



# Claimant

## Guide for Reemployment Assistance Quarter Change Questionnaire For Pandemic Unemployment Assistance (PUA)

## OVERVIEW:

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Pursuant to Federal guidance, if you are currently receiving Pandemic Unemployment Assistance (PUA), the Florida Department of Economic Opportunity (DEO) must determine that you are ineligible for state Reemployment Assistance benefits quarterly. This routine task, often referred to as the Quarter Change, will determine if you could now be eligible for state Reemployment Assistance benefits. The Quarter Change shifts the base period from January 1, 2020 – December 31, 2020 to April 1, 2020 – March 31, 2020. If you are currently receiving PUA benefits, one of the following will occur:

- If DEO has determined that you have earned wages in the new calendar quarter (April 2020 – March 2021) that could qualify you for state Reemployment Assistance benefits, you will receive a link to submit an application for state Reemployment Assistance benefits in your CONNECT account.
- If DEO has determined that you have not earned wages in the new calendar quarter (April 2020 – March 2021) that would make you eligible for state Reemployment Assistance benefits, you will be prompted to complete a questionnaire when you log-in to CONNECT to claim your weeks. Follow this step-by-step guide to assist you with completing the Quarter Change Questionnaire.

## ABOUT BASE PERIODS AND QUARTER CHANGES:

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To establish a monetarily eligible Reemployment Assistance claim, you must have worked and earned wages during the first four quarters of the previous five completed quarters prior to filing your claim. This period of time is called the “base period.” The base period changes every three months at the beginning of each new quarter starting in January, April, July, and October.

In order to be monetarily eligible for state Reemployment Assistance benefits, you must:

- Have been paid wages in two or more calendar quarters in the base period;
- Have a total base period wages\* of at least 1 ½ times the wages in the quarter having the highest earnings; and
- Have at least \$3,400 total wages in the base period.

The new calendar quarter (April 2020 – March 2021) will confirm if you have received enough wages and determine if you could now qualify to receive state Reemployment Assistance.

To learn more about the quarter change and wage base period, please review our [Reemployment Assistance Eligibility Requirements](#). You can also download and print more information about Reemployment Assistance quarter changes, [here](#).

- 1- Please [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.”

**CONNECT**  
FLORIDA DEPARTMENT OF  
ECONOMIC OPPORTUNITY

**DEO**  
FLORIDA DEPARTMENT OF  
ECONOMIC OPPORTUNITY

Saturday May 23 2020  
[Print Preview](#)  
[English](#) [Español](#) [Kreyol](#)

Login

\* Indicates Required Field

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**Warning Notice**

CLAIMANT WARNING NOTICE  
2-28-14

\*\*\*\*WARNING\*\*\*\*

This is a State of Florida computer system owned and operated by the Florida Department of Economic Opportunity (Department) and is for authorized use only. There is no right of privacy in this system and use of this system constitutes consent to monitoring, interception, recording, reading, copying, or capturing of all activities by authorized State of Florida public officials or their authorized agents. Information in this system is confidential and protected pursuant to section 42 U.S.C. subsection 653(j)(8)(C)(ii) and section 443.1715(1), Florida Statutes, and is confidential and exempt from section 119.07(1), Florida Statutes and section 24(a), Article 1 of the State of Florida Constitution. Anyone accessing this system or the information contained within this system that violates the provisions of section 443.1715(1), Florida Statutes, commits a misdemeanor of the second degree, which is punishable as provided in sections 775.082 and 775.083, Florida Statutes. Other state and federal penalties may also apply.

☒ I acknowledge I have read the above \*

Next

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

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Wednesday June 17 2020  
English Español Kreyol

Login

\* Indicates Required Field

**CONNECT**  
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, Microsoft Edge, Chrome, Mozilla Firefox, or Apple Safari.  
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.

**New Claimant**  
If you have not filed for Florida Reemployment Assistance before, select the link to File a New Claim.  
File a New Claim

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**Existing Claimant Login**  
Log in to your account if you have previously filed for Florida Reemployment Assistance.  
Note: If you previously filed in FLUID, you are an existing claimant. Your FLUID PIN expired if 90 or more days have elapsed since you last logged in to that system. You will need to reset your PIN. To reset your PIN, enter your Social Security Number and select the Forgot PIN button.  
For security purposes, we discourage using an easily identifiable PIN sequence such as your year of birth or the last four digits of your social security number. If you are currently using one of these numbers as your PIN, we strongly encourage you to change it immediately.  
You may now login with your CONNECT Claimant ID or your Social Security Number. You can find this Claimant ID number after your next login by reviewing the new summary bar at the top of each page.

