



Claimant

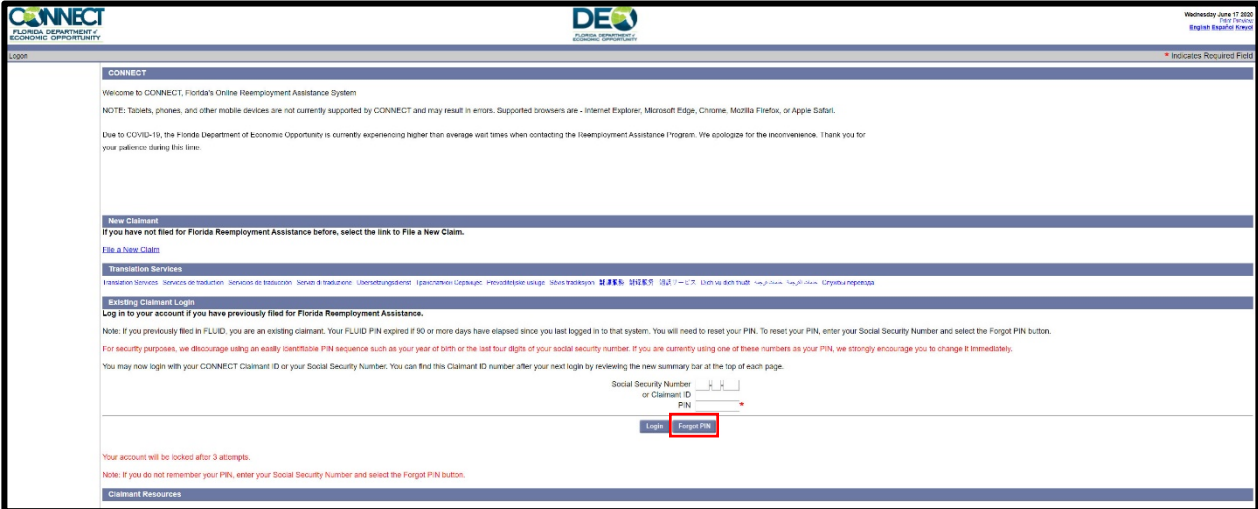
Guide for Reemployment Assistance PIN Reset

Are you locked out of your Reemployment Assistance account in CONNECT, or have you been unable to access your account after multiple log in attempts? Please follow the steps below to reset your PIN so you can access your account in CONNECT. If you need further assistance resetting your PIN, please contact our Customer Service Center at 1-833-FL-APPLY.

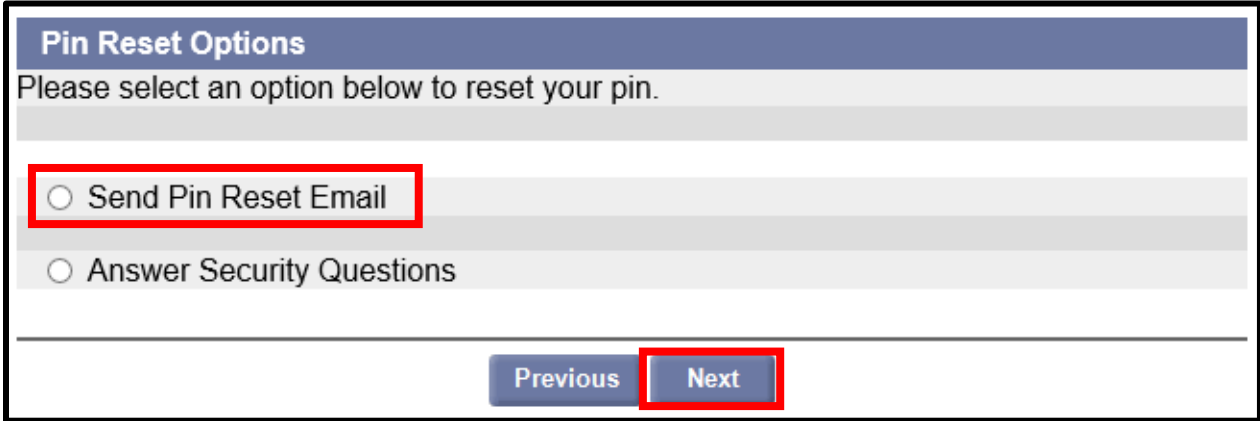
- 1- Please [click here](#) to access the CONNECT homepage.
- 2- Read the Claimant Warning Notice and select **“I acknowledge I have read the above.”** And then click **“Next.”**

