

Unemployment FAQs

Question: If my employment was in another state but I only worked in Vegas a few months, can I file my claim here?

Answer: Yes, a UI representative will talk with you about filing a combined wage claim as well. Please call the local number.

Question: What does it mean that my claim is pending due to alternative income review?

Answer: This means there is something in that section that UI may need to contact you about. On your home page it will tell you the day they will potentially set up a phone interview with you.

Question: What do I do if the password reset number is always busy and we've been calling constantly?

Answer: Unfortunately, that is the only way you will be able to reset your password. Also there is a new form online for an alternative method of requesting a new password: <http://gov.nv.gov/Forms/Unemployment/>

Question: I am getting an error message when I am trying to submit my claim, what do I do?

Answer: I know this can be frustrating, please wait 30 minutes and try again. If that doesn't work, you may have to call the UI number. Additionally, some of the errors for submissions is due to the volume of attempts at peak times. We ask individuals to try to file during off peak hours. Peak hours are 6 am - 9 pm.

Question: I haven't received my bank card yet, but payment has been issued. What do I do?

Answer: Please do not into the Call Center. The provider of the cards is extremely backