



**STEP BY STEP NAVIGATION:  
PIN RESET PROCESS**



July 30, 2021

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## STEP BY STEP PIN RESET (Staff Login)

1. Login to **CONNECT** as Staff.

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

Connect Staff 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.

- o The Department of Economic Opportunity has suspended the requirement to provide work search contacts beginning the week of March 15, 2020 through the week ending May 2, 2020
- o The Department of Economic Opportunity has suspended the requirement to complete the full work registration through Employ Florida for any claims filed with an effective date of March 15, 2020, through the week ending May 2, 2020
- o Due to COVID-19, the Florida Department of Economic Opportunity is currently experiencing higher than average wait times when contacting the Reemployment Assistance Program. We apologize for the inconvenience. Thank you for your patience during this time.

To access 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

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If you do not have Connect login credentials and have completed the Internal Security portion, please continue to review your emails as it will be issued in the order the requests have been received. Once you have your Connect login credentials, please email [DEORACCQMT@deo.myflorida.com](mailto:DEORACCQMT@deo.myflorida.com) to assist you with your login. Please speak to your supervisor if you have not received your login credentials.

**IMPORTANT:** When navigating Connect always use the previous and next buttons located on the Connect page, usually located at the bottom of the page. Using the arrows located on top of internet browser to go back to page or move forward on a page in Connect will log you out. If this occurs, log into to Connect again. Please note that periodic updates and instruction maybe listed (see red text)

# STEP BY STEP PIN RESET

2. Click on "Searches".

The screenshot shows the staff home page of the Florida Department of Economic Opportunity. The page includes a navigation menu on the left and a main content area with several links. The 'Searches' link is highlighted with a red box.

**CONNECT**  
FLORIDA DEPARTMENT OF  
ECONOMIC OPPORTUNITY

**DEO**  
FLORIDA DEPARTMENT OF  
ECONOMIC OPPORTUNITY

Thursday, June 17, 2021  
Staff Home  
English Español Español

Change Password | Logout

Staff Home

Administrative Services  
Benefit Services  
Manage Correspondence  
Program Integrity  
Employer Services  
Searches  
Workflow - Administrator  
Workflow - Group  
Workflow - My Inbox

Administrative Services  
Access System administrative services

Benefit Services  
Access Benefit Services processes

Manage Correspondence  
Creates ad Hoc Correspondence to a Claimant, TPA, or Employer

Employer Services  
Access Employer Maintenance Functions

Program Integrity  
Program Integrity

Searches  
Search for Claimants, Employers, Third Party Administrators (TPAs), Event Log, Owner/Officer Information, and Employment and Wage Detail Information.

Workflow - Administrator  
View all workflow items assigned to individual users or workgroups. These items can be completed or closed by you or forwarded to another staff member within the specific workgroup.

Workflow - Group  
View all workflow items that have been assigned to a workgroup. These items can be completed by any workgroup member.

Workflow - My Inbox  
View all workflow queues that have been assigned to you. These items must be completed by you or forwarded to another staff member within the workflow group.

Last Searches:

- Claimant: 5518903
- Claimant: 5519198
- Claimant: 5524331
- Claimant: 5064938
- Claimant: 1607505
- Claimant: 117646
- Claimant: 2508271
- Claimant: 5308378
- Claimant: 449739
- Claimant: 81796

# STEP BY STEP PIN RESET

## 3. Click on "Claimant"

The screenshot shows the user interface of the CONNECT system. At the top left is the CONNECT logo (Florida Department of Economic Opportunity). At the top right is the DEO logo (Division of Economic Opportunity) and the date 'Thursday June 17, 2021' with '12:00 PM Eastern Standard Time'. Below the logos is a navigation bar with 'Change Password' and 'Logout'. The main content area is titled 'Searches' and contains a grid of search options. The 'Claimant Search for Claimants' link is highlighted with a red box. The left sidebar contains a list of menu items including 'Administrative Services', 'Benefit Services', 'Manage Correspondence', 'Program Integrity', 'Employer Services', 'Searches', 'EUC-RES', 'Employer', 'Third Party Administrator (TPA)', 'Track Data Access', 'TAA Petition Search', 'Document Search', 'Special Deputy Appeal Search', 'IP Address Search', 'Bank Account Search', 'Workflow - Administrator', and 'Workflow - Group'.

