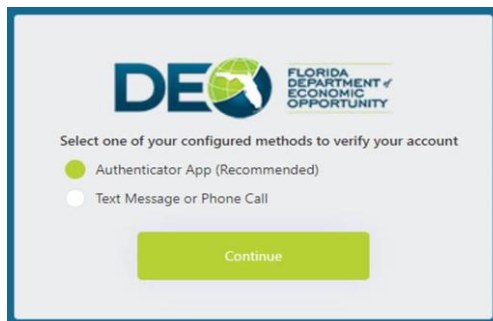
3. Next, you **_may_** be required to verify your identity through *ID.me*. Provide your email address and password to log into your *ID.me* account and complete the verification.
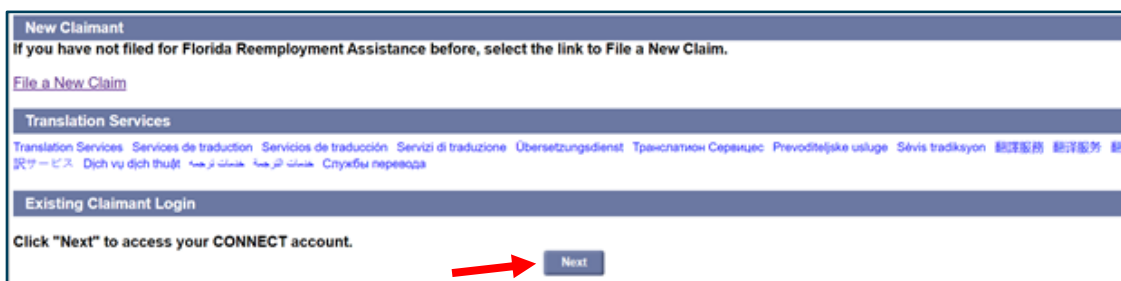
Reemployment Assistance claimants **under the age of 18** must call the Florida Reemployment Assistance Customer Service Center at 1-833-FL-APPLY for assistance in verifying identity.
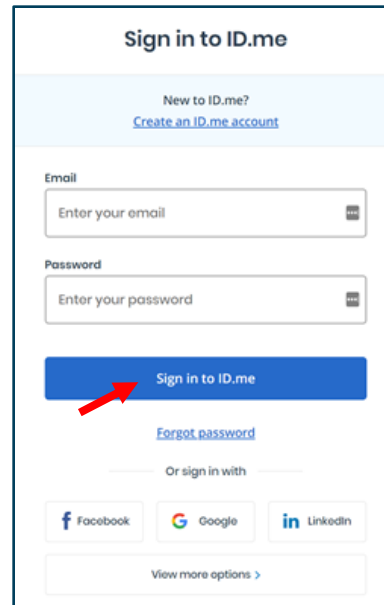
4. You will then automatically be sent to the Claimant Warning Notice page. Read the notice and select *"I acknowledge I have read the above,"* and then click *"Next."*
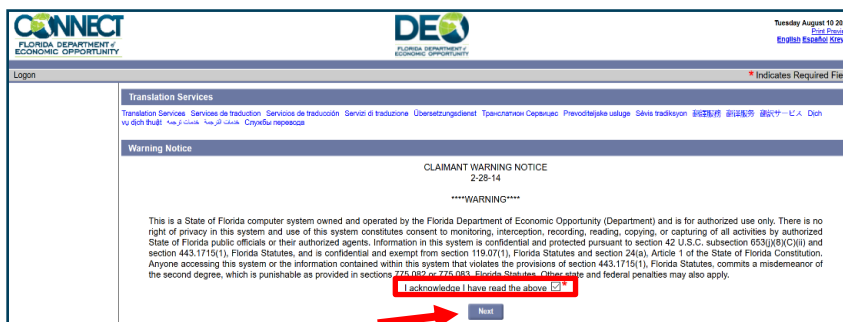
5. Click **"*Next*"** to access your Reemployment Assistance account homepage.

6. You will now see your Reemployment Assistance claimant home page.