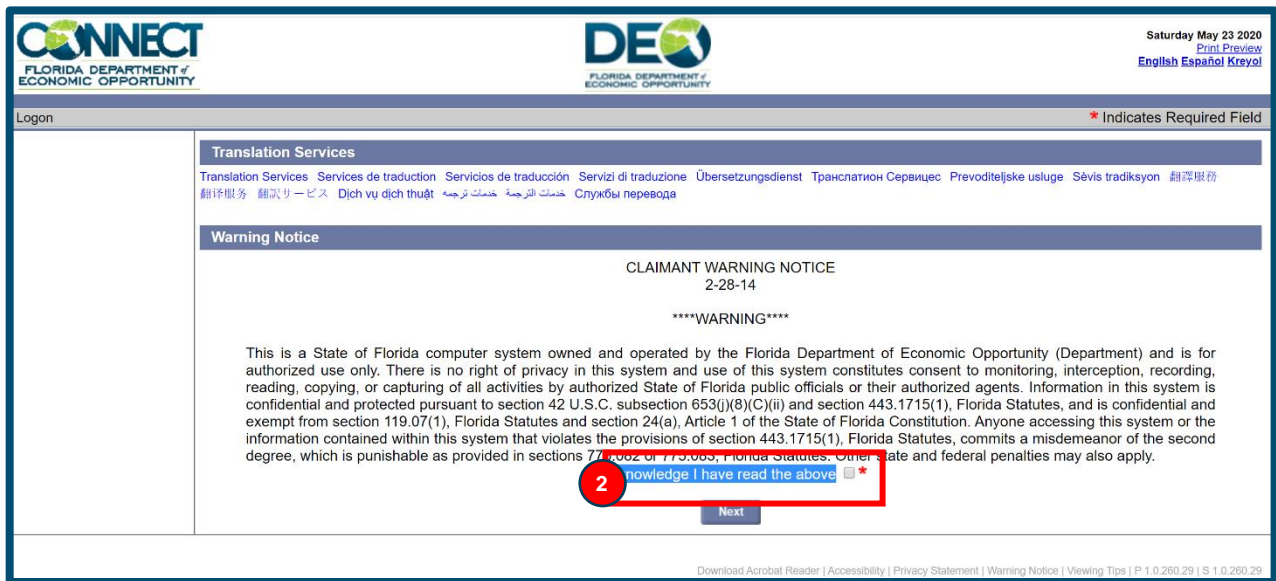




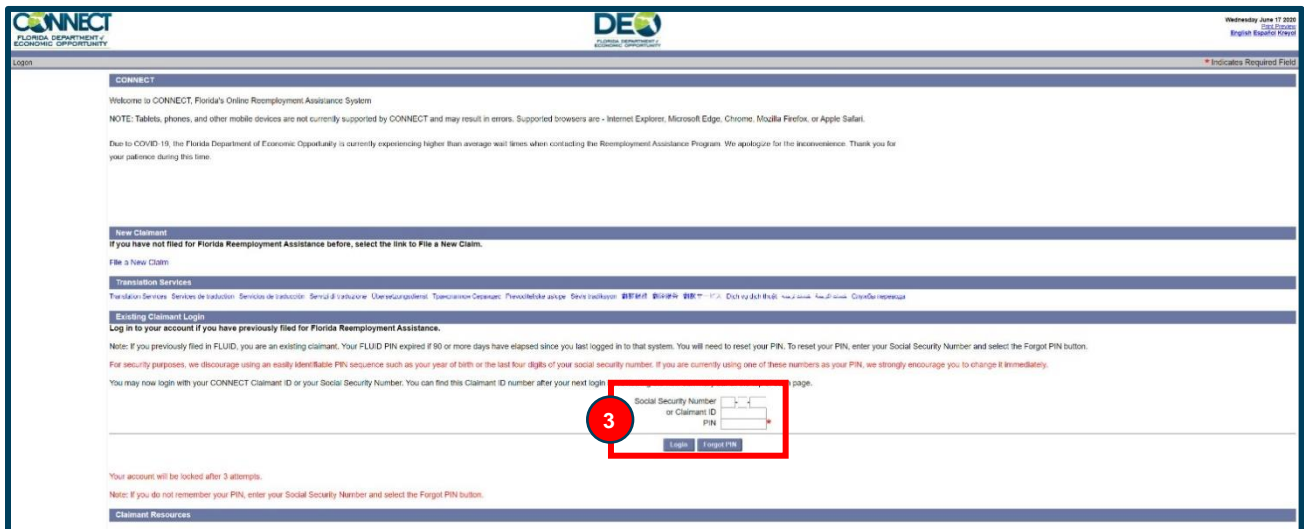
Claimant

Guide for Understanding Your Reemployment Assistance Claim Status and Claim Messages