Search Category	Search Name	Description
Administrative Services	<b>Claimant Search for Claimants</b>	
Benefit Services	EUC-RES	Search for EUC-RES Claimants
Benefit Services	Third Party Administrator (TPA)	Search for Third Party Administrator (TPA) account information.
Manage Correspondence	Employer	Search for Employer account information.
Program Integrity	Track Data Access	View information related to staff searches and inquiries on the system.
Employer Services	Search for Reports	Search for fiscal and other reports.
Searches	Special Deputy Appeal Search	Special Deputy Appeal Search
Searches	IP Address Search	Create and view the IP Address Search Report for specified Claimant or IP Address.
Searches	Bank Account Search	Create and view the Bank Account Search Report for the specified bank account.
Searches	Document Search	Search for FileNet Documents
Searches	RAAC Appeal Search	RAAC Appeal Search
Searches	Physical/Mailing Address Search	Create and view the Physical/Mailing Address Search Report for specified address or phone number.
Searches	Archived Claimants	Search for Archived Claimants
Searches	TAA Petition Search	Search and review TAA Petition



## STEP BY STEP PIN RESET

### Staff Portal View

Claimant Home
Inbox
<b>View and Maintain Account Information</b>
Manage Debt
Determination, Pending Issue and Decision Summary
Explore Available Supports and Services
My 1099-Gs and 49Ts
FAQs
Workforce Registration Information
Read the Benefit Rights Information Handbook
Florida Reemployment Assistance Way2Go Debit Card Fee Schedule
Benefit Charges
Collections Home - Claimant
Eligibility Issues
<b>Manage Claimant Account</b>
Monetary
Claimant Profile

### Claimant Portal View

Claimant Home
Inbox
Apply for Reemployment Assistance Benefits
View and Maintain Account Information
Determination, Pending Issue and Decision Summary
Explore Available Supports and Services
My 1099-Gs and 49Ts
FAQs
Workforce Registration Information
Read the Benefit Rights Information Handbook
Florida Reemployment Assistance Way2Go Debit Card Fee Schedule

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See Staff Portal and Claimant Portal views. Note that Staff has additional selections the claimant will not have

**Please note:** You will most commonly use the View and Maintain Account Information (which contains Change Password and Claimant Information) and Manage Claimant Account (which contains Claimant Authentication and Employment History)

You will also note that claimants do not have access to Benefit Charges, and below. They also do not have access to the Manage Debt option.

## STEP BY STEP PIN RESET

6. On the Claimant Information Page, select "View and Maintain Account Information" from left hand pane.

The screenshot shows the CONNECT Florida Department of Economic Opportunity Claimant Information page. The page is titled "CONNECT FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY" and "DEO FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY". The date is Thursday, June 17, 2021, 1:04 PM. The page is for a claimant with the following details: Name, Effective Date 03/15/2020, Claimant ID, Benefit Year End 03/14/2021, Claim ID 2020-03, and Claim Status Active. The page is divided into several sections: "IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION - CLICK ON LINK TO VIEW ITEMS", "Messages - Notice of events, status changes, and other available actions", and "Reemployment Assistance Home Page - Available Navigation Options". The left navigation pane includes links such as "Change Password", "Claimant Home", "Request Benefit Payment", "New and Maintain Account Information", "Manage Debt", "Determination, Pending Issue and Decision Summary", "Expire Available Supports and Services", "My 1099-Gs and 487s", "FAQs", "Residence Registration Information", "Retail Skills Review", "Read the Benefits Rights Information Handbook", "Florida Reemployment Assistance (Wage/Ga Debt Card Fee Schedule)", "Benefits Changes", "Collections Home - Claimant", "Eligibility Issues", "Manage Claimant Account", "Monetary", "Claimant Profile", "Last Searches", and "Claimant Address".

When you click on Change Password Screen:

- Name
- Last Four of SSN
- Residential Address
- Home phone number (may be empty)
- E-mail (may be empty)

When you click on Contact Information Screen

- Residential and Mailing Address
- All phone numbers (Home, Cell, Other, International)
- E-mail (may be empty)

## STEP BY STEP PIN RESET

- Click on **“Manage Claimant Account”** to access **“Claimant Authentication Summary”** and **“Employment History”** for 3 of the PIN Reset Guideline Questions if unable to get the answers from the questions you will ask from the **“Change Password”** screen.

