How to Create or Access Your Reemployment Assistance (RA) Account

1. Visit FloridaJobs.org and select “Claimants” in the top right corner of the page or click RA Account to directly access it from this guide.

Claimants under the age of 18 must call the Florida Reemployment Assistance Customer Service Center at 1-833-FL-APPLY (1-833-352-7759) for assistance and to file for benefits.

2. Click “Sign up now” if you have:
   A. Never filed for Reemployment Assistance before, OR
   B. Filed a Reemployment Assistance claim prior to September 2, 2021 and have not created new sign-in credentials.
3. Enter your email address and click “Send Verification Code.”

Emails cannot be shared; each RA account holder must have their own email address.

4. Check your email account for your “Verification Code.”

Note: The email will come from Alerts@noreply.commerce.fl.gov
If you do not receive a verification code, verify the email address you provided is correct and check your spam and junk folders.
5. Enter your verification code in the correct field and click “Verify Code.”

Note: If you did not receive a verification code by email, click “Send new code.”

6. Enter the additional required information and click “Create.”

Keep your email and password private.

Note: If the email you verified is already in use, then click “Change e-mail” to enter a new email and repeat the steps above to re-verify.
7. Select your preferred multi-factor authentication method and click "Continue."

Note: You may choose more than one authentication method.

8. Follow the steps to your preferred multi-factor authentication:

   **Authenticator App Option**

   **A.** Scan the QR code provided to receive a verification code.

   Need an Authenticator App?
   
   ![App Store and Google Play icons]
B. Enter the verification code.
C. Click “Continue.”
D. After your code has been verified, you will automatically be redirected to the ID.me login page.

Please do not delete your authenticator app. You will need it to access your RA account.

Text Message Option

A. Enter your mobile phone number.
B. Click “Send Code” to receive a verification code through text message.
C. Locate the verification code you received through text message.

D. Enter the verification code and click “Verify Code.”

E. After your code has been verified, you will automatically be redirected to the ID.me login page.

Note: If you did not receive a verification code, you can click “Send new code.”
**Phone Call Option**

A. Enter your mobile phone number.

B. Click **“Call Me.”**
   You will receive an automated call. **Press the pound key (#) to verify.**

C. The call will automatically disconnect, and you will be redirected to the ID.me log-in page.

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**All Individuals** filing an application for Reemployment Assistance benefits with the state of Florida are required to verify their identity through ID.me.
9. ID.me verification process. If you have:
   A. Never verified your identity through ID.me, click “Create an ID.me account.”
   B. Previously verified your identity through ID.me, select “Sign in.”
   C. Previously verified your identity through ID.me but forgotten your password, click “Forgot password.”

Please review How do I Verify My Identity for more information.

10. After completing your verification with ID.me, you will automatically be sent to the Claimant Warning page. Read, check the box to acknowledge, and click “Next.”
11. If you have:

A. Never filed for Reemployment Assistance before, click “New Claimant.”

B. Filed a Reemployment Assistance claim prior to September 2, 2021, enter your Social Security Number or Claimant ID. Enter your PIN. (Click “Forgot PIN” if needed to reset your PIN.) Click “Login.”

Please review the Reset Your Reemployment Assistance PIN guide for more information.
12. Once you have created your RA account, you can return at any time to access your RA account homepage with just a few steps. Begin by entering your email address and password. Click “Sign in.”

Note: Your RA Account allows you to apply for benefits, review the status of your claim, receive notices, view payment information, and much more! Be sure to check back often for up-to-date information about your claim.

13. Authenticate with the method you previously selected.

If you deleted the authenticator app or changed your phone number, you will need to reset your authentication method, please review the guide Update Your Reemployment Assistance Account Multi-factor Authentication Method for assistance.
14. You may be required to verify your identity through ID.me. Please sign in and complete the verification.

15. On the Claimant Warning page, read, check the box to acknowledge, and click “Next.”

16. Click “Next” to access your RA account homepage.