The screenshot shows the CONNECT website interface. At the top left is the CONNECT logo (Florida Department of Economic Opportunity). At the top right is the DEO logo (Florida Department of Economic Opportunity) and the date Saturday May 23 2020 with links for Print, Preview, English, Español, and Kreyol. Below the logos is a 'Logon' section with a red asterisk indicating a required field. The main content area has a blue header for 'Translation Services' with links in multiple languages. Below that is a 'Warning Notice' section. The notice text reads: 'CLAIMANT WARNING NOTICE 2-28-14', '***WARNING***', and a paragraph of legal disclaimer text. At the bottom of the notice, there is a checkbox labeled 'I acknowledge I have read the above' with a red asterisk, and a 'Next' button below it. A red box highlights the checkbox and the 'Next' button. At the very bottom of the page, there is a footer with links for Download Acrobat Reader, Accessibility, Privacy Statement, Warning Notice, Viewing Tips, and page information: P 1.0.260.29 | S 1.0.260.29.

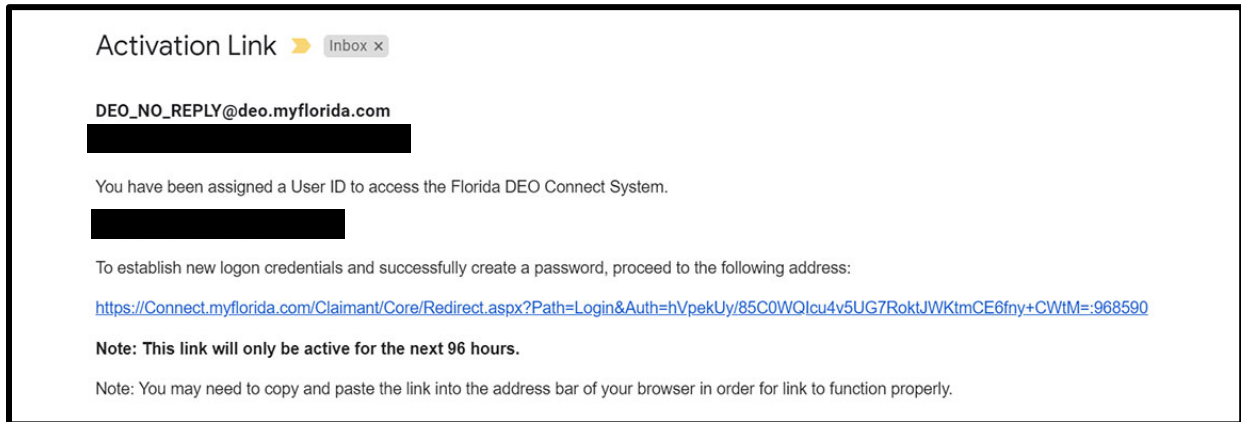
3- Enter your Social Security Number or claimant ID number and then select **“Forgot PIN.”**



