



## Filing Your Reemployment Claim



If filing at CareerSource Polk, double click on the EFM icon on the desktop to add a resume. There is a reemployment icon on the desktop to apply for reemployment benefits at CareerSource Polk.

➤ **What do I need to file a claim for benefits?**

Before filing, make sure you have the following documents available:

- Social Security Number
- Driver's License or State ID number
- Your employment for the last 18 months including for each employer.
  - Name, Address and Telephone Number
  - First & Last day of work
  - Gross earnings (before taxes are taken out)during the listed dates
  - The reason for separation
  - FEIN number (this is found on any W-2 or 1099 tax forms you have received)
- Not a US citizen?: Alien Registration Number or other work authorization form
- Military Employee
- Federal Employee: SF 8 or SF 50
- Union Member: Union Name, Hall Number & telephone number

➤ **I filed in the past and do not remember my 4 digit pin.**

You must contact CONNECT by calling 1-800-297-0586 to receive a pin reset.

➤ **I am missing a piece of information, should I still file?**

*Missing information will create additional delays in determining your eligibility. However, if missing information is unavailable, your claim can still be processed.*

➤ **I have already filed within the last year, do I need to file another claim?**

If your previous claim has a remaining balance and has not expired, you will have the option to file a "Reopen" in CONNECT. This is a shortened application to update your work history since your original application was filed. Once completed, any recent employment will be reviewed and weeks of benefits will be scheduled for you to claim.

➤ **I am having trouble entering my citizenship/work authorization information.**

Please enter the number of the authorizing document you are able to provide. If you continue to have difficulties, the system will accept your information after several attempts. However, a copy of your document will be requested after your application is completed.

➤ **Do I need to enter an employer I only worked with for a short time?**

Yes, your entire work history is required from the last 18 months. Regardless of the length of time worked. All employment is used in determining your benefits.

➤ **I cannot enter one of my employers in the application, what do I do?**

Please check for some of the following common mistakes.

- **There are no mistakes with the start and end dates**
- **The employment end date is during or after the base period indicated by CONNECT.**

- The employment is not already on the claim. You can use the “Previous” button to return and check.
- Carefully review the error message you receive as this will try to assist in correcting the error. If the problem persists, please contact the Department at 1-800-204-2418 for assistance.

➤ **What do I do once I complete my application?**

You are required to complete a few additional items after completing your application.

- **Request Benefit Payment (You can complete this anywhere you have internet access.)**  
You are schedule to return to the CONNECT system every two weeks to request your benefits. Completing this process submits your request for payment during your weeks of reemployment, even when your claim is pending for review. *It is important that you request your benefits within 7 days of your scheduled date regardless of your claim status*
- **Workforce Registration**  
You are required to register with Employ Florida at employflorida.com. When creating (or updating) your EF profile, you must provide a valid e-mail address, upload or create a current resume until it says finish and complete the background history on your profile. Please see these step-by-step instructions for more information. **IF YOU DO NOT COMPLETE THE FULL WORK REGISTRATION, YOU WILL NOT RECEIVE PAYMENT.**
- **Work Search Contacts**  
You are required to provide five (5) verifiable work search contacts for every week of benefits you request from reemployment. Report these contacts during your biweekly requests for benefits.
- **Any incomplete fact-findings**  
During the initial processing of your claim, many reviews occur regarding your eligibility for benefits. Please long into your account several times a week or check you mail if you have chosen US Mail to check for any additional requests for information. If you receive a request for additional information, please complete it and submit it as soon as possible. Any correspondence received via mail can be completed online. You can fax completed forms to 1-877-934-1504 or email to <http://floridajobs.org/applications/uccontactus/>.
- **Watch for your notice of monetary determination**  
This notice will provide details on the amount of benefits you can receive per week (weekly benefit amount), the total balance your claim has (maximum benefit amount), as well as the history of wages that has established your claim.

**REEMPLOYMENT ASSISTANCE (UNEMPLOYMENT)**

Phone Number: 1-800-204-2418

Language/Computer/Barriers: 1(800)681-8102

CONNECT Website: [connect.myflorida.com](http://connect.myflorida.com)

Email [HTTP://floridajobs.org/applications/uccontactus/](http://floridajobs.org/applications/uccontactus/)

New Claimants→**File A New Claim**

Existing Claimants→**Login using full Social Security number + 4 digit pin**

**Work Register: [www.employflorida.com](http://www.employflorida.com)**

\*Full Work Registration includes creating an account, posting a valid email address, completing the background wizard and posting an active resume in EF. CareerSource Polk staff members are not employed by Florida’s Reemployment Assistance System and therefore, cannot determine or offer opinions on anyone’s eligibility for benefits. You must answer all questions accurately.