The screenshot displays the CONNECT portal interface for the Florida Department of Economic Opportunity. The page is titled "Change Password - Logout" and shows a user's profile information. The "Manage Claimant Account" section is highlighted, and the "Employment History" link is also highlighted. The "Manage Claimant Account" section includes links for Account/Claim Lock Status, Benefits Application - Staff Override, and EFT Deposit Report. The "Employment History" link is highlighted in red. The "Manage Claimant Account" link is also highlighted in red. The page includes a navigation menu on the left and a header with the DEO logo and date.

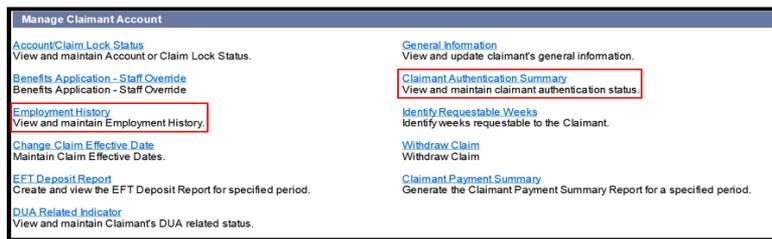
Claimant Information		Change Claim	Change Claimant	Leave Claimant
Name:	Claimant ID:	Claim ID: 2020-03		
Effective Date: 03/15/2020	Benefit Year End: 03/14/2021	Claim Status: Active		

**Manage Claimant Account**

- Account/Claim Lock Status**  
View and maintain Account or Claim Lock Status
- Benefits Application - Staff Override**  
Benefits Application - Staff Override
- Employment History**  
View and maintain Employment History
- Change Claim Effective Date**  
Maintain Claim Effective Dates
- EFT Deposit Report**  
Create and view the EFT Deposit Report for specified period
- General Information**  
View and update claimant's general information
- Claimant Authentication Summary**  
View and maintain claimant authentication status
- Identify Requestable Weeks**  
Identify weeks requestable to the Claimant
- Withdraw Claim**  
Withdraw Claim
- Claimant Payment Summary**  
Generate the Claimant Payment Summary Report for a specified period

## STEP BY STEP PIN RESET

- In “**Claimant Authentication Summary**” you will be able to ask the PIN Reset Guideline Questions #1 and #5 including the claimant’s name:
  - **What is your Social Security Number? (If they provide their Claimant ID instead, you will need to verify the Last four only.)**
  - **What is your Driver’s License or State Id number?**
- In “**Employment History**” you will be able to ask the PIN Reset Guideline Question #6:
  - **What is your most recent employer on record?**



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- Claims within the BYE, current claim and those with an expired PIN: **5** out of **7** answers **are required to reset a PIN (SSN & DOB, plus three)**
- Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: **4** out of the **7** answers **are required to reset a PIN (SSN & DOB, plus two):**

**1. What is your Social Security number? (required question/answer)**

**2. What is your Date of Birth? (required question/answer)**

(\*\*\*\*Please note that there are **2 required questions** but from the remaining 5 questions (#3 thru #7), the claimant can provide an appropriate correct answers.)

3. What is the address on the most recent claim?
4. What is the phone number on most recent claim?
5. What is your Driver’s License or State Id number?
6. What is your most recent employer on record?
7. What is your email as it appears on your claim?

\* If needed, use **Conversion Notes in Connect ► Profile** to locate DL/Previous ER's

## PIN RESET QUESTIONS

**No Exceptions!**



- 1) What is your Social Security number?**
- 2) What is your Date of Birth?**
- 3) What is the address from your most recent claim?
- 4) What is the most recent phone number on record?
- 5) What is your Driver's License or State Id number?
- 6) What is your most recent employer on record?
- 7) What is your email as it appears on your claim?

FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

- Claims within the BYE, current claim and those with an expired PIN: **5** out of **7** answers **are required to reset a PIN (SSN & DOB, plus three)**
- Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: **4** out of the **7** answers **are required to reset a PIN (SSN & DOB, plus two):**

**1. What is your Social Security number? (required question/answer)**

**2. What is your Date of Birth? (required question/answer)**

(\*\*\*\*Please note that there are **2 required questions** but from the remaining 5 questions (#3 thru #7), the claimant can provide an appropriate correct answers.)

3. What is the address on the most recent claim?
4. What is the phone number on most recent claim?
5. What is your Driver's License or State Id number?
6. What is your most recent employer on record?
7. What is your email as it appears on your claim?

