



Third Party Representative (TPR)

Guide to CONNECT

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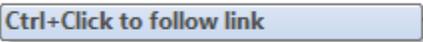
2. INTRODUCTION

This document is a reference for navigating the system functions that a Third Party Representative (TPR) uses in the CONNECT system to access Claimant information related to the Florida Department of Economic Opportunity (DEO) Reemployment Assistance Program (RAP).

2.1 Guide Instructions

This document provides step-by-step instructions for TPRs to navigate the DEO CONNECT system, including registering as a TPR in CONNECT and setting up a password, navigating the TPR Homepage in CONNECT, and searching for claimants that have indicated you as an approved TPR.

Topics listed in the Table of Contents can be jumped to by pressing “Ctrl+Click” to follow the hyperlink to that topic.

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Helpful hints, tips, and reminders are indicated with a pointed hand symbol and text box.



Please note that this icon is where you will find helpful hints, tips, and reminders.

You will find step-by-step instructions, and this red circle icon:  indicates the step number on the screenshot. These are to help you follow along in the guide as you complete the steps yourself on the CONNECT Web site. Please note that the steps are listed before the image.

Sometimes, links or special features of a screen are highlighted with a red rectangle  to make it easier for you to find it on your screen as you follow along.

2.2 CONNECT System Overview

The purpose of the System Overview is to provide a high-level overview of the CONNECT system. It will cover applications and features of CONNECT, users of CONNECT, how to access CONNECT, and how CONNECT benefits claimants.

2.2.1 What is CONNECT?

CONNECT is a claims management system that claimants use to apply for benefits. Claimants, employers and third parties access information related to claims, and communicate with DEO Staff through CONNECT.

2.2.2 What is a TPR?

A TPR is an entity that performs reemployment assistance program activities on behalf of a claimant. If you meet the definition of a TPR, you must register as a TPR with DEO. Once registered, a claimant must then grant you access to the specific CONNECT functions for which you are responsible. Claimants can do this online through their own account.

2.2.3 Where can I access CONNECT?

CONNECT is a Web based system, meaning that anyone with internet access and user credentials can access CONNECT. TPRs can access CONNECT by typing or copying the following link into a browser address bar:

<https://connect.myflorida.com/Representative/Core/Login.ASPX>. CONNECT can also be accessed from the DEO Web site: <http://www.floridajobs.org>.

Users must register for a user identification (ID) and password in order to enter CONNECT. The steps to register for TPR account are covered in Section 3.1., 'Register for a TPR Account.'

2.2.4 What are the benefits of CONNECT?

CONNECT provides easy, online access to all claim related information that TPRs and other users can access anywhere, at any time. CONNECT makes it easier and faster to apply for benefits, resolve issues, and provide information. It provides better processes, systems, and service for claimants, employers, third parties, and DEO Staff, and a stronger connection between RA and Workforce for quicker reemployment. Using CONNECT means:

- Less paperwork
- Less filing
- Faster response time

2.2.5 Who uses CONNECT?

CONNECT is a central system that is accessed by six types of users: claimants, employers, DEO staff, Third Party Representatives (TPRs), Third Party Administrators (TPAs) and Other State and Federal Agencies.

- Claimants – Claimants use CONNECT to apply for benefits, file an appeal, and view and send correspondence
- Employers – Employers use CONNECT to file appeals, and view and send correspondence
- DEO Staff – DEO Staff use CONNECT to evaluate information, authorize payments, adjudicate issues, and maintain data
- TPRs – If granted access by the claimant, TPRs use CONNECT to search, view information and act on behalf of the claimant during the appeal process
- TPAs – TPAs perform reemployment assistance benefit activities on behalf of an employer, and the employers provide the TPA access to specific information
- Other State and Federal Agencies – Other state and federal agencies have contracts that outline the specific information that they can access in CONNECT

3. ACCESS THE TPR LOGIN PAGE

In this section, we will review the steps to access the TPR Login Page in CONNECT and setting up and maintaining a TPR account. We will cover the following topics:

- Register for a TPR Account
- Set up your password
- Change your password
- Login to your TPR Account

3.1 Register for a TPR Account

This section provides instructions on how to register for a new TPR account in CONNECT. This section documents the steps necessary to perform the following:

- Identify required information to create new TPR account
- Register for a TPR Account
- Obtain a TPR ID and password

To register for a TPR Account, follow the steps below.

