



Employer

CONNECT Overview

I. OVERVIEW

The purpose of the CONNECT Overview is to provide employers with information about the basic functions of the CONNECT system. This guide will cover applications and features of CONNECT, users of CONNECT, how to access CONNECT, the benefits of using Connect, and how to navigate the CONNECT homepage.

What is CONNECT?

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

As an employer, how do I access CONNECT?

CONNECT is a Web based system, that anyone with internet access and user credentials can access. Employers can access CONNECT at <u>FloridaJobs.org</u> and selecting the **"Employers"** link at the top right side of the homescreen. Employers can also type or copy the following link into a browser address bar: <u>https://connect.myflorida.com/Employer/Core/Login.ASPX</u>.

You will access CONNECT using the login information that was sent to you in the mail from the department. if you don't have the login information or if you are having trouble logging in, call the employer contact center at 1-833-FL-APPLY (1-833-352-7759) and select option 9. This will take you to the Florida Department of Economic Opportunity's employer phone line. Please listen to the options, and select the correct option to assist you with your call.

What are the benefits of CONNECT?

CONNECT provides easy, online access to all claim-related information that Employers 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 Remployment Assistance and Workforce to expedite the RA process. Using CONNECT means:

- Less paperwork
- Less filing
- Faster response time

Who can use 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, protest benefit charges, and view and send correspondence
- **DEO Staff** DEO Staff use CONNECT to evaluate information, authorize payments, adjudicate issues, and maintain data
- Third Party Representatives (TPR) TPR use CONNECT to search and view information about claimants that have provided access to the TPR
- Third Party Administrators (TPA) TPA 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

II. CONNECT Employer Log in

This section provides instructions on how to log in to CONNECT as an employer. Follow the steps below:

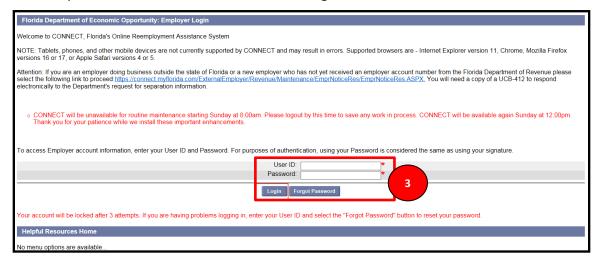
1. Visit <u>FloridaJobs.org</u>, and select the **"Employers"** link at the top of the page.

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Home About News Workforce Development	Reemployment Assistance Business Growth Com	mmunity Development Workforce Statistics Public Records	Request Calendar Help	
FLORIDA'S REEMPLOYMENT ASSISTANCE PROGRAM				
EMPLOYERS INDIVIDUALS	••			

2. Read the Warning Notice and select, "Acknowledge."

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Logon				
	Warning Notice			
	DEO STAFF, AUTHORIZED CONTRACTORS & THIRD PARTY ORGANIZATIONS WARNING NOTICE 12-13-13			
	****WARNING****			
	This is a State of Florida computer system owned and operated by the Florida Department of Economic Opportunity (DEO). All information contained in DEO computer systems is maintained and used by the State of Florida in administering federal and state programs assigned to DEO and is protected under Federal and State of Florida law against unauthorized access, use, copying, and disclosure. Access to this system is on a strict need-to-know basis and is restricted to authorized State of Florida public officials and their contractors only in the performance of their official public duties. Information contained in this system is confidential and protected pursuant to 42 U.S.C subsection 653()(8)(C)(ii) and section 443.1715(1), Florida Statutes, and is exempt from section 119.07(1), Florida Statutes and section 24(a), Article 1 of the State of Florida Constitution.			
	All actions within this system may be monitored, intercepted, recorded, read, copied, and/or captured for legal purposes in any manner, by authorized personnel. THERE IS NO RIGHT OF PRIVACY IN THIS SYSTEM. Unauthorized or improper use of this system or the information contained in this system may result in administrative disciplinary action and/or civil charges and criminal penalties. 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 or 775.083. Florida Statutes. In addition, subsection 4530()(2) of the Social Security Act provides that an administrative penalty (up to including dismissal from employment), and a fine of \$1.000 must be imposed for each act of unauthorized access to, disclosure of, or use of certain information contained in this system by any official or any other person who knowingly and willfully violates the terms of this agreement.			
	System personnel may disclose any potential evidence of crime found on state computer systems CONSTITUTES CONSENT TO MONITORING, INTERCEPTION, RECORDING, READING, COPYING, d indicate your awareness of and consent to these terms and conditions of use. DO NOT PROCEED if you Acknowledge			
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3. Enter your User ID and Password, and select "Log-in."



NOTE: If you need assistance or you have forgotten your password, <u>click here</u> to view our password/PIN reset guide.

III. Navigate the Employer Homepage

This section will provide information on navigating the CONNECT Employer Homepage, and demonstrate the steps needed to:

- Identify the features and links on the Employer Homepage
- Understand the functions an Employer can perform in CONNECT

Functions available on the Employer Homepage:

NOTE: the Function Hyperlinks are available on the left hand side of the home page under Employer Home **and** the center of the page. The menu on the left side of the page does not change as you click on a hyperlink.

- *'Change Password'* to change your password.
- *'Log-off'* to log off.
- 'Employer Account' Profile.
- *'Employer Inbox'* to view your Employer Action Items.
- *Short Time Compensation Plan'* to view or modify an STC Plan, or to initiate an STC Plan.
- 'Address Information' to view and maintain your account address.
- 'Benefit Charge Protest' to protest benefit charges made against your employer account.
- 'Correspondence Search' to search correspondence.
- 'Manage SIDES E-Response' National State Information Data Exchange
- 'User Maintenance' to maintain users associated with your Employer Account.
- *'Assign and Maintain TPA'* to assign or maintain Third Party Administrators (TPA) users associated with your account.

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Change Password Logoff		
View Employer Account Profile Employer Inbox Short Time Compensation Address Information	Employer Home Employer Home Employer Home	
Benefit Charge Protest Correspondence Search Manage SIDES E-Response User Maintenance Assign and Maintain TPA	View Employer Account Profile View Account Information Short Time Compensation Click here to Add, Modify, View, or Request Benefits for a Short Time Compensation (STC) Plan. Benefit Charge Protest Protest benefits charged against your account Manage SIDES E-Response	Employer Inbox View and maintain your inbox. Address Information View addresses and phone numbers. Maintain email address and update correspondence preference. Correspondence Search Search for Correspondence User Maintenance
	If you are a small or medium sized employers, click the link above for information regarding the National State Information Data Exchange System (SIDES). Assign and Maintain TPA Used for Assigning and Maintaining TPA roles for a particular Employer	Assign or Update user access to Employer account information.

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 <u>FloridaJobs.org</u> and select the employer homepage to review frequently asked questions and other resources available to employers.