Social Security Number  
or Claimant ID

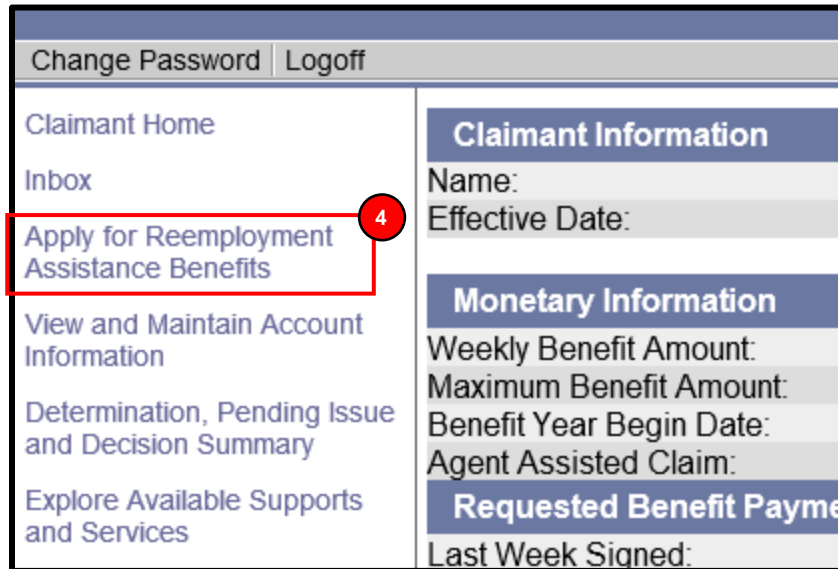
PIN

Login Forgot PIN

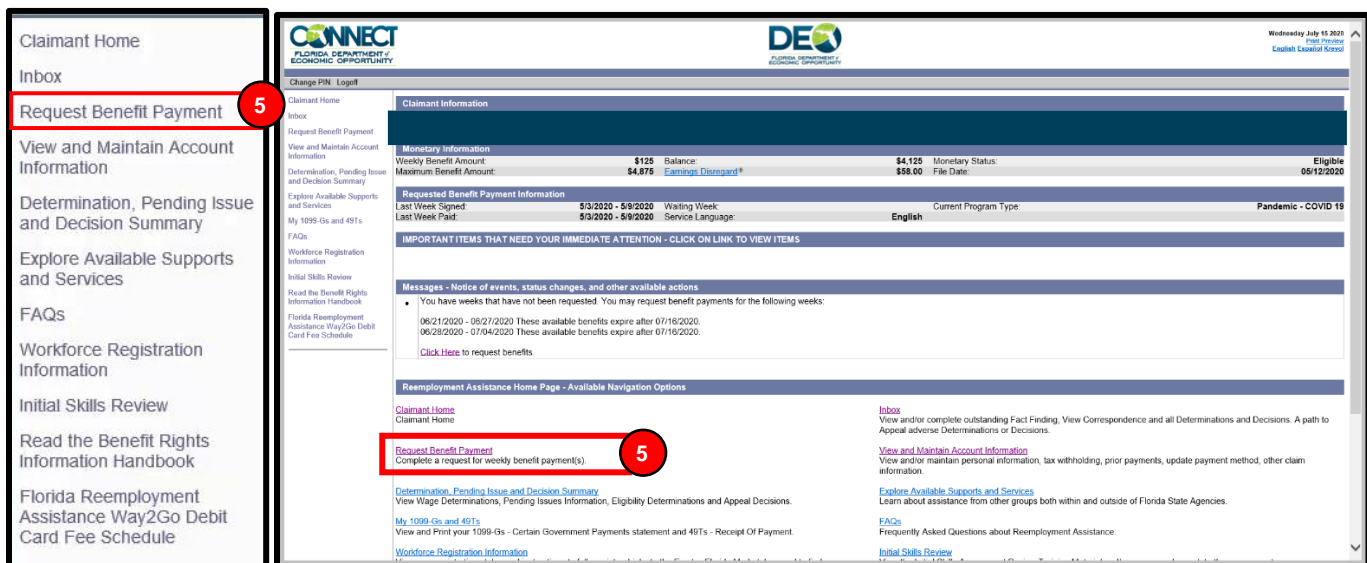
Your account will be locked after 3 attempts.  
Note: If you do not remember your PIN, enter your Social Security Number and select the Forgot PIN button.