\* If needed, use **Conversion Notes in Connect ► Profile** to locate DL/Previous ER's

## EXPIRED CLAIMS AND CURRENT CLAIMS

### Outside of the BYE-Expired Claims

- Filed in Legacy/Expired claims and NO PIN established in CONNECT
- **4** out of the **7** questions **are required:**
  - **Social Security Number**
  - **Date of Birth**
  - **2** more of the remaining questions correctly

### Within the BYE -Current

- Within the current BYE and those with an expired PIN
- **5** out of **7** questions **are required:**
  - **Social Security Number**
  - **Date of Birth**
  - **3** more of the remaining questions correctly

PIN Reset Verification Questions will vary on whether it is a outside of the BYE or Within the BYE

## STEP BY STEP PIN RESET

- In “Claimant Authentication Summary” you will see the following:
  - Driver’s license (Question #5)

The screenshot shows a web form with two main sections. The top section is titled "Social Security Administration Authentication" and contains the following fields: "SSA Authenticated: Yes", "Last SSA Response Message: SSN verified", "If overridden, reason for change:", "First Name:", "Middle Initial:", "Last Name:", "Suffix:", "Date of Birth:", and "Gender:". There is an "Edit" button below these fields. The bottom section is titled "State Identification Information" and contains the following fields: "Driver's License Number / State ID:" and "State Issued By:".

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- Claims within the BYE, current claim and those with an expired PIN: **5** out of **7** answers **are required to reset a PIN (SSN & DOB, plus three)**
- Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: **4** out of the **7** answers **are required to reset a PIN (SSN & DOB, plus two):**

**1. What is your Social Security number? (required question/answer)**

**2. What is your Date of Birth? (required question/answer)**

(\*\*\*\*Please note that there are **2 required questions** but from the remaining 5 questions (#3 thru #7), the claimant can provide an appropriate correct answers.)

3. What is the address on the most recent claim?
4. What is the phone number on most recent claim?
5. What is your Driver’s License or State Id number?
6. What is your most recent employer on record?
7. What is your email as it appears on your claim?

\* If needed, use **Conversion Notes in Connect ► Profile** to locate DL/Previous ER's

## STEP BY STEP PIN RESET

- If Driver's license is not listed in "Claimant Authentication Summary" screen, check the effective date to determine if it was before CONNECT (October 2013), then review any *Converted Notes* in the Claimant Profile.

Social Security Administration Authentication	
SSA Authenticated:	Yes
Last SSA Response Message:	SSN verified
If overridden, reason for change:	
First Name:	
Middle Initial:	
Last Name:	
Suffix:	
Date of Birth:	
Gender:	
Edit	
State Identification Information	
Driver's License Number / State ID:	
State Issued By:	

Search Results							
Process Type	Event	Message	Notes	Create Date	Benefit Year Begin Date	Created By	
Conversion	CONVERSIONMESSAGES	CONVERTED NOTES	Year Note	10/11/2013	1/14/2007	CONVERSION	CONVERSION
Conversion	CONVERSIONMESSAGES	03/03/08 CLAIM FILED 02/29/08 3576 LAS UC ERP 06 HOW=E REG 02/23/09 NO STOPS RET= \$0 CS%= WS= /2 MC= V PTT = P		10/11/2013	1/14/2007	CONVERSION	CONVERSION
Conversion	CONVERSIONMESSAGES	STOP ENTERED 8. RESCEL ON REG BY LAS IN 3576 ON 03/03/08 AT 22:47 01/13/08		10/11/2013	1/14/2007	CONVERSION	CONVERSION

COMMENT BY ADP OF 1510 ADDED 03/07/07 AT 21:55  
 H26 [ ] STATE: FL PROVIDED BY CLAIMANT E.O.C. 01/13/08 [ ] DE/ID#

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- Claims within the BYE, current claim and those with an expired PIN: **5** out of **7** answers **are required to reset a PIN (SSN & DOB, plus three)**
- Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: **4** out of the **7** answers **are required to reset a PIN (SSN & DOB, plus two):**

**1. What is your Social Security number? (required question/answer)**

**2. What is your Date of Birth? (required question/answer)**

(\*\*\*\*Please note that there are **2 required questions** but from the remaining 5 questions (#3 thru #7), the claimant can provide an appropriate correct answers.)

