

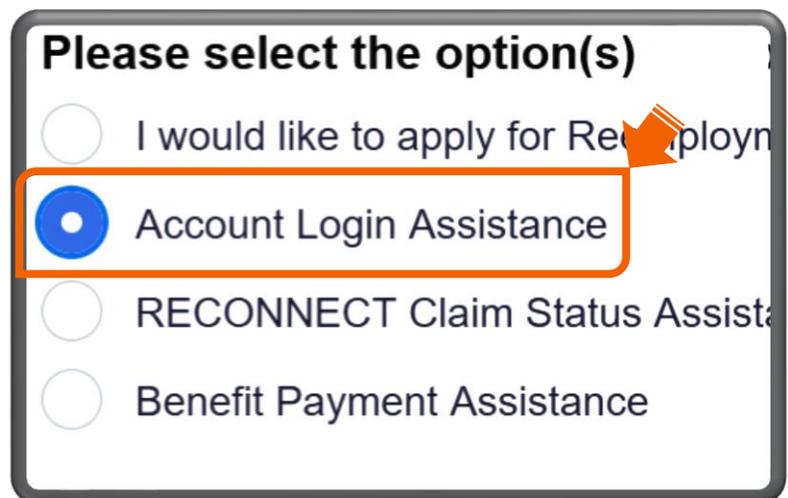


How to update your Reemployment Assistance (RA) Account login using Multi-Factor Authentication (MFA).

1. Visit the Department's [Reemployment Assistance Help Center](#) and then select, "I am a Claimant."



2. Select "Account Login Assistance."



3. Select "I need to update my Reemployment Assistance account login information."

Select the option that best describes your Account Login Issue: \*

- I need to reset my PIN.
- I'm locked out of my RECONNECT account.
- Issues detected with my access to the system.
- I need to make changes to my ID.me account.
- I need to update my Reemployment Assistance account login information.

4. Select "I no longer have access to the phone or authenticator app that I used to set up my Reemployment Assistance account."

Select the option that best describes your Reemployment Assistance account login issue: \*

- I no longer have access to the phone or authenticator app that I used to set up my Reemployment Assistance account.
- I need to change the email address on my Reemployment Assistance account.

5. To start the process, click on "here."

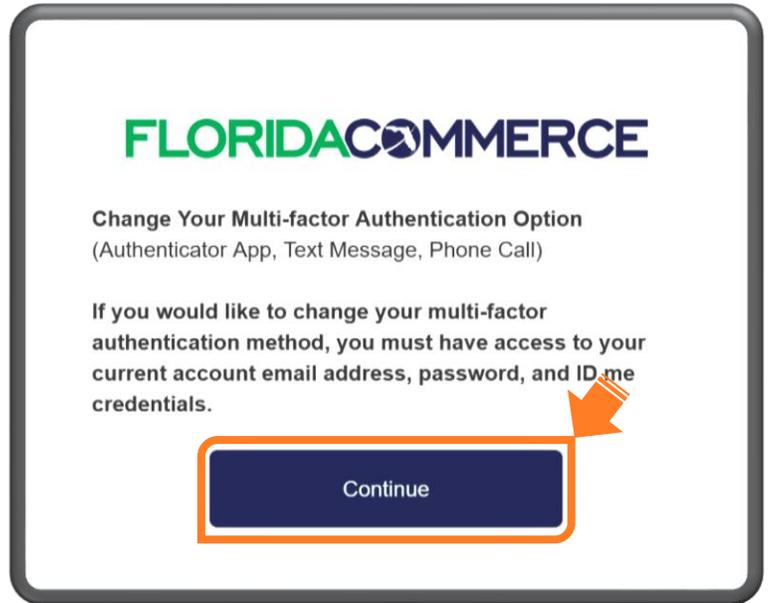
to the phone or authenticator app that I used to set up my account.

issues, we recommend you close all other browser windows before proceeding.

multi-factor authentication method (Phone, Text or Authenticator app) click [here](#)

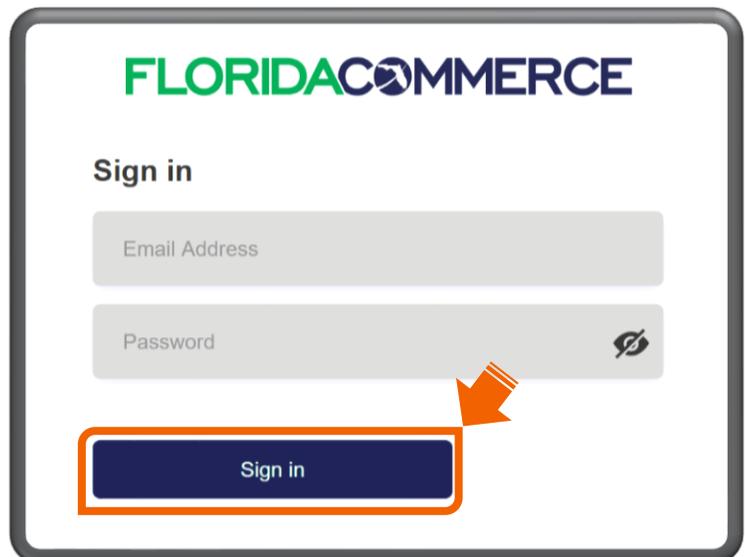
password to your Reemployment Assistance account and do not have access to the authentication option that you previously selected (Phone, Text, Authenticator app), then update your Reemployment Assistance account login information. You may complete the above to update the email address on your Reemployment Assistance account.