1. Enter the CONNECT Web address into the address bar of your browser.
2. Select the 'TPR Registration' link on the left-hand menu of the TPR Login Screen.

The screenshot shows the TPR Login page with the following elements:

- Header:** DEO Florida Department of Economic Opportunity logo and date (Thursday).
- Navigation:** 'Ligon' and '* Indicates Required'.
- Left Menu:** 'System UnAvailability' and 'TPR Registration' (highlighted with a red box and a red circle with the number 2).
- Main Content:**
 - Title: Florida Division of Reemployment Assistance Program: Third Party Representative Account (TPR) Login
 - Text: To access Third Party Representative (TPR) account information, enter your User Name and Password. For purposes of authentication, using your Password is considered the same as using your signature.
 - Fields: User ID (with red asterisk) and Password (with red asterisk).
 - Buttons: Login and Forgot Password.
 - Warning: Your account will be locked after 5 attempts. If you are having problems logging in, select the "Forgot Password" button to reset your password.
 - Section: Representative Home
 - Links: System UnAvailability (Reemployment Assistance System Unavailability Information) and TPR Registration (For Representatives/TPR Only: Create a new account to obtain a Representative (TPR) Identification number).
- Footer:** Download Acrobat Reader | Accessibility | Privacy Statement | Viewing Tips

3. Review the information in the 'Register as a Third Party Representative (TPR)' section.
4. Enter required user information.
 - a. First Name.
 - b. Last Name.
 - c. Business Name (if applicable).
5. Enter your address information.

- a. Enter the name of the person at your address who should be receiving correspondence related to TPR activities related to the reemployment assistance benefits program.
 - b. Enter your address, including apartment or unit number.
 - c. Enter your city.
 - d. Select your state from the drop-down menu.
 - e. Select your country from the drop-down menu.
6. Enter your phone number, including the extension if you have one.
 7. Enter your fax number if you have one.
 8. Enter your email address.
 9. Select the radio button to indicate your correspondence preference.



Please note that if you select 'U.S. Mail,' you will still be able to access electronic versions of all documents sent to you in your TPR Inbox in the CONNECT system. We will cover how to access the TPR Inbox in Section 4.0, 'Navigate the TPR Homepage.'

10. Select 'Next.'

The screenshot shows the 'Register as a Third Party Representative (TPR)' form. The form is titled 'FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY' and 'Logon'. It includes a 'System Unavailability' section and a 'TPR Registration' section. The main content area is titled 'Register as a Third Party Representative (TPR)' and contains instructions for registration. The form is divided into several sections: 'User Information', 'Enter Mailing Address Information:', and 'Correspondence Preference:'. The 'User Information' section includes fields for First Name, Last Name, and Business Name. The 'Enter Mailing Address Information:' section includes fields for Attention, Address Line 1, Address Line 2, City, State, Zip, Country, Phone, Fax, and EMail. The 'Correspondence Preference:' section includes radio buttons for 'US Mail' and 'Electronic'. A 'Next' button is located at the bottom right of the form. Red circles with numbers 3 through 10 highlight specific fields and the 'Next' button. A red box highlights the 'Next' button.

11. Review the address validation information.
12. Select the appropriate address from possible matches.
13. If there are no appropriate matches for your address, select to use the address you entered by selecting the radio button next to your address in the 'Use Entered Address' section.
14. Select 'Next.'