**Claimant Resources**

- 4- If DEO has determined that you have earned wages in the new calendar quarter (April 2020 – March 2021) that could qualify you for state Reemployment Assistance benefits, you will receive a link to submit an application for state Reemployment Assistance benefits in your CONNECT account. If you see this link, click **“Apply for Reemployment Assistance Benefits.”** If you don’t see this link, move to step 5.



- 5- When you get to your claimant homepage, please select the **“Request Benefit Payment”** link.



6- Please read and accept the **Reemployment Assistance Fraud Acknowledgement** page.

7- Next, you will be prompted to complete the Quarter Change Questionnaire. After you answer the series of questions, select **“Submit.”**

This questionnaire will ask a series of questions regarding employment details, specifically any additional wages that should be included in the new calendar quarter (April 2020 – March 2021).

- 8- The next screen you will see is a receipt showing you submitted the Quarter Change Questionnaire. Click **“Next”** to request your benefit payments. If you need assistance claiming your weeks, please reference a step-by-step guide, [here](#).

**NOTE:** If weeks are not requested, you will not receive payment on your account.

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Wednesday July 15 2020  
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Change PIN | Logout

Claimant Home  
Inbox  
Request Benefit Payment  
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  
Initial Skills Review  
Read the Benefit Rights Information Handbook  
Florida Reemployment Assistance Way2Go Debit Card Fee Schedule

Claimant Information

Quarter Change Eligibility Confirmation Page

Your Quarter Change Questionnaire is complete, and you will remain on your federal benefit claim. Please click “Next” to confirm and proceed to request benefit payments for your available weeks. Payments cannot be issued until weeks are claimed.

Next 8

Once you have completed the steps to claim your weeks, you will be sent back to your CONNECT home page.

**Example Claimant Home Page:** Please note the date you should log back into CONNECT to request your benefit payments.

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Claimant Information

Monetary Information

Weekly Benefit Amount:	\$125	Balance:	\$4,125	Monetary Status:	Eligible
Maximum Benefit Amount:	\$4,875	Earnings Disregard:	\$58.00	File Date:	05/12/2020

Requested Benefit Payment Information

Last Week Signed:	6/28/2020 - 7/4/2020	Waiting Week:		Current Program Type:	Pandemic - COVID 19
Last Week Paid:	5/3/2020 - 5/9/2020	Service Language:	English		

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

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

- You may log back in to CONNECT on 07/22/2020 to request benefit payment for your next available week(s). Your deadline to request those weeks is 07/30/2020.
- 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 [PUA Handbook](#) for more information.

Reemployment Assistance Home Page - Available Navigation Options

Claimant Home  
Claimant Home

View and Maintain Account Information  
View and/or maintain personal information, tax withholding, prior payments, update payment method, other claim information.

Explore Available Supports and Services  
Learn about assistance from other groups both within and outside of Florida State Agencies.

FAQs  
Frequently Asked Questions about Reemployment Assistance.

Initial Skills Review  
View the Initial Skills Assessment Review Training Material and/or access and complete the assessment

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

Determination, Pending Issue and Decision Summary  
View Wage Determinations, Pending Issues Information, Eligibility Determinations and Appeal Decisions.

My 1099-Gs and 49Ts  
View and Print your 1099-Gs - Certain Government Payments statement and 49Ts - Receipt Of Payment.

Workforce Registration Information  
View your registration status and instructions to fully register. Links to the Employ Florida Marketplace and to find your local CareerSource.

Read the Benefit Rights Information Handbook  
You should understand your rights and responsibilities as a Florida reemployment assistance claimant.

Reminder, in order to receive Reemployment Assistance benefits, you must log-in to CONNECT every two weeks to confirm if you are still unemployed but able and available for work should it be offered. For additional questions, please visit the [Reemployment Assistance Help Center](#).