

## Sending Information to the Telephone Claim Center

If you have been instructed to provide information to the Claim Center, make sure you provide all of the requested information correctly and timely in order to protect your benefits rights.

### Faxing Instructions

1. Include full name and Social Security Number (SSN) or Claimant ID on each page.
2. Make sure the photocopy is good quality.
3. Complete a cover sheet.

### Paycheck Stubs

Ensure full name, SSN or Claimant ID, employer name, date of check, and check amount are clearly visible on copy.

### Proof of Name Change

Proof can include: copy of marriage certificate, divorce decree, or any type of legal document.

### Alien Registration

A clear, legible copy of the front and back of the Alien Identification card must be provided.

### Former Military Employees

DD-214, Member 4 copy (Member 4 at the bottom of the form must be visible on the copy.)  
Fax copies to: (775) 684-0463

### Former Federal Civilian Employees

Pay stubs, leave and earnings statements or W-2 forms, and any separation documents (SF8 SF50).  
Fax copies to: (775) 684-0463

### Fax Numbers

(775) 684-0338 OR (702) 486-7987

### Mailing Instructions:

If you choose to mail your documents, unless instructed otherwise, mail to:

Department of Employment, Training and Rehabilitation  
500 E. Third Street  
Carson City, NV 89713

## Your Nevada MasterCard Prepaid Debit Card

The primary method to receive Unemployment Insurance Benefit payments is via a prepaid debit card. When you file for benefits, a card is automatically sent to you and will be loaded with your benefits if you qualify. The card can be used to:

- Make purchases
- Get cash back
- Get money at ATM
- Spend funds at your convenience

For more information about your card:  
[www.bankofamerica.com/nevadauidebitcard](http://www.bankofamerica.com/nevadauidebitcard)  
(888) 339-8569

For assistance with finding a job, register at a Nevada JobConnect office near you. To find a location near you, or to obtain more information about skills training and other services visit [nevadajobconnect.com](http://nevadajobconnect.com)



Internet Claim Filing [ui.nv.gov](http://ui.nv.gov)