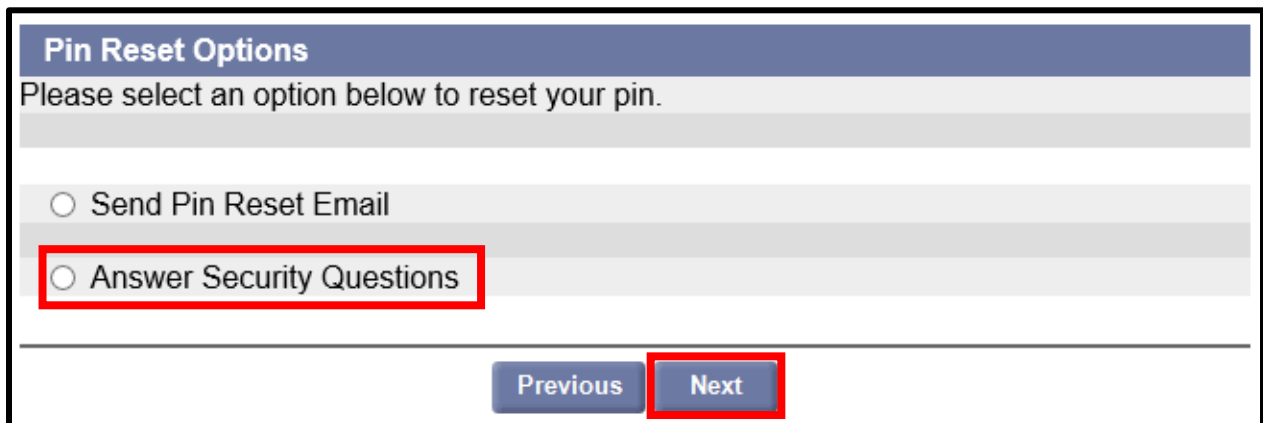
4- Select between **“Send Reset Email”** or **“Answer Security Questions”** to reset your PIN. If you have never logged into CONNECT, select **“Send PIN Reset Email.”** An email will be sent to the email address we have on file.



- 5- You will receive an email from DEO_NO-REPLY@Deo.myflorida.com soon after you submit the request. Click the link and follow the instructions on how to complete the process for resetting your PIN.



- 6- Select between **“Send Reset Email”** or **“Answer Security Questions”** to reset your PIN. If you have logged into CONNECT, select **“Answer Security Questions.”**



- 7- The “**Submit Personal Information**” screen will populate.
You can then enter your personal information into required data fields.
Select the “**Next**” button once you are sure the information is correct and accurate.

Logon * Indicates Required Field

Submit Personal Information

Confirm your Social Security Number: *

Birth Date: / / * (mm/dd/yyyy)

Gender: Female Male *

Security Question 1: What is your father's middle name?
 *

Security Question 2: In what city were you born?
 *

Security Question 3: What make/model was your first car?
 *

- 8- The “**Set PIN**” screen will populate. Enter required information into PIN data fields. Please note that your PIN should be four digits long. You will then be able to review or modify your security questions. The answers to the security questions must be five or more characters long. We strongly recommend storing your answers in a secure place as they will need to be entered exactly as submitted. Select the “**Submit**” button to complete resetting your PIN.

Set PIN

PIN (4 Numeric Digits): *

Confirm PIN: *

Security Question 1: *

Security Answer 1: *

Confirm Security Answer 1: *

Security Question 2: *

Security Answer 2: *

Confirm Security Answer 2: *

Security Question 3: *

Security Answer 3: *

Confirm Security Answer 3: *

Remember this information. You will need it to access your claim online.

Note:

- Your PIN may not match the following: 0000, 1111, 9999, 1234, or the last four digits of your social security number. Please use only the numbers 0 through 9. The length of the PIN must be 4 characters.
- Your security answer must not be blank and may not contain any special characters. Please use only the letters A through Z and the numbers 0 through 9. The length of the answer has to be between 3 and 35 characters.

Submit

Reminder, in order to receive Reemployment Assistance benefits, you must log-in to CONNECT every two weeks on to confirm that you are still unemployed but able and available for work should it be offered. For additional questions, please call the Reemployment Assistance customer service center at **1-833-FL-APPLY (1-833-352-7759)**.

You may also [click here](#) watch a user-friendly video on how to do a PIN Rest.