



# Employer

**Guide: Accessing CONNECT Inbox**

## I. Access Employer Inbox

This guide describes the necessary actions to access your Employer Inbox in CONNECT, the steps necessary to locate and navigate your Employer Inbox.

The Employer Inbox may contain important items that require your notice or action.

To access your Employer Inbox, please follow the steps below:

1. After logging-in to CONNECT, select '**Employer Inbox**' from the left-hand menu of the Employer Homepage in CONNECT.
2. The Employer Inbox will automatically populate with any **Notice of Hearings** at the top of the page.

**NOTE:** The Notice of Hearings will display automatically until the **Action Due Date** has passed. All other correspondence requiring your attention will need to be searched.

The screenshot shows the 'Employer Inbox' section of the CONNECT interface. On the left sidebar, the 'Employer Inbox' menu item is highlighted with a red circle labeled '1'. The main content area displays a table of 'Notice of Hearing' items. A red circle labeled '2' highlights the table. The table has the following columns: Correspondence Number, Subject, Claimant SSN, Claimant Last Name, Claimant First Name, Action Due Date, Created On Date, and Predecessor. Below the table is a search form with the following fields: Action Due Date (From: mm/dd/yyyy To: mm/dd/yyyy), Created on Date (From: mm/dd/yyyy To: mm/dd/yyyy), Claimant Social Security Number, Claimant Last Name, Claimant First Name, Claimant ID, Document ID, Original Employer, and Subject (set to ALL).

Correspondence Number	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created On Date	Predecessor
52996806	Notice of Hearing				07/05/2016	06/18/2016	
53070988	Notice of Hearing				07/05/2016	06/21/2016	
53124118	Notice of Hearing				07/05/2016	06/23/2016	
52880586	Notice of Hearing				07/06/2016	06/15/2016	
52940773	Notice of Hearing				07/06/2016	06/16/2016	
53124717	Notice of Hearing				07/06/2016	06/23/2016	
53123930	Notice of Hearing				07/13/2016	06/23/2016	
53172830	Notice of Hearing				07/13/2016	06/24/2016	

## A. Search for Correspondence requiring attention in your inbox.

To search for specific correspondence in your Employer Inbox, please follow the steps below:

1. Select **'Employer Inbox'** from the left-hand menu on the Employer Homepage.
2. Enter information in **one** or **all** known data fields.
  - a. Action Due Date
  - b. Created On Date
  - c. Document ID
  - d. Claimant Social Security Number
  - e. Claimant First or Last Name

View Employer Account Profile

**1** Employer Inbox

Short Time Compensation

Address Information

Benefit Charge Protest

Correspondence Search

Manage SIDES E-Response

User Maintenance

Assign and Maintain TPA

**NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.**

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

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

Claimant Social Security Number: [ ]-[ ]-[ ] Claimant ID: [ ]

Claimant Last Name: [ ] Document ID: [ ]

Claimant First Name: [ ] Original Employer: [ ]

Subject: Select One [ ]

Reset Search

**2**

3. Select the correspondence subject you would like to review. This contains a list of specific types of correspondence you could receive in your inbox.

**NOTE:** If you select **'ALL'** as the subject of correspondence, all items requiring action will populate within the search limits entered above.

**NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.**

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

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

Claimant Social Security Number: [ ]-[ ]-[ ] Claimant ID: [ ]

Claimant Last Name: [ ] Document ID: [ ]

Claimant First Name: [ ] Employer: [ ]

Subject: Select One [ ]

**3**

ALL

Appeal Decision

Appeal Information

Eligibility Determination

Employer Notification

Fact Finding

Initial Re-determined Statement of Charges (Monetary Redeterminations)

Notice of Claim Filed - UCB-412

Other

Protest of Benefit Charges

SIDES E-Response Confirmation

SIDES UC02

TPA Role Assignment Notification Correspondence

UCB 412 SIDES MON

Weekly-Earnings Wage Verification (UCO-2)

To locate documents no longer available in your inbox, select the document type from the dropdown menu. To move documents to your Correspondence Search, select the document type from the dropdown menu. To move documents to Correspondence Search applies to all documents.

Failure to respond by the specified deadline will result in a claimant's account being charged for benefits paid to the claimant even if such payments are later determined to be erroneous.

Search Results

Select All

No Search Executed.

\* If the Predecessor field is populated, then the item has arrived in your inbox because you either fully succeeded the employer, or partially succeeded the employer for the claimant's SSN.

Also, your account could be charged for benefits paid to the claimant

4. Select **'Search.'**

5. All relevant correspondence will populate, based off the information provided, in the **'Search Results'** section.

**Employer Inbox**

**NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.**

Action Due Date: From: 10/06/2016 (mm/dd/yyyy) To: 10/06/2016 (mm/dd/yyyy)  
 Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Claimant Social Security Number:  Claimant ID:   
 Claimant Last Name:  Document ID:   
 Claimant First Name:  Original Employer:   
 Subject:

**4**

To locate documents no longer available in your inbox, click on the 'Correspondence Search' hyperlink.

To move documents to your Correspondence Search, select the checkboxes in the 'Move to Correspondence Search' column and click the 'Send to Correspondence Search' button. The ability to move documents to Correspondence Search applies to all documents, except Notice of Hearing.

**Failure to respond by the specified deadline will result in a determination being issued with the available information. Also, your account could be charged for benefits paid to the claimant even if such payments are later determined to be erroneous.**

**Search Results**

Move To Correspondence Search	Item	Employer Name	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date	Predecessor*
<input type="checkbox"/>	<a href="#">55958675</a>		Remuneration - Pension	123456789	Brown	Tom	10/06/2016	10/04/2016	
<input type="checkbox"/>	<a href="#">55926668</a>		Discharged - Violation of Employer Rule or Policy	456789101	Brown	Tom	10/06/2016	10/04/2016	

**5**

\* If the Predecessor field is populated, then the item has arrived in your inbox because you either fully succeeded the employer, or partially succeeded the employer for the claimant's SSN.

## B. View 'All' correspondence requiring your attention, follow the steps below.

1. To view 'ALL' correspondence, leave all data fields blank.

2. Select the down arrow on the 'Subject' line and select 'ALL'.
3. All information in your Employer Inbox will populate in the 'Search Results' field.

**NOTE:** Items will populate with the oldest item first. The order can be changed by clicking on the Action Due Date or Created on Date hyperlinks twice. Also, please note, that only 100 items will display in the search results at one time. To assure that all items appear in the search results field, add Created on Dates.

**To locate documents no longer available in your inbox, click the 'Send to Correspondence Search' button. The ability to move documents to Correspondence Search applies to all documents.**

**Failure to respond by the specified deadline will result in even if such payments are later determined to be erroneous. Also, your account could be charged for benefits paid to the claimant**

**Search Results**  
Rows 1-25 of 41

Move To Correspondence Search	Item	Employer Name	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date	Predecessor
<input type="checkbox"/>	<a href="#">56566839</a>	CHEMICAL	Employer Notice					10/31/2016	
<input type="checkbox"/>	<a href="#">56506863</a>	CHEMICAL	Employer Notice					10/27/2016	
<input type="checkbox"/>	<a href="#">53432207</a>	CHEMICAL	Employer Notice					07/05/2016	

For additional information or assistance, please call **1-833-FL-APPLY** and select the “Employer” option to speak to a representative (1-833-352-7759, option 9). You may also visit [FloridaJobs.org](https://FloridaJobs.org) and select the employer homepage to review frequently asked questions and other resources available to employers.