- 15. Review the information on the 'Confirm TPR Registration' screen.
- 16. If no changes, select 'Submit.'
- 17. If you need to make a change to the information, select 'Previous' to go back.



Please do not use the back button  on your browser – this will cause the page to refresh and you will lose any information that you have not submitted.

- 18. After you select 'Submit,' you will receive a confirmation that your account activation is complete and you are registered as a TPR in CONNECT.



Please be sure to save your Login Information – you will need it to log in to CONNECT for the first time in order to set up your password!

3.1.1 Set up your password

To set up your password, follow the steps below.

1. From the account activation confirmation screen, select 'Login' to set up your password.



Please note that you may also access the TPR Login Page by entering the CONNECT Web address into your address bar.

2. Enter your User ID and Password.
3. Select 'Login.'

Thursday, April 11, 2013
[Print Preview](#)

Logon * Indicates Required Field

Florida Division of Reemployment Assistance Program: Third Party Representative Account (TPR) Login

To access Third Party Representative (TPR) account information, enter your User Name and Password. For purposes of authentication, using your PIN is considered the same as using your signature.

User ID: *

Password: *

Your account will be locked after 5 attempts. If you are having problems logging in, select the "Forgot Password" button to reset your password.

Representative Home

[System UnAvailability](#)
 Reemployment Assistance System Unavailability Information

[TPR Registration](#)
 For Representatives/TPR Only: Create a new account to obtain a Third Party Representative (TPR) Identification number.

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4. Review the PIN Code guidance at the top of the page.
5. Select 'Password Guidelines' to review the guidelines for setting up your password.
6. Enter your new password, and re-enter your password in the next field.
7. Select your Security Questions and answers.
 - a. Enter your first Security Question.
 - b. Enter the answer to your first Security Question.
 - c. Select your second Security Question.
 - d. Enter the answer to your second Security Question.
 - e. Enter your third Security Question.
 - f. Enter the answer to your third Security Question.



Please note that these questions will be used to verify your identity in the event that you forget your password.

8. Enter a 4-digit PIN code.
9. Select 'Save.'

System Unavailability
TPR Registration

Third Party Representative
TPR ID: 000009001

4 Digit Pin Code: The 4 Digit Pin Code is a 4 digit numeric entry... The PIN is an alternate "User" credential which you create(d) during the permanent password set up. This information is requested for various purposes when the user indicates they have forgotten their password.

Reset Password

Please choose a new password and other information by entering it in the fields below and clicking save. For additional information on password security, refer to the [password guidelines](#).

Password Guidelines

A new password **must** conform to the following requirements:

- at least 8 characters in length
- no more than 35 characters in length
- not previously used within this system
- does not contain a space (e.g. " ")
- contains at least three (3) of the following:
 - uppercase character (e.g. A-Z)
 - lowercase character (e.g. a-z)
 - numeric digit (e.g. 0-9)
 - non-alphanumeric character (e.g. !,@,#,\$,%,&,'*')

Additionally, a new password **should not**:

- spell a word or series of words that can be found in a standard dictionary
- spell a word with a number added to the beginning and/or end
- be based on any personal information such as name, pet, birthday, etc.

New Password: *
Re-enter New Password: *
Security Question 1: *
Security Answer 1: *
Security Question 2: *
Security Answer 2: *
Security Question 3: *
Security Answer 3: *
4-digit PIN Code: *

9 Save

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3.1.2 Change your Password

To change your password, follow the steps below:

1. From the TPR Homepage, select 'Change Password.'

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FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

Thursday, April 11, 2013
[Print Preview](#)

Change Password 1

Representative Home
Maintain TPR Address
TPR Inbox

Third Party Representative
TPR ID: 000009001
TPR Name: Colleen

TPR Home
No records found...