3. What is the address on the most recent claim?

4. What is the phone number on most recent claim?

5. What is your Driver's License or State Id number?

6. What is your most recent employer on record?

7. What is your email as it appears on your claim?

\* If needed, use **Conversion Notes in Connect ► Profile** to locate DL/Previous ER's

# STEP BY STEP PIN RESET

## 7. Click on "Change Password"

The screenshot shows the user interface for the CONNECT Florida Department of Economic Opportunity. At the top, there are logos for CONNECT and DEO, and the date 'Thursday June 17, 2021'. The main content area is titled 'Change Password | Logout'. Below this, there are several sections: 'Claimant Home', 'Claimant Information' (with fields for Name, Claimant ID, Effective Date, and Benefit Year End), and 'View and Maintain Account Information'. The 'View and Maintain Account Information' section is expanded, showing a list of options. The 'Change Password' option is highlighted with a red box. Other options include 'Child Support Summary', 'Contact Information', 'Assign and Maintain TPR', 'Payment History', 'Weekly Benefit Details', 'Payment Method and Tax Withholding Options', 'Notification Settings', 'Manage Debt', 'Determination, Pending Issue and Decision Summary', 'Explore Available Supports and Services', 'My 1099-Gs and 487s', 'FACs', 'Pandemic Registration Information', 'Retail Skills Review', and 'Read the Benefits Rights Information Handbook'.

## STEP BY STEP PIN RESET

8. On “**Change Password**” screen, you will be able to ask some of the [PIN Reset Guidelines](#). Questions shown below as well as reset the PIN:

- **What is your DOB? (Required)** (Question #2)
- What is the address on the most recent claim? (Question #3)
- What is the phone # on the most recent claim? (Question #4)
  - If the claimant is providing an address and telephone number not in the “Change Password” screen, navigate to “Contact Information” for additional addresses, etc.
- What is your e-mail address as it appears on your claim? (Question #7)

The screenshot displays the 'Change PIN' interface. At the top, there are instructions: 'To generate a new PIN email to the Claimant, select the Send PIN Reset Email button.' and 'To generate a new PIN and provide to the Claimant, select the Generate New PIN button.' Below this, the form is divided into two sections: 'Personal Information' and 'Security Information'. The 'Personal Information' section includes fields for Name (TestingProtected), Last four digits of SSN (6200), Address (100 N Monroe St, Tallahassee, FL 32301-1531, United States Of America), Date of Birth (04/01/1969), Telephone number, and Email Address. The 'Security Information' section includes Account Creation Date (08/26/2013), Last Login (08/26/2013), Number of Failed Login Attempts (0), and Security Question (In what city were you born?). At the bottom, there are three buttons: 'Previous', 'Send PIN Reset Email', and 'Generate New PIN'.

- Claims within the BYE, current claim and those with an expired PIN: **5** out of **7** questions answered **are required to reset a PIN**
- Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: **4** out of the **7** questions answered **are required to reset a PIN:**

- 1. What is your Social Security number? (required question)**
- 2. What is your Date of Birth? (required question)**
3. What is the address from your most recent claim?
4. What is the most recent phone number on record?
5. What is your Driver’s License or State Id number?
6. What is your most recent employer on record?
7. What is your email as it appears on your claim?

Please note that there are **2 required questions** but from the remaining 5 questions (#3 thru #7), the claimant will need to provide an answer to 3 more questions.

If the claimant is providing an address not in “Change Password” screen, navigate to “Contact Information” for additional addresses. For expired claims **ONLY**, you can “View Address History” for additional addresses.

## STEP BY STEP PIN RESET

“**Contact Information**” screen provides additional resources for asking some of the [PIN Reset Guidelines](#) (Questions #3, #4, and #7)

**Note:** If the claimant is providing an address and/or telephone number not in this screen or the “Change Password” screen, navigate to View Address History for additional information that may be verified.

The screenshot displays the 'View and Maintain Contact Information' interface. On the left is a navigation menu with 'Contact Information' highlighted. The main content area is divided into four sections: Residential Address, Mailing Address, Telephone Numbers, and Correspondence Preference. The Residential Address section includes fields for Attention, Address Line 1, Address Line 2, City, State, Zip Code, County (Palm Beach), and Country (United States Of America). A 'View Address History' link is located at the bottom right of this section. The Mailing Address section has similar fields. The Telephone Numbers section includes Home, Mobile, Other (International), and a checkbox for Proactive SMS Notification. The Correspondence Preference section shows options for 115 Mail and Email Address.

