Reemployment Assistance
PIN RESET GUIDELINES

Procedures

The **PIN (Personal Identification Number)** reset procedure is an important part of helping claimants regain access to their claim while helping prevent fraud. For security purposes, the claimant is the only person with knowledge of the PIN; it cannot be looked up by an agent.

Staff CONNECT Login: https://staff.connect.myflorida.com/

Claimant CONNECT Login: https://connect.myflorida.com/

Verbiage to use with PIN Reset Calls
"Thank you for calling the Reemployment Assistance Program, my name is (first name), how may I assist you?"

- **If this is a PIN issue**
  "In order to assist you, may I please have your social security number?"

- **If not a PIN reset:**
  "*I apologize for the inconvenience. I am unable to assist you with your request. Please call Reemployment Assistance directly at 1-833-352-7759. You can also go to FloridaJobs.org, and on the ribbon at the top of the page click on Reemployment Assistance, then click on "claimants" for additional information such as COVID and frequently asked questions."*

Reminder:
Please make sure you verify that no one else has attempted to reset a PIN by phone.

- **If the claim is "Locked":**
  "Access to this claim is unavailable at this time. To speak to a representative that has access to this claim, please call 1-888-993-9713."
  (DO NOT transfer the call, advise the claimant to call the number).

- **Optional verbiage if the caller asks why they need to call a different number.**
  "We currently do not have detailed information about your claim at this number as your claim is under review. However, please call 1-888-993-9713 to speak to a representative that will be able to assist you further."

  "The representative at this number will review additional verification on your claim."

Reemployment Assistance
PIN RESET GUIDELINES

- **If the claim is "Under Review":**
  "In an effort to ensure quality, DEO is reviewing claims for accuracy. Your claim is currently under review. This is a normal process. Please sign into your portal on the scheduled reporting day to request your benefit payments. We anticipate completing this process prior to your reporting date. If it is not completed by this date, please contact us at 1-833-352-7759."

Guideline Questions for PIN Reset

For all claims in CONNECT, verify the following details including the claimant's name:

1. What is your SSN? (Required)
2. What is your DOB? (Required)
3. What is the address on the most recent claim?
4. What is the phone # on the most recent claim?
5. What is your DL/ID#?
6. What is the most recent employer on record? *
7. What is your email as it appears on your claim?

   *For question 6, confirm the employer's name & approximate start/end dates.

4 questions are required for **claims outside of their BYE** (expired, converted).
5 questions are required for **claims within their BYE** (active, inactive).

When successfully verified

To Reset Manually (Preferred Method)

1. Click on **View and Maintain Account Information**
2. Select **Change Password**
3. Click on **Generate New PIN**
4. Advise that PIN will expire within 24 hours.

To Reset Via Email

1. Have the claimant confirm their email address on record. If they are unable to verify, reset the PIN manually.
2. Click on **View and Maintain Account information**
3. Select **Change Password**
4. Click on **Send PIN Reset Email**
5. Advise that the link sent for the reset of a new PIN will expire within **96 Hours**.

Reemployment Assistance
PIN RESET GUIDELINES

Note: Advise the claimant to enter the correct email address once they file the claim.

When verification is unsuccessful

If the claimant is unable to answer all required questions, please refer the caller to RA Help center located in floridajobs.org.

Please advise the caller to follow the steps below after clicking on RA Help Center link
1. Select "I am a Claimant".
2. Select "Account Login Assistance".
3. Select "I'm locked out of my CONNECT account"
4. Select "I need to confirm or verify my identity" After this, the claimant will need to verify their identity through the id.me process. Once their identity is verified, they will need to fill out an electronic form and upload the requested documentation. Advise the claimant to allow time for the submitted documents to be reviewed in order to have their PIN reset.

DO NOT reset the PIN if the claimant is certain that they did not file the current claim (possible ID Theft). Refer the caller to RA Help center located in floridajobs.org.

Please advise the caller to follow the steps below after clicking on RA Help Center link
1. Select "Report ID Theft/Fraud".
2. Select "I need to report or provide information about Identity Theft (someone has stolen your identity or another individual's identity)".
3. Select "I am an individual reporting that someone is using my identity to receive Reemployment Assistance Benefits."
4. Select one of the following depending on their situation:
    o "I filed for Reemployment Assistance Benefits and received a message that my social security number is already in use."
    o "I was receiving Reemployment Assistance Benefits but can no longer access my account and /or I believe that someone else has access to my account and may be receiving my benefits."
    o "I received a payment for Reemployment Assistance Benefits but didn't apply for benefits."
    o "I received a 1099-G Form for Reemployment Assistance Benefits but didn't apply for benefits."
    o "My employer received notification that I filed for Reemployment Assistance Benefits, but I didn't apply for benefits."
    o "Other"

Advise the claimant to allow time for the submitted form to be reviewed and to be contacted.