Representative Home

[Representative Home](#)
Representative Home

[Maintain TPR Address](#)
View and maintain mailing address and correspondence preference

[TPR Inbox](#)
Access TPR Inbox to view electronic correspondence

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2. Select the 'Password Guidelines' to review password guidance.
3. Enter your new password.
4. Reenter your new password.
5. If you choose, update your security questions and answers.
6. Select 'Save.'

System UnAvailability
TPR Registration

Third Party Representative
TPR ID: 000009001 TPR Name: Colleen

- 4 Digit Pin Code: The 4 Digit Pin Code is a 4 digit numeric entry of your choosing. The PIN is an alternate "User" credential which you create(d) during the permanent password set up . This information is requested for authentication purposes when the user indicates they have forgotten their password.

Reset Password

Please choose a new password and other information by entering it in the fields below and clicking save. For additional information on password security, please refer to the [password guidelines](#).

New Password: [Field] *

Re-enter New Password: [Field] *

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

Security Answer 1: Edward *

Security Question 2: What was the name of the street you grew up on? [Dropdown] *

Security Answer 2: Garfield *

Security Question 3: What is the name of your first pet? [Dropdown] *

Security Answer 3: [Field] *

4-digit PIN Code: [Field] *

[Save]

3.2 Login to your TPR Account

To login to a TPR Account, follow the below steps.

1. Enter your User ID and Password.
2. Select 'Login.'



Please note that your account will be locked after 5 unsuccessful attempts to login to the CONNECT system.

3. Select 'Forgot Password' if you cannot remember your password.

3.3 Navigate the TPR Homepage

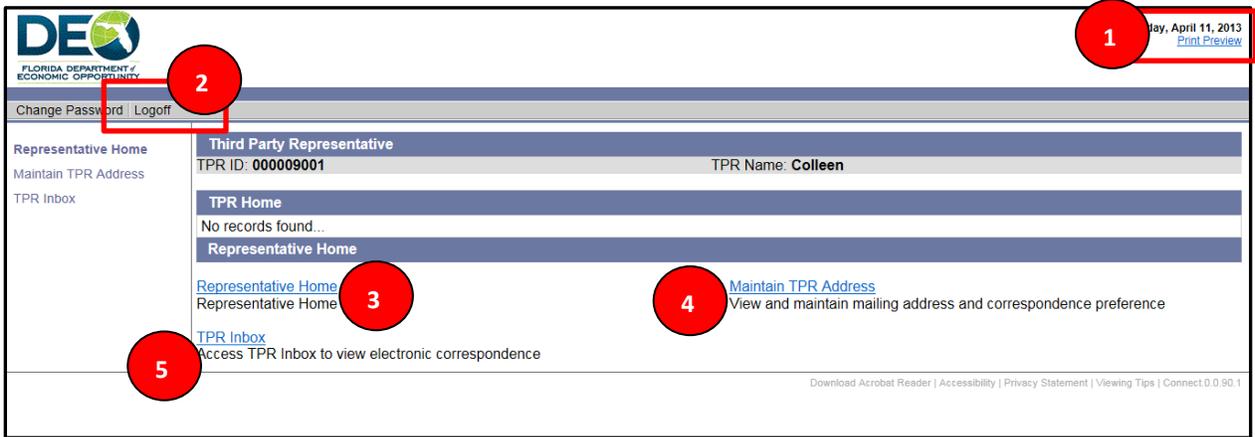
This section will provide information on navigating the TPR Homepage. We will cover the following topics:

- Navigate the TPR Homepage
- Maintain TPR Address
- Access your TPR Inbox
- Search for Claimant Information

3.3.1 Navigate the TPR Homepage

To navigate the TPR Homepage, follow the steps below.