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- Claims outside the Benefit Year End (BYE)/Expired claims and filed in Legacy/Expired claims and NO PIN established in CONNECT: **4** out of the **7** questions answered **are required to reset a PIN:**

- 1. What is your Social Security number? (required question)**
- 2. What is your Date of Birth? (required question)**
3. What is the address from your most recent claim?
4. What is the most recent phone number on record?
5. What is your Driver's License or State Id number?
6. What is your most recent employer on record?
7. What is your email as it appears on your claim?

Please note that there are **2 required questions** but from the remaining 5 questions (#3 thru #7), the claimant will need to provide an answer to 3 more questions.

If the claimant is providing an address not in “Change Password” screen, navigate to “Contact Information” for additional addresses. For expired claims **ONLY**, you can “View Address History” for additional addresses.

## STEP BY STEP PIN RESET

### Generate New PIN (Preferred Method)

9. Once the appropriate number of Guideline Questions have been answered, go to Change Password screen...

- Select the **"Generate New PIN"** button.

Change PIN	
To generate a new PIN email to the Claimant, select the Send PIN Reset Email button. To generate a new PIN and provide to the Claimant, select the Generate New PIN button.	
Personal Information	
Name:	TestingProtected
Last four digits of SSN:	6200
Address:	100 N Monroe St Tallahassee, FL 32301-1531 United States Of America
Date of Birth:	04/01/1960
Telephone number:	
Email Address:	
Security Information	
Account Creation Date:	08/26/2013
Last Login:	08/26/2013
Number of Failed Login Attempts:	0
Security Question:	In what city were you born?
<input type="button" value="Previous"/> <input type="button" value="Send PIN Reset Email"/> <input type="button" value="Generate New PIN"/>	

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This is a temporary PIN that you will be providing to the claimant. **Advise the claimant that the temporary PIN will expire in 24 hours.**

## STEP BY STEP PIN RESET

10. CONNECT will create a Temporary PIN for the Claimant, which will display on the Temporary PIN screen.
11. Provide the PIN to the Claimant over the phone and explain that it will expire in the next 24 hours.

A screenshot of a web interface titled "Temporary PIN". The interface has a blue header bar with the title. Below the header, there is a message: "Claimant's PIN has been reset. When the claimant logs into Connect using this PIN, system will direct them to reset their PIN and security questions." In the center, the text "Temporary PIN: 8752" is displayed. Below this, a note states "Note: PIN will expire in 24 hours." At the bottom center, there is a button labeled "Previous".

Temporary PIN

Claimant's PIN has been reset. When the claimant logs into Connect using this PIN, system will direct them to reset their PIN and security questions.

Temporary PIN: 8752

Note: PIN will expire in 24 hours.

Previous

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This is a temporary PIN that you will be providing to the claimant. **Advise the claimant that the temporary PIN will expire in 24 hours.**

## STEP BY STEP PIN RESET

### Send PIN Reset E-mail (Only upon request from claimant)

Before using this method, Staff should ask claimant to verify e-mail address in CONNECT. *If none listed or if e-mail has changed, this option cannot be used.*

1. Select "Send PIN Reset E-mail" button. This button will send an email to the Claimant which will contain a link to reset their CONNECT PIN.
  - Advise claimant to check spam/junk folders. E-mail will come from DEO/Do Not Reply. Ignore the User Code and only click on the link.
  - Explain that the Temporary PIN will then serve as the "old PIN".

Change PIN	
To generate a new PIN email to the Claimant, select the Send PIN Reset Email button.	
To generate a new PIN and provide to the Claimant, select the Generate New PIN button.	
Personal Information	
Name:	TestingProtected
Last four digits of SSN:	6200
Address:	100 N Monroe St Tallahassee, FL 32301-1531 United States Of America
Date of Birth:	04/01/1960
Telephone number:	
Email Address:	
Security Information	
Account Creation Date:	08/26/2013
Last Login:	08/26/2013
Number of Failed Login Attempts:	0
Security Question:	In what city were you born?
<a href="#">Previous</a> <a href="#">Send PIN Reset Email</a> <a href="#">Generate New PIN</a>	

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Advise that the link sent for the reset of a new PIN will expire within **96 Hours**.

## ID.me

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- ***If the PIN cannot be reset at this time***, the claimant will need to verify their Identity through ID.me. Instructions and details are provided on the next slides.

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.

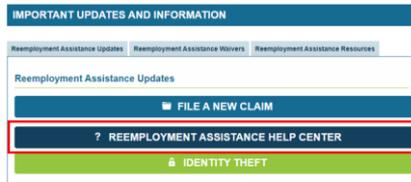
If you're unable to help the claimant, please direct them to [help.id.me](#) where they can submit an inquiry. ID.me's member support team is available 24 hours a day, 7 days a week and will respond to the claimant's question as soon as possible.