Reemployment Assistance
PIN RESET GUIDELINES

PIN Reset process in the Not Registered Claims

The Claimant calls and is unable to complete the application and the claim status is **Not Registered**.

Ask the claimant if they attempted to reset their PIN in CONNECT. If they did not, recommend they try to reset their PIN through CONNECT. If they tried and still could not reset their PIN, follow the instructions below.

Scenario 1:
First-time claimant gave enough information in their CONNECT application for staff to ask PIN reset questions.

Verify the available information on the claim
• **If correct:** Reset the PIN

• **If incorrect:**
  o Please advise the caller to follow the steps below after clicking on RA Help Center link:
     1. Select "I am a Claimant".
     2. Select "Account Login Assistance".
     3. Select "I'm locked out of my CONNECT account"
     4. Select "I need to confirm or verify my identity" After this, the claimant will need to verify their identity through the id.me process. Once their identity is verified, they will need to fill out an electronic form and upload the requested documentation. Advise the claimant to allow time for the submitted documents to be reviewed in order to have their PIN reset.

Scenario 2:

Claimant only has Name, DOB, Social Security Number, and possibly Driver's License on record. There is no address or employment information. Claim shows as **'Not Registered.**'

Verify the available information
• **If correct:** Reset the PIN

• **If incorrect:** At the claimant's choice:
  o Please advise the caller to follow the steps below after clicking on RA Help Center link:
     1. Select "I am a Claimant".
     2. Select "Account Login Assistance".
     3. Select "I'm locked out of my CONNECT account"

4. Select "I need to confirm or verify my identity" After this, the claimant will need to verify their identity through the id.me process. Once their identity is verified, they will need to fill out an electronic form and upload the requested documentation. Advise the claimant to allow time for the submitted documents to be reviewed in order to have their PIN reset.

PIN Reset with FIRRE documents

Once FIRRE reviewed and unlocks a claim. Look for comment on Claimant Profile and verify if FIRRE reviewed needed documents.

1. If the claimant did confirm the Verification Questions, no documents will be required. Staff must then follow PIN Reset procedures established.

2. If the claimant submitted documents and identity was confirmed, the investigator will add this comment to the Claimant Profile.

3. Click on "Eligibility Issues"

4. Then click on "Fact Finding Summary" and look at the Fact-Finding Summary Screen where documents are located to use to confirm claimant's identity by **FIRRE.**

Fact Finding Documents: Received						
Actions	View	From	Method	Timeliness	Brief Description	Date Received
-- Select an Action --	●	Staff	Uploaded		FIRRE DOCS.docx	11/20/2018

5. Open and view documents

6. Verify the social security number and the name as it appears on the card and ask claimant to verify information on DL.
   - Name
   - DL number
   - Address
   - Date of birth
   - SSN Card
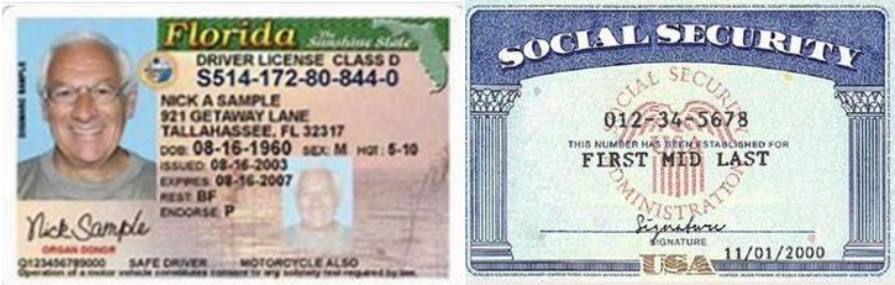
Reemployment Assistance
PIN RESET GUIDELINES

Event Log Notes to add to claims

You can use these notes as a template for adding event log notes in the CONNECT system. Edit them as needed.

- **Note to add if PIN Reset completed**
  Claimant verified PIN questions; provided temp PIN and advised of 24-hour deadline

  Claimant verified PIN questions; emailed PIN reset and advised of 96-hour deadline

- **Note to add if caller is unable to verify answers**
  Claimant was unable to verify PIN questions; referred claimant to RA Help Center link.