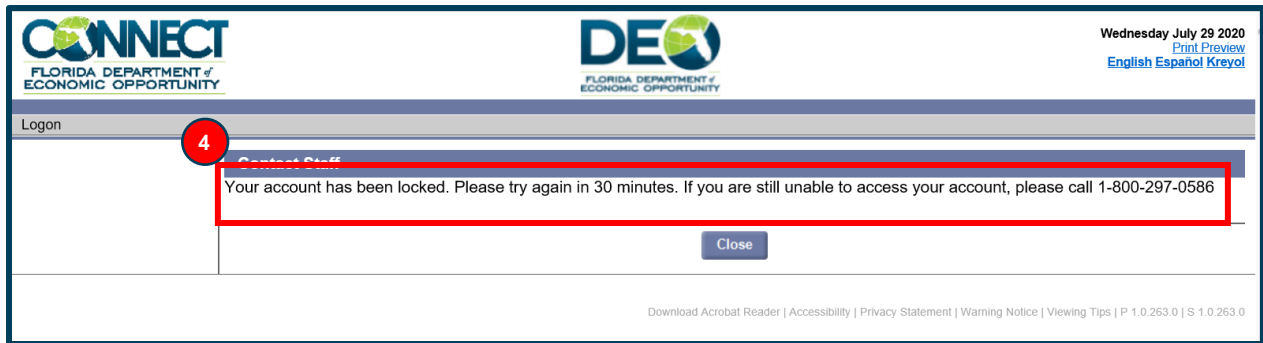
- 1- Visit FloridaJobs.org and select “Claimants” in the top right hand corner or [click here](#) to access the CONNECT homepage.
- 2- Read the Claimant Warning Notice and select “I acknowledge I have read the above.” And then click “Next.”



- 3- Enter your Social Security Number or Claimant ID and PIN. Then select “Log-in.”



- If you have exceeded log-in attempts to access your CONNECT account, you will see a message about your account being temporarily locked. Please wait 30 minutes and attempt to log-in again. You can view a [step by step PIN reset guide](#) if you need assistance. If this does not work, please call the Reemployment Assistance Customer Service Center.



- Once you have successfully logged-in to your CONNECT account, you will notice a claim status associated with your account on the claimant home page.



Claimant Information		
Name:	Claimant ID:	Claim ID
Effective Date: 04/05/2020	Benefit Year End: 04/04/2021	Claim Status: Active

The following are the state Reemployment Assistance, Pandemic Unemployment Assistance (PUA) and Pandemic Emergency Unemployment Compensation (PEUC) claim statuses and what they mean:

Not Registered – A Reemployment Assistance application has been started, but not completed and submitted. You should complete the Reemployment Assistance application and submit it for processing. Click on the Apply for RA, PUA or PEUC link to complete your application.

Claimant Information		
Name:	Claimant ID:	Claim ID: [REDACTED]
Effective Date: 03/15/2020	Benefit Year End: 03/14/2021	Claim Status: Not Registered

Active – Your Reemployment Assistance claim is active. You should request benefit payments bi-weekly and as scheduled and provide other reporting information as required. You should also be receiving payments on your account when benefit payments are requested.

Claimant Information		
Name:	Claimant ID:	Claim ID: [REDACTED]
Effective Date: 04/05/2020	Benefit Year End: 04/04/2021	Claim Status: Active

Inactive – Benefits payments were **NOT** requested by the deadline provided in your CONNECT account. It is important to remember to request benefit payments in CONNECT, to receive Reemployment Assistance benefits. If you need to have your weeks made available so you can request your benefits, you can click on the “**RE-OPEN**” link to reactivate your claim. If you have returned to work and do not need to request your benefits, you don’t need to do anything.

Claimant Information		
Name:	Claimant ID:	Claim ID: [REDACTED]
Effective Date: 04/05/2020	Benefit Year End: 04/04/2021	Claim Status: Inactive