## RA HELP CENTER – PIN INSTRUCTIONS

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



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



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## RA HELP CENTER – PIN INSTRUCTIONS

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



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 reference [this](#) guide to reset your PIN.

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## RA HELP CENTER – PIN INSTRUCTIONS

If the claimant is Locked Out and/or the agent cannot reset the PIN over the phone, 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"
5. Click the Next Button to access the ID.me login screen.

The screenshot shows a web form with the following content:

- 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 of my CONNECT account.

Select the option that best describes your Locked Account Issue: \*

- My CONNECT claim says 'Locked' next to my Claimant ID.
- I can't log-in to CONNECT because I have exceeded my log-in attempts.
- I need to confirm or verify my identity.

Buttons: Cancel (left), Next (right)

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## RA HELP CENTER – PIN INSTRUCTIONS

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.

The screenshot shows a 'Sign in to ID.me' form. At the top left, there is a green button labeled 'Verify with ID.me'. Below it, a text box explains the process for users who have already completed verification. To the right, the 'Sign in to ID.me' form has a light blue header with the text 'New to ID.me?' and a link 'Create an ID.me account'. Below this are two input fields: 'Email' with the placeholder 'Enter your email' and 'Password' with the placeholder 'Enter your password'. At the bottom of the form is a blue button labeled 'Sign in to ID.me'. Two red arrows point from the text on the left to the 'Create an ID.me account' link and the 'Sign in to ID.me' button.

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.

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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: Not Registered Claims

Effective Date: 03/22/2020

Benefit Year End: 03/21/2021

Claim Status: **Not Registered**

The claim status shows as “**Not Registered**” when the claimant has not completed the application, and the claim may only contain Name, DOB, Social Security Number, and possibly Driver’s License on record.

- Address, phone number and/or employment may be missing.

Verify the available information on the claim

- **If correct:** Reset the PIN

- **If incorrect:**

- Have the claimant access the RA Help Center. (see slides #20 - #23)
- The claim will remain in this status through Saturday night and the claimant will need to re-submit their application after the claim purges.

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This is a scenario that you may encounter when claimants begin the application process but did not finish the application. Please make sure that the effective date of the claim is current.

# CONNECT: STEP BY STEP NOTES

To view the Event Log for creating your note, Click on **“Claimant Profile”**

<p>Manage Debt</p> <p>Redetermination, Pending Issues and Decisions Summary</p> <p>Explore Available Supports and Services</p> <p>My 1099-Gs and 4875s</p> <p>FAQs</p> <p>Spouse/Dependent Registration Information</p> <p>Read the Benefit Rights Information Handbook</p> <p>Florida Reemployment Assistance Who/Can/Don't Card Fee Schedule</p> <p>Benefit Changes</p> <p>Collectors Home - Claimant</p> <p>Eligibility Issues</p> <p>Manage Claimant Account</p> <p>Inventory</p> <p><b>Claimant Profile</b></p>	<p><b>IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION - CLICK ON LINK TO VIEW ITEMS</b></p>	
	<p><b>Message - Notice of events, status changes, and other available actions</b></p> <ul style="list-style-type: none"> <li>You may log back in to CONNECT on 03/31/2020 to request benefit payment for your next available week(s). Your deadline to request those weeks is 04/09/2020.</li> </ul> <p><a href="#">View Message...</a></p> <ul style="list-style-type: none"> <li>Your IRS Form 1099-G was sent to your mailing address on file. If you have not received the form: 1) Select 1099-Gs option to view and print a copy, or 2) Contact this office at 800-204-2418 to request an additional copy. To review your current mail or email address information, select "View and Maintain", then "Contact Information"</li> </ul>	
	<p><b>Reemployment Assistance Home Page - Available Navigation Options</b></p>	
	<p><a href="#">Claimant Home</a></p> <p><a href="#">Claimant Home</a></p> <p><a href="#">View and Maintain Account Information</a></p> <p><a href="#">View and/or maintain personal information, tax withholding, prior payments, update payment method, other claim information.</a></p> <p><a href="#">Redetermination, Pending Issues and Decisions Summary</a></p> <p><a href="#">View Wage Determinations, Pending Issues Information, Eligibility Determinations and Appeal Decisions</a></p> <p><a href="#">My 1099-Gs and 4875s</a></p> <p><a href="#">View and Print your 1099-Gs - Certain Government Payments statement and 4875s - Receipt Of Payment.</a></p>	<p><a href="#">Home</a></p> <p><a href="#">View and/or complete outstanding Fact Finding, View Correspondence and all Determinations and Decisions. A path to Appeal absence Determinations or Decisions.</a></p> <p><a href="#">Manage Debt</a></p> <p><a href="#">View overpayment balance and history, make a payment, or view repayment history</a></p> <p><a href="#">Explore Available Supports and Services</a></p> <p><a href="#">Learn about assistance from other groups both within and outside of Florida State Agencies.</a></p> <p><a href="#">FAQs</a></p> <p><a href="#">Frequently Asked Questions about Reemployment Assistance</a></p>