6. Read the requirements to change your MFA method and then click "Continue."



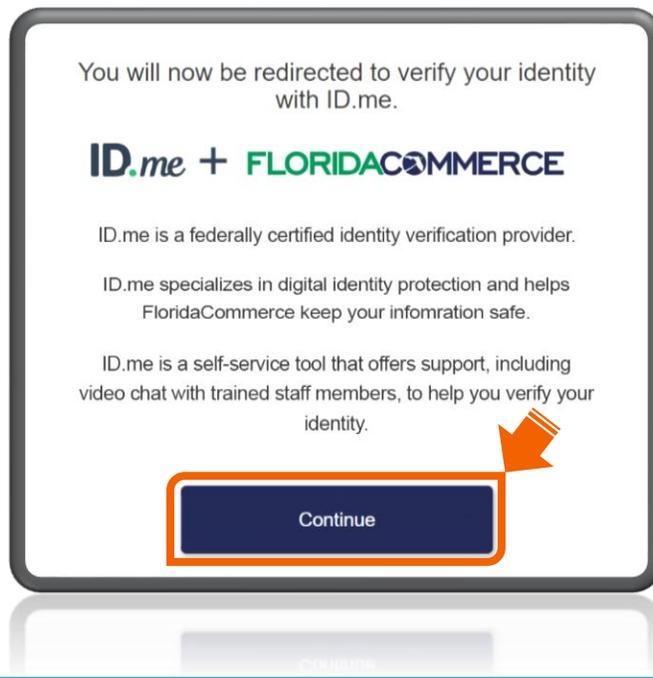
The screenshot shows the Florida Commerce website interface for changing MFA options. At the top is the logo "FLORIDACOMMERCE". Below it is the heading "Change Your Multi-factor Authentication Option" with subtext "(Authenticator App, Text Message, Phone Call)". A paragraph of text states: "If you would like to change your multi-factor authentication method, you must have access to your current account email address, password, and ID.me credentials." At the bottom of the form is a dark blue button with the text "Continue". An orange arrow points to the "Continue" button, and the button itself is outlined in orange.

7. Enter your email address and password for your Reemployment Assistance account and then click "Sign in."

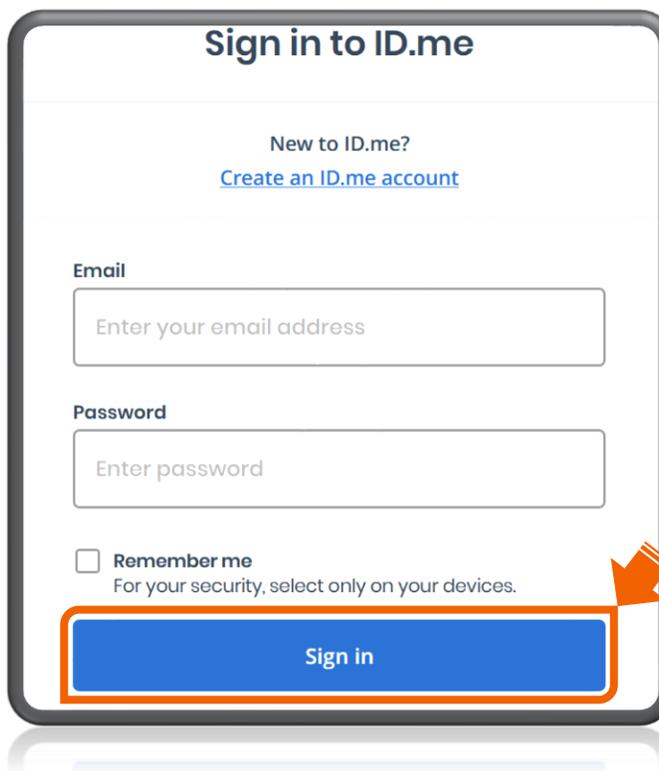


The screenshot shows the Florida Commerce website sign-in page. At the top is the logo "FLORIDACOMMERCE". Below it is the heading "Sign in". There are two input fields: "Email Address" and "Password". The "Password" field has a small icon on the right side. At the bottom of the form is a dark blue button with the text "Sign in". An orange arrow points to the "Sign in" button, and the button itself is outlined in orange.

8. The ID.me redirect notification screen will appear. Click "Continue."



9. Enter your ID.me credentials and then click "Sign in."



**10.** Complete the sign in process. (This step may vary depending on the verification method you selected when creating your ID.me account.) Click **"Continue."**

You will automatically be redirected back to FloridaCommerce.

**COMPLETE YOUR SIGN IN**

1 — 2 — **3**

Enter the code we sent to (\*\*\*).\*\*\*.\*922

Enter the 6-digit code \*

513287

Didn't receive it? [Resend my verification code](#)

If you've changed phone numbers or carriers from when you previously set up multi-factor authentication, please [update your settings here](#).

**Continue**

**11.** You can now reestablish your preferred multi-factor authentication method for your Reemployment Assistance account.

**Note:** For assistance with this process please review the [Guide for Accessing Your Reemployment Assistance \(RA\) Account](#).

**FLORIDACOMMERCE**

Your multi-factor authentication option(s) have been reset, and your identity must be verified. If you experience any issues, please sign in and continue verification.

Please select your preferred multi-factor authentication method.

Authenticator App (Most Secure)

\* It is important that you **do not** delete the app. You will need to access it each time you log-in to your account.

Text Message or Phone Call

**Continue**

**Note:** If you see this screen instead of the ID.me login, then our records indicate that your RA account login is not connected with a required ID.me account and cannot be reset through this method. You must create a new RA account login using a new email address or call 1-800-FL-APPLY (1-833-352-7759) and speak with an agent to reset your RA account login credentials.

