

How to Reset Your PIN

Reemployment Assistance Process Guide



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How to Reset Your PIN

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If you are locked out of your CONNECT account or you have been unable to access your account after multiple log in attempts, you should reset your PIN.

Reset PIN

- Login to CONNECT at <https://www.floridajobs.org>.
- Read the Claimant Warning Notice and select “I acknowledge I have read the above.”
- Click “Next.”
- Enter your Social Security Number or claimant ID number.
- Select “Forgot PIN.”
- Select between “Send Reset Email” or “Answer Security Questions” to reset your PIN.
 - If you have never logged into CONNECT:
 - Select “Send PIN Reset Email.” An email will be sent to the email address on file from DEO_NO-REPLY@Deo.myflordia.com soon after you submit the request.
 - Click the link and follow the instructions on how to complete the process for resetting your PIN.
 - If you have logged into CONNECT before, then select “Answer Security Questions.”
 - The “Submit Personal Information” screen will populate.
 - You can then enter your information.
 - Click the “Next” button.
 - The “Set PIN” screen will populate. Enter a new 4-digit PIN.

You will then be able to review or modify your security questions. The answers to the security questions must be five or more characters long. Store your answers in a secure place as they need to be entered exactly as submitted. Select the “Submit” button to complete resetting your PIN.

Need More Help?

Public Library: Libraries can help with many things, including letting you use a computer, printer, copier, scanner, or fax machine. Some libraries also have staff available who may be able to help guide you through the application process.

Find your local library at <https://myfloridalibrary.com/find/>.

Florida Department of Economic Opportunity (DEO): You can contact DEO (<https://floridajobs.org>) online or by phone:

Online Contact Form

To contact DEO through their online contact form:

- Go to their website at <https://www.floridajobs.org>
- Choose **Reemployment Assistance Resources**
- Choose **? Reemployment Assistance Help Center**
- Choose **I am CLAIMANT**
- Complete the form based on your question

Call DEO

You can call the Reemployment Assistance Customer Service Center at 833-352-7759 or 850-245-7105.

DEO offers special assistance to people who do not speak English as their primary language and those who have a limited ability to read, speak, write, or understand English. They also provide special assistance to people who need help filing a claim online because of legal reasons, computer illiteracy, language barriers, or disabilities.

We hope that you found this information helpful. Visit our YouTube channel at <https://tinyurl.com/2naxd95v> for more videos on applying for reemployment assistance benefits in Florida.