## CONNECT: STEP BY STEP NOTES

Click on **Add Note**

Event Log Search

Process Type: All

Create Date From: (mm/dd/yyyy) To: (mm/dd/yyyy)

Created By:  Claimant  Staff  System  Employer/TPA

View Transactions For:  This Claim  All Claims

Search Reset

Add Note

Search Results

Rows 1-10 of 26 Page 1 of 3

Process Type	Event	Message	Notes	Create Date	Benefit Year Begin Date	Created By
Contact Center	Staff created Note	added note to claim on 3/25/2020, 9 01 AM	<a href="#">View Note</a>	03/25/2020	3/22/2020	

Create the Note and click on **Add**

Add Note:

PROCESS: Contact Center \*

Claimant verified PIN questions; provided temp PIN and advise of 24-hour deadline \*

Add Cancel

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## EVENT LOG: NOTES

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### **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

## EVENT LOG: NOTES

Once you have completed the note, click on **“Change Claimant”** to search information on new caller.

**Note:** CONNECT times out if there is no activity for 30 minutes. If this occurs, you will need to log back into CONNECT.

The screenshot displays the CONNECT user interface for a claimant. At the top, there are logos for CONNECT and DEO (Florida Department of Economic Opportunity), along with the date and time: Thursday, June 17, 2021, 1:03 PM, Eastern Standard Time.

**Navigation:** Change Password, Logout

**Claimant Information:**

- Name: [Redacted]
- Claimant ID: [Redacted]
- Claim ID: 2020-03
- Benefit Year End: 03/14/2021
- Claim Status: Active

**IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION - CLICK ON LINK TO VIEW ITEMS**

**Messages - Notice of events, status changes, and other available actions**

- You have weeks that have not been requested. You may request benefit payments for the following weeks:
  - 05/16/2021 - 05/22/2021 These available benefits expire after 07/01/2021
  - 05/23/2021 - 05/29/2021 These available benefits expire after 07/01/2021
  - 05/30/2021 - 06/05/2021 These available benefits expire after 07/01/2021
- Your claim has a pending issue awaiting an adjudication determination. Please allow time for the review to be completed and continue requesting benefits until a determination is issued to you. Please review our [FAQ](#) or [FLA handbook](#) for more information.

**Reemployment Assistance Home Page - Available Navigation Options**

<a href="#">Claimant Home</a>	<a href="#">Index</a>
<a href="#">Request Benefit Payment</a>	<a href="#">View and/or complete outstanding Fact Finding, View Correspondence and all Determinations and Decisions, A path to Appeal adverse Determinations or Decisions</a>
<a href="#">View and Maintain Account Information</a>	<a href="#">View and Maintain Account Information</a>
<a href="#">Manage Debt</a>	<a href="#">View and/or maintain personal information, tax withholding, prior payments, update payment method, other claim information</a>
<a href="#">Messages - Notice of events, status changes, and other available actions</a>	<a href="#">Determinations, Pending Issue and Decision Summary</a>
<a href="#">Eligibility Issues</a>	<a href="#">View Wage Determinations, Pending Issues Information, Eligibility Determinations and Appeal Decisions</a>
<a href="#">Manage Claimant Account</a>	<a href="#">My 1099-Cs and 497s</a>
<a href="#">Eligibility Issues</a>	<a href="#">View and Print your 1099-Cs - Certain Government Payments statement and 497s - Receipt Of Payment</a>
<a href="#">Claimant Profile</a>	
<a href="#">Find Available Supports and Services</a>	
<a href="#">Learn about assistance from other groups both within and outside of Florida State Agencies</a>	

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