The screenshot shows a user interface for a claimant's account. On the left is a navigation menu with items like 'Change Password', 'Claimant Home', 'Reopen', 'View and Maintain Account Information', 'Determination, Pending Issue and Decision Summary', 'Explore Available Supports and Services', 'FAQs', 'Workforce Registration Information', 'Read the Benefit Rights Information Handbook', and 'Florida Reemployment Assistance Way2Go Debit Card Fee Schedule'. The main content area is titled 'Claimant Information' and displays: Name: [REDACTED], Claimant ID: [REDACTED], Claim ID: [REDACTED], Effective Date: 07/05/2020, Benefit Year End: 07/04/2021, and Claim Status: Inactive. A red box highlights the 'Reopen' link in the left menu. Below the claimant information, there are sections for 'IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION', 'Messages - Notice of events, status changes, and other available actions', and 'Reemployment Assistance Home Page - Available Navigation Options'. The navigation options include links for 'Claimant Home', 'View and Maintain Account Information', 'Explore Available Supports and Services', 'Workforce Registration Information', and 'Florida Reemployment Assistance Way2Go Debit Card Fee Schedule'. On the right side of the main content area, there are links for 'Inbox', 'Reopen', 'Determination, Pending Issue and Decision Summary', 'FAQs', and 'Read the Benefit Rights Information Handbook'.

Pending – A Reemployment Assistance claim is pending a monetary determination, or your identity has not been verified. You should check your CONNECT Inbox to see if any information is needed to assist DEO in processing your claim. You should request benefit payments bi-weekly and as scheduled and provide other reporting information.

Claimant Information		
Name:	Claimant ID:	Claim ID: [REDACTED]
Effective Date: 03/15/2020	Benefit Year End: 03/14/2021	Claim Status: Pending

Are you unsure how to check your CONNECT Inbox? Under Correspondence, scroll to “**Subject**” and “**Select All,**” then click “**Search.**” If your “**Claim Status**” is “**Pending,**” look for “**Monetary Determination.**” If you do not find the “**Monetary Determination**” associated with the “**Pending**” claim, call our Reemployment Assistance Customer Service Center at **1-833-FL-APPLY (1-833-352-7759).**

Change Password | Logoff * Indicates Required Field

Claimant Information Change Claim Change Claimant Leave Claimant

Name: [REDACTED]
 Effective Date: **05/24/2020** Benefit Year End: **05/23/2021** Claim Status: **Active**

Claimant Inbox

Applications
[Click here to view all reemployment assistance applications](#)

Notice of Hearing
 The Action Due Date below refers to any hearing(s) scheduled through the present date. To access Notice of Hearing documents for past hearing dates, search using Subject dropdown.

Issued Date	Action Status	Subject	Correspondence Number	Action Due Date
No Records Found				

Correspondence
 Previously viewed correspondence will not initially display in the list below.

- To display ALL correspondence, including previously viewed correspondence, select the Search button.
- To narrow your search, use the search filters below and select the Search button.

Subject: **All** Action Status: **All**

Issued Date From: []/[]/[] (mm/dd/yyyy) Issued Date To: []/[]/[] (mm/dd/yyyy)

- The initial results below are items that require your attention and that you may need to take action on for your claim.

* To narrow your search, use the search filters below and select the Search button.

Subject: **All** Action Status: **All**

Issued Date From: []/[]/[] (mm/dd/yyyy) Issued Date To: []/[]/[] (mm/dd/yyyy)

- The initial results below are items that require your attention and that you may need to take action on for your claim.
- Select the Issued Date to see the detailed information about your correspondence.

Rows 1-10 of 38 Page 1 of 4

Issued Date	Action Status	Subject	Correspondence Number	Action Due Date
07/20/2020	View	Monetary Determination	128756222	
07/20/2020	View	PUA Continued Claim PDF	128505363	
07/20/2020	View	PUA Continued Claim PDF	128502504	
07/20/2020	View	PUA Continued Claim PDF	128491166	
07/15/2020	View	Quarter Change Questionnaire	126244349	
06/23/2020	View	PUA Notice of Monetary Determination (UCB-11)	115443819	
06/17/2020	View	PUA Continued Claim PDF	113087430	
06/08/2020	View	PUA Continued Claim PDF	107640334	
06/08/2020	View	PUA Continued Claim PDF	107623257	
01/19/2016	View	1099G Notice	49019947	

Rows 1-10 of 38 Page 1 of 4

Ineligible – There are not enough wages in the base period to qualify for Reemployment Assistance benefits. You should review your “**Monetary Determination**” to determine if the wages the Department has on file are correct. If your wages need to be updated, you can request monetary reconsideration by following the instructions, [here](#).

Claimant Information		
Name:	Claimant ID:	Claim ID:
Effective Date: 04/26/2020	Benefit Year End: 04/25/2021	Claim Status: Ineligible

Withdrawn – The Reemployment Assistance claim has been canceled by the claimant or there were multiple active claims on your account and a reemployment assistance associate has taken action on your claim to ensure you are participating in the correct program. Nothing further is needed.