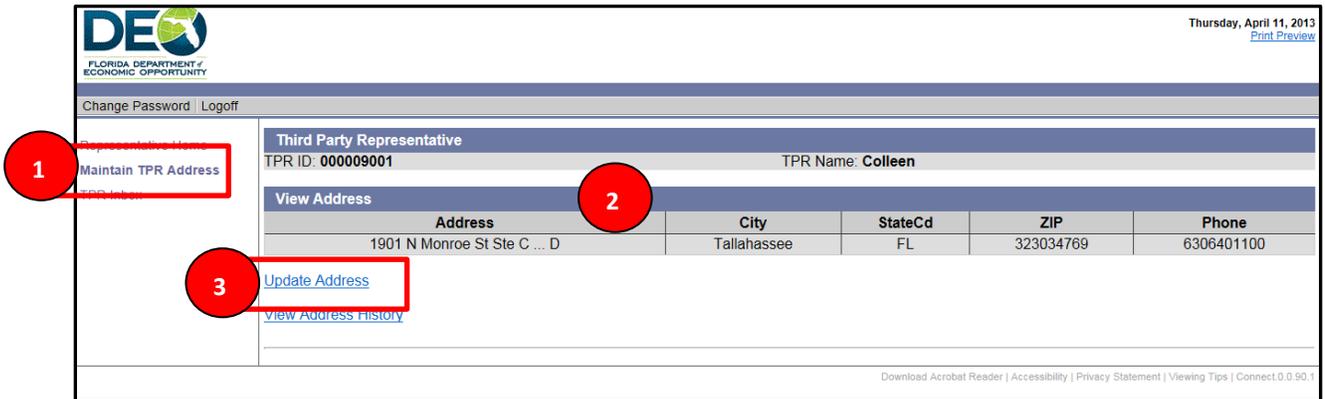
1. Select 'Print Preview' on any screen to print the information on the screen.
2. Select 'Logoff' to log out of your account.
3. Select 'Representative Home' to return to the TPR Homepage.
4. Select 'Maintain TPR Address' to update your address information and correspondence preference.
5. Select 'TPR Inbox' to view correspondence or search for claimant information.



3.3.2 Maintain your TPR Address

To maintain TPR address, follow the steps below.

1. Select 'Maintain TPR Address' from the left-hand menu on the TPR Homepage.
2. Review your current address information.
3. Select the hyperlink 'Update Address' to update your address.



4. In the fields, enter your updated address information.
5. Enter your phone number.
6. Enter your fax number.
7. Enter your email address.
8. Select your correspondence preference.
9. Select 'Next.'

Thursday, April 11, 2013 [Print Preview](#)

Change Password | Logoff * Indicates Required Field

Representative Home
Maintain TPR Address
TPR Inbox

Third Party Representative
TPR ID: 00009001 TPR Name: Colleen

Modify Address Information
Enter address information below and click "Next".

4 Attention: _____
Address Line 1: 1901 N Monroe St Ste C ... D *
Address Line 2: _____
City: Tallahassee *
State: FL - Florida
Zip: 32303-4769
Country: Select one
Phone: (630) - 000 ext: _____
8 Fax: () - 000 ext: _____
EMail: colkelly@ _____

Correspondence Preference: Electronic US Mail*

9 Next

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3.3.3 Access TPR Inbox

To access the TPR Inbox, follow the steps below.

1. Select 'TPR Inbox' on the left-hand menu of the TPR Homepage.
2. To view all correspondence, select 'All' from the 'Subject' drop-down menu.
3. Select 'Search.'
4. View correspondence in the 'Search Results' section.

Thursday, April 11, 2013 [Print Preview](#)

Change Password | Logoff

Representative Home
Maintain TPR Address
1 TPR Inbox

Third Party Representative
TPR ID: 00009001 TPR Name: Colleen

TPR Correspondence

Created on Date From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

DocumentId: _____

2 Subject: Select One

ClaimantId: Select One

Claimant Last Name: All

Claimant First Name: _____

3 Search Reset

Search Results
4 No records found...

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3.3.4 Search for Claimant Information

To search for claimant information, follow the steps below.

