

# Request Benefit Payments

## Reemployment Assistance Process Guide



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# Request Benefit Payments

## Reemployment Assistance Process Guide

Once you apply for reemployment assistance benefits, you must log in to your CONNECT account every two weeks to request benefit payments by claiming your weeks even if you haven't started receiving benefits yet.

### How to Request Benefit Payments

- Login to your CONNECT account at <https://connect.myflorida.com/Claimant/Core/Login.ASPX>
- Once you are logged in, select "Click Here to Request Benefits"
- Click the acknowledgement box and then click "Next."
- Read the screen and click "Next."
- Confirm your address and answer some questions
  - Looking for work is a requirement of receiving benefits. If you answer "No" when asked "Did you look for work?" you will be asked additional questions. For instance, you may have attended an appointment at a CareerSource Service Center instead.
  - If you answer "Yes," to the question "Did you look for work?" you must read and agree to the statement on your screen. The Department of Economic Opportunity (DEO) requires that you report five work search contacts per week unless you are in a county with a population of less than 75,000. In that case, you are required to report three work search contacts per week.
- Click the acknowledgement box and then click Next.
- Enter information on the work search log. Click "Add" to provide information on the next work search contact.
- Once you complete your required work searches for the week you are claiming, click on "Submit." Depending on the county you live in, you must submit either three or five work searches for each week you are claiming.
- If you click "Submit" after providing less than five work search entries, you will be sent to a new screen that will prompt you to respond to additional questions.

- Review the summary of the answers you provided and edit the answers if necessary.
  - Complete the final acknowledgment by checking the box and clicking “Submit.”
  - You will receive the confirmation that your benefits were requested.
  - If you want to request benefits for an additional week, click “Request Benefits” to request benefits for that week.
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## 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.

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*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.*