Claimant Information		
Name:	Claimant ID:	Claim ID:
Effective Date: 03/15/2020	Benefit Year End: 03/14/2021	Claim Status: Withdrawn

Suspended – Your Reemployment Assistance Claim has been put on hold. The status has been placed on hold, so the Department can determine a proper account status. This status is used when a determination is being made about the correct assistance program you should receive benefits from or what program you would qualify for. You should request benefit payments bi-weekly and as scheduled and provide other reporting information as required.

Claimant Information		
Name:	Claimant ID:	Claim ID:
Effective Date: 03/15/2020	Benefit Year End: 03/14/2021	Claim Status: Suspended

Exhausted – You have received all the benefits you are eligible for on your current Reemployment Assistance claim. You should review your CONNECT home page to see if there are any other benefit programs to apply for. The following two screens show examples of where to look to see if you have been invited to **apply for Pandemic Unemployment Assistance (PUA) or Pandemic Emergency Unemployment Compensation (PEUC)**.


Claimant Information		
Name:	Claimant ID:	Claim ID:
Effective Date: 03/15/2020	Benefit Year End: 03/14/2021	Claim Status: Exhausted

The screenshot shows the CONNECT website interface. At the top, there are logos for CONNECT (Florida Department of Economic Opportunity) and DEO (Florida Department of Economic Opportunity). The date is Sunday July 26, 2020. The user is logged in, and the page title is 'Claimant Information'. The profile shows: Name: [redacted], Effective Date: 07/19/2020, Benefit Year End: 07/18/2021, and Claim Status: Active. A red box highlights the 'APPLY FOR PUA BENEFITS' button in the left sidebar. Below the profile information, there is a section for 'IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION' and a message: 'You may log back in to CONNECT on 08/04/2020 to request benefit payment for your next available week(s). Your deadline to request those weeks is 08/20/2020.' There are also navigation options for 'Claimant Home' and 'Inbox'.


The screenshot shows the CONNECT website interface for a different claimant. The profile shows: Effective Date: 04/05/2020, Benefit Year End: 04/04/2021, and Claim Status: Exhausted. A red box highlights the 'APPLY FOR PEUC BENEFITS' button in the left sidebar. Below the profile information, there is a section for 'IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION' and a message: 'You may log back in to CONNECT on 07/30/2020 to request benefit payment for your next available week(s). Your deadline to request those weeks is 08/13/2020.' There are also navigation options for 'Claimant Home' and 'Inbox'.

Expired – You have exceeded the one-year time limit on your Reemployment Assistance claim. If a claim has expired, you may have the option to file a new claim.

Claimant Information		
Name:	Claimant ID:	Claim ID:
Effective Date: 02/13/2011	Benefit Year End: 02/12/2012	Claim Status: Expired



FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY



FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

Sunday July 26 2020
[Print Preview](#)
[English Español Kreyol](#)

[Change Password](#) | [Logoff](#)

- [Claimant Home](#)
- [Inbox](#)
- [Apply for Reemployment Assistance Benefits](#)
- [View and Maintain Account Information](#)
- [Manage Debt](#)
- [Determination, Pending Issue and Decision Summary](#)
- [Explore Available Supports and Services](#)
- [FAQs](#)
- [Workforce Registration Information](#)
- [Read the Benefit Rights Information Handbook](#)
- [Florida Reemployment Assistance Way2Go Debit Card Fee Schedule](#)

Claimant Information

Effective Date: **08/31/2009** Benefit Year End: **08/30/2010** Claim Status: **Expired**

[Change Claim](#) | [Change Claimant](#) | [Leave Claimant](#)

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

⚠ There is now a Way2Go Debit Card Fee Schedule available for you to review. Click [here](#) to view this information. We encourage you to review the fees that you may encounter using your Florida Reemployment Assistance Way2Go Debit Card. To update your Direct Deposit information at any time, choose the "View and Maintain Account Information" option and then the "Payment Method and Tax Withholding Options" link.

🟢 We now offer proactive notifications to provide you with important reminders such as when to request benefits and notice of payments made on your claim. If you would like to receive proactive notifications please click [Notification Settings](#).

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

- You may apply for a Reemployment Assistance benefits claim. Select "Apply for Reemployment Assistance Benefits" to complete a new application.

Reemployment Assistance Home Page - Available Navigation Options



[Claimant Home](#)

Claimant Home

[Inbox](#)

View and/or complete outstanding Fact Finding, View Correspondence and all Determinations and Decisions. A path to Appeal adverse Determinations or Decisions.