1. Select 'TPR Inbox' from the left-hand menu of the TPR Homepage.
2. Enter Claimant Last Name.
3. Enter Claimant First Name.
4. Select 'Search.'



Please note that you can only see Claimants that have indicated you as a TPR.



For more information about Claimant Correspondence, please review the Claimant Guide to CONNECT, available on floridajobs.org.

4. FREQUENTLY ASKED QUESTIONS

This section covers Frequently Asked Questions.

4.1 Common Questions

4.1.1 How are benefits paid?

Payments are made via direct deposit to your bank account, or through a Florida Visa debit card. You will be asked to choose your payment method during the claim filing process. You can change your payment method preference after your claim is filed.

A Debit Card allows your Reemployment Assistance payments to be deposited directly into a Florida Visa debit account in your name. Once your claim is established and determined payable, a Florida Visa account will be set up in your name and a Visa debit card sent to your mailing address.

Direct Deposit allows your Reemployment Assistance payments to be deposited directly into your bank account. To establish direct deposit, you will need to provide the routing number and account number of your bank account.

4.1.2 When are benefits determined?

Benefit amounts are determined after a claim has been filed and processed.

4.1.3 Where is the link for the Initial Skills Assessment?

On the Claimant Homepage left-hand menu.

4.1.4 How do I obtain a copy of information that I entered into CONNECT?

Select 'Print Preview' from the upper right-hand corner of the screen and follow the instructions to print the page.

4.1.5 CONNECT will not allow me to advance to the next screen – how do I fix this?

Likely, you have missed a required field – these fields are marked with a red asterisk, and you will receive an error message at the top of the screen if you left one blank or entered an incorrect response. Double-check your data fields and re-submit or select 'Next' to move on.

4.2 Other Questions

For other questions, please review the FAQ section of the DEO Web site – you can access it from the Claimant Homepage by selecting the 'FAQs' link from the left-hand menu:

DEO
FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

Change Password | Logoff

Claimant Home

Inbox

View and Maintain Account Information

- Child Support Summary
- Contact Information
- Assign/Maintain TPR
- Monetary and Issue Summary
- Payment History
- Payment Method Options

Request Benefit Payment

Determination, Pending Issue and Decision Summary

Explore Available Supports and Services

FAQs

Read the Benefit Rights Information Handbook

Initial Skills Review

Workforce Registration

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

- Please review messages in the "Messages - Notice of events, status changes, and other available actions" section.
- You have not completed the Initial Skills Review. Failure to complete may delay or prevent benefit payments and/or the training material.
- You have not completed full registration with Workforce Services as of yesterday. Failure to register may delay or prevent benefit payments and/or the training material.

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:
 - 03/10/2013 - 03/16/2013
 - 03/17/2013 - 03/23/2013
 - 03/24/2013 - 03/30/2013[Click Here](#) to request benefits.
- Your application for unemployment benefits has been received and is being processed.
- [More Messages...](#)

View and Maintain Account Information

[Child Support Summary](#) | [Contact Information](#)

Establish, view and maintain child support orders. | Establish, view and maintain account information.

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[Job Seekers & Community Services](#) | [Business Growth & Partnerships](#) | [Labor Market Information](#) | [Community Planning & Development](#) | [Workforce Board Resources](#)

Frequently Asked Questions Directory

Home > Frequently Asked Questions Directory

Select the category of interest to you from the frequently asked questions (FAQs) below.
Can't find what you're looking for? Please visit the [Help Center](#) for contact information.

FAQs by CUSTOMER

Job Seekers

- Reemployment Assistance Center
 - Adjudication
 - Appeals
 - Child Support
 - Debit Card
 - Education
 - Extended Benefits
 - Filing a Claim

FAQs by PROGRAM AREA

Community Planning and Development

- Comprehensive Planning
- Waterfronts Florida Program
- Neighborhood Stabilization

Finance and Administration

- Purchasing and Contract Administration

Labor Market Information