



FILING UNEMPLOYMENT CLAIMS



In Nevada, unemployment claims can be filed online or telephone. With the the convenience of 24-hr filing, claimants are highly encouraged to use the internet to file their UI claims. **Please note:** DETR administrative offices are not outfitted to process unemployment insurance claims.



Filing on the Internet: ui.nv.gov

Make sure you have all the necessary claim filing information available prior to logging on to the website or calling the telephone claim center. When you file online, you will be prompted to establish a unique PIN number at the time of initial claim filing (via Internet or Telephone). Our Internet claim filing system also requires a unique Username and Password be established at the time of registration. Once you complete your claim submittal, you will receive an Internet claim confirmatin number. Failure to receive a confirmation number upon filing your claim means your claim for benefits could be incomplete and may not be processed.

The following information is required to file a claim:

- Names, addresses, phone number(s), and dates you worked for your last 2 employers
- A list of names (corporate name) of all employers you have worked for in the last 18 months
- If you are not a citizen of the United States, you MUST have your Alien Registration number and expiration date
- If you have been discharged from the Military in the last 18 months, you MUST have a copy of your DD-214 (Member 4)
- If you have worked for the Federal Government in the last 18 months, you MUST have a copy of your SF-8 or SF-50

Technical Help:

For technical Assistance ONLY with online UI claim filing email INTERNETHELP@detr.nv.gov or call (775) 684-0427. When reporting specific UI claim problems via email, please include your full name and only the last four digits of your social security number or Claimant ID.

If you forget your PIN, Username or Password, you can update your security preferences (Image/phrase, challenge questions, password), or IVR PIN through the Internet claim filing system OR by contacting the Security Helpdesk:

Northern Nevada: (775) 687-6838
Southern Nevada: (702) 486-3293



Filing by Telephone

When you call the Unemployment Insurance Telephone Claim Center your call will be answered by the automated system. After selecting English or Spanish, the system will allow you to choose from six different options: filing a weekly claim; a new claim; information, problems or questions, Security; Debit Card information; and Nevada JobConnvnt Offices. Once you select a prompt, the system will connect you to the correct number for processing. Our Telephone Claim Centers also offer Virtual Hold, an option that allows you to remain on hold without remaining on the telephone. Your call position is automatically saved, and you will receive a return call when your place in line is reached.

Telephone Claim Centers

Northern Nevada (775) 684-0350
Southern Nevada (702) 486-0350
Long Distance/Interstate (888) 890-8211

TTY

Voice Relay (800) 326-6868

Nevada Unemployment Insurance YouTube Channel

Instructional videos guiding claimants through the online filing process can be viewed on the [Nevada Unemployment Insurance](https://www.youtube.com/channel/UC2Bt9uR7_S376xtWwteKsdA) YouTube Channel at

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