- **Note to add if PIN provided as per FIRRE review**
  Per FIRRE review, information verified, PIN reset, and advised of 24-hour deadline

Reemployment Assistance
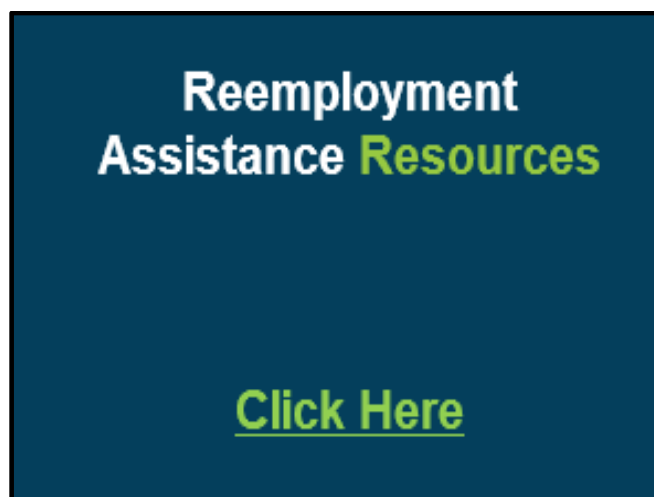# PIN RESET GUIDELINES

Claimant Identity Verification

In 2020, the Department partnered with ID.me, a trusted technology partner, to assist claimants who were locked out of their CONNECT accounts. The Department has recently expanded that partnership to help keep Floridians' identities secure from fraudulent activity and bolster current fraud prevention measures.

> • Any new claimant filing for Reemployment Assistance, will need to verify their identity through ID.me. For more information about ID.me visit the claimant resource page at http://floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants.

> • Any new state Reemployment Assistance claims filed on or after January 1, 2021 are eligible for up to 19 weeks of benefits instead of 12 weeks of benefits.

If you're unable to help the claimant, please direct them to *help.id.me* where they can submit an inquiry. ID.me's member support team is available 24 hours a day, 7 days a week and will respond to the claimant's question as soon as possible.

If unable to reset PIN, using Google Chrome, refer claimant to FloridaJobs.org and to click on *Reemployment Assistance Resources*

Reemployment Assistance Resources

Click Here

Reemployment Assistance
PIN RESET GUIDELINES

Advise the claimant to click on *Reemployment Assistance Help Center*

The claimant will need to click on the *I am a CLAIMANT* box

Reemployment Assistance
PIN RESET GUIDELINES

To access the PIN Reference Guide, they will select *Account Login Assistance* and *I need to reset my PIN*, and then click on "*this*" in *Please reference **this** guide to reset your PIN*.

Please select the option(s) that best describe your question or issue:

- ( ) I would like to apply for Reemployment Assistance benefits.
- (●) Account Login Assistance
- ( ) CONNECT Claim Status Assistance
- ( ) Benefit Payment Assistance
- ( ) Reemployment Assistance Claim Appeals Assistance
- ( ) Tax Documents
- ( ) I would like to complete a Work Search Form

Select the option that best describes your Account Login Issue: *
- (●) I need to reset my PIN.
- ( ) I'm locked out my CONNECT account.

I need to reset my PIN.
Please refrence this guide to reset your PIN.

Reemployment Assistance
PIN RESET GUIDELINES

The claimant will be taken to the following information:
- The claimant will need to click on the *Verify with ID.me* button
- They will then be prompted to answer questions and provide ID information
- They can click on ID.me FAQs for additional information

If you have already successfully completed the ID.me verification process and your CONNECT account status remains "Locked," "Under Review," or "Pending," select the ID.me link at the bottom of the page, and log-in to your ID.me account. After you have successfully logged in to ID.me, you will be redirected back to the Reemployment Assistance Help Center to complete a form providing the Department with more information.

If you have additional questions about the verification process, please refer to the ID.me FAQs available on FloridaJobs.org.

Verify with **ID** *me*

Sign in to ID.me

New to ID.me?
Create an ID.me account

If the claimant has never verified their identity through ID.me they will click on *Create an ID.me Account.*

If they already have an account, they will need to *Sign in to ID.me*

The claimant can contact help.Id.me, if they have any questions.

Email

Enter your email

Password

Enter your password

Sign in to ID.me

If the claimant has never verified their identity through ID.me they will click on *Create an ID.me Account.*

If they already have an account, they will need to *Sign in to ID.me*

The claimant can contact help.id.me, if they have any questions.