### Telephone Claims Center

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

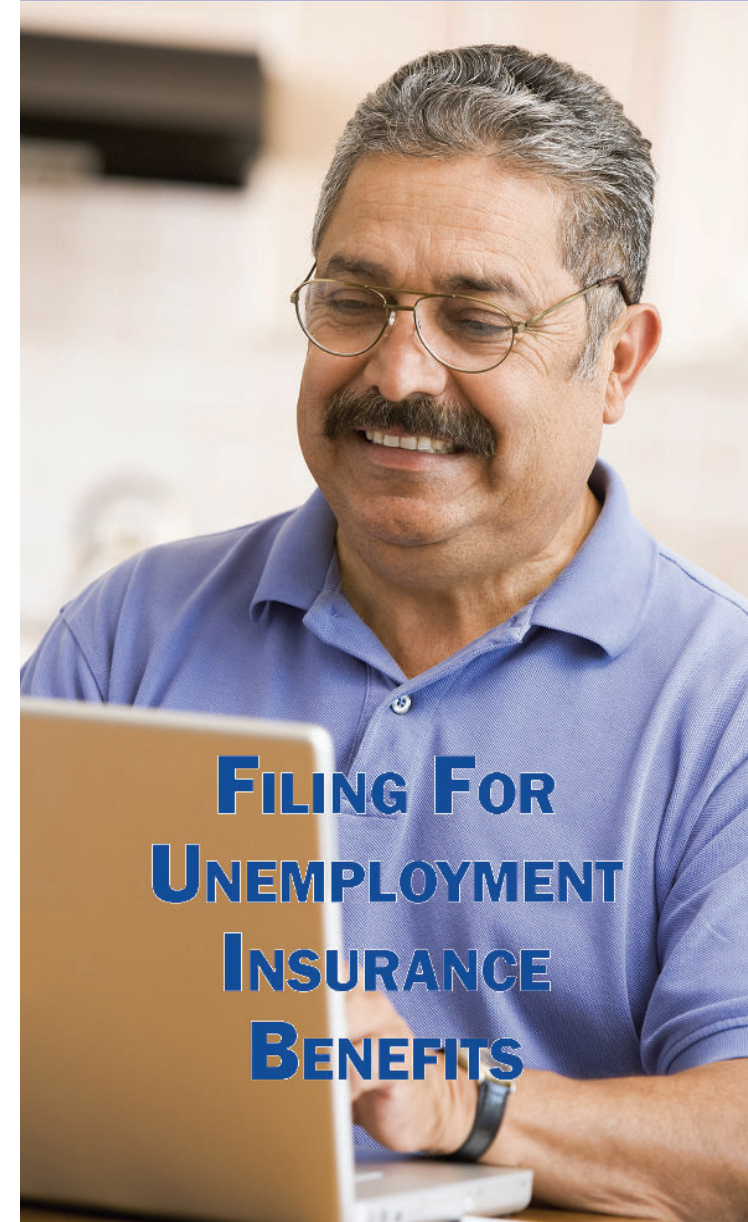
### TTY

Voice Relay (800) 326-6868

An equal opportunity employer/program.  
Auxiliary aides and services are available upon request for individuals with disabilities.

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## EMPLOYMENT SECURITY DIVISION



## How to Prepare for Claim Filing

Make sure you have all the necessary claim filing information available prior to logging on to the website or calling the telephone claim center.

### 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

### Personal Identification Number (PIN):

You will be prompted to establish a unique PIN number at the time of initial claim filing (via Internet or Telephone).

### Username and Password:

Our Internet claim filing system now requires a unique Username and Password be established at the time of registration.

### What if I forget my 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 Internet Get Started at: [ui.nv.gov](http://ui.nv.gov)

### Services Available:

- File a new and weekly Unemployment Claim
- Obtain Claim Information, e.g. benefit payments, claim balance, appeals, overpayments
- Check claim status
- Complete fact-finding for unresolved issues
- Change your Personal Information
- Change your Federal Income Tax deduction
- Instructions to request a duplicate 1099-G
- Change IVR PIN
- Access Debit Card website
- View correspondence and determination history
- Submit work search records

### Internet Claim Confirmation Number:

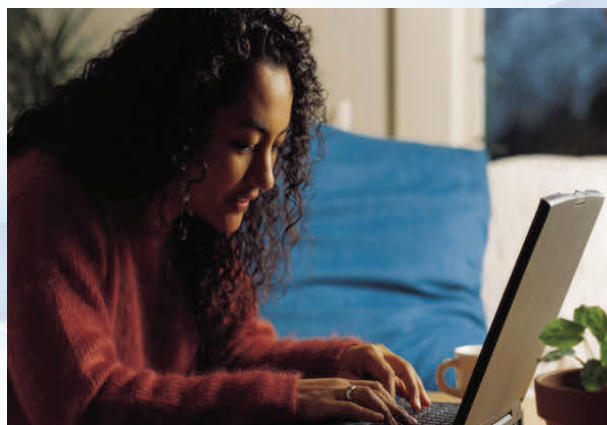
Failure to receive a confirmation number upon filing your claim means your claim for benefits could be incomplete and may not be processed.

For technical Assistance ONLY with online UI claim filing email [INTERNETHELP@detr.nv.gov](mailto: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.

### Don't Have a Computer?

All Nevada JobConnect Offices have computers, fax machines, and photocopiers for Unemployment claim filing at no cost to you.



## 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 one of the following options:

- 1. Weekly “Quick Claim” filing**  
24 Hours a Day / 7 Days a Week  
Allows you to file a weekly claim or inquire about your last two benefit payments and benefit balance
- 2. New or Re-open Claim**  
Telephone filing is available Monday and Tuesday  
Allows you to file a new Unemployment claim, or to re-open an existing Unemployment claim
- 3. Information, Problems, or Questions**
- 4. Security Helpdesk**  
Login or PIN assistance ONLY
- 5. Debit Card Information**
- 6. Nevada JobConnect Offices**  
Lists office locations and hours

### “Virtual Hold” will hold your place in line!

The Telephone Claim Centers now 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 (888) 890-8211
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