Locked – When you log-in to CONNECT, you may see that your account is locked. This could be for multiple reasons. If you see that your account is locked, you should call the Customer Service Center to assist you with your claim. Your claim status will appear with a standard monetary status even when your account has been locked.

Claimant Information			
Name	Claimant ID	(Locked)	Claim ID
Effective Date: 05/04/2014	Benefit Year End: 05/03/2015		Claim Status: Expired
Monetary Information			
Weekly Benefit Amount:	\$114	Balance:	\$1,180
Maximum Benefit Amount:	\$1,294	Earnings Disregard *	\$58.00
		Monetary Status:	Eligible
		File Date:	05/09/2014
Requested Benefit Payment Information			
Last Week Signed: 5/11/2014 - 5/17/2014	Waiting Week: 5/4/2014 - 5/10/2014	Current Program Type:	Regular UC
Last Week Paid: 5/11/2014 - 5/17/2014	Service Language:	English	
IMPORTANT ITEMS THAT NEED YOUR IMMEDIATE ATTENTION - CLICK ON LINK TO VIEW ITEMS			
<p> There is now a Way2Go Debit Card Fee Schedule available for you to review. Click here to view this information. We encourage you to review the fees that you may encounter using your Florida Reemployment Assistance Way2Go Debit Card. To update your Direct Deposit information at any time, choose the "View and Maintain Account Information" option and then the "Payment Method and Tax Withholding Options" link.</p> <p> We now offer proactive notifications to provide you with important reminders such as when to request benefits and notice of payments made on your claim. If you would like to receive proactive notifications please click Notification Settings.</p>			
Messages - Notice of events, status changes, and other available actions			
<ul style="list-style-type: none"> Access to this claim is unavailable, additional information is needed to confirm your identity. To speak with an agent regarding access to this claim please call 888-993-9713. 			
Messages - Notice of events, status changes, and other available actions			
No Records Found...			

The following are the Pandemic Emergency Unemployment Compensation (PEUC) statuses and what they mean:

Exhausted Active – You have an active Pandemic Emergency Unemployment Compensation (PEUC) claim attached to a previously exhausted state Reemployment Assistance claim. You should continue to request benefit payments bi-weekly.

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

Expired Active – You may see this status if you have a PEUC claim attached to a previously expired state Reemployment Assistance claim. This means your PEUC claim is active and you should continue to request benefit payments bi-weekly.

The screenshot shows the FDEO CONNECT portal interface. At the top, there are logos for CONNECT (Florida Department of Economic Opportunity) and DEO (Florida Department of Economic Opportunity). The date is Sunday July 26, 2020. A navigation bar includes 'Change Password' and 'Logoff'. On the left is a sidebar with various menu items like 'Claimant Home', 'Inbox', 'Apply for Reemployment Assistance Benefits', etc. The main content area is titled 'Claimant Information' and includes links for 'Change Claim', 'Change Claimant', and 'Leave Claimant'. The claimant's name is redacted. The 'Effective Date' is 04/21/2019 and the 'Benefit Year End' is 04/20/2020. The 'Claim Status' is 'Expired Active', which is highlighted with a red box. Below this, the 'Monetary Information' section shows a Weekly Benefit Amount of \$146, a Maximum Benefit Amount of \$1,898, and a Balance of \$146. The 'Requested Benefit Payment Information' section shows the last week signed and paid from 6/14/2020 to 6/20/2020, with a service language of English and a status of Seeking. At the bottom, there is an 'Event Log Search' section with filters for Process Type, Create Date, and Created By.

It's always important to remember to check messages in your CONNECT account frequently. This will keep you informed on your claim status, notice of events and other available actions that need your attention. Regardless of your claim status, you should continue to request benefit payments bi-weekly.

Claimant Information		
Name:	Claimant ID:	Claim ID: [REDACTED]
Effective Date: 04/05/2020	Benefit Year End: 04/04/2021	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		
<ul style="list-style-type: none">You have weeks that have not been requested. You may request benefit payments for the following weeks: 06/28/2020 - 07/04/2020 These available benefits expire after 07/30/2020. 07/05/2020 - 07/11/2020 These available benefits expire after 07/30/2020. Click Here to request benefits.		

Messages - Notice of events, status changes, and other available actions		
<ul style="list-style-type: none">You may log back in to CONNECT on 07/30/2020 to request benefit payment for your next available week(s). Your deadline to request those weeks is 08/13/2020.A payment in the amount of \$494 was issued to you on 7/17/2020.		

If you have any questions, please visit FloridaJobs.org to watch a video on how to understand your Reemployment Assistance claim status or call our Reemployment Assistance Customer Service Center at **1-833-FL-APPLY (1-833-352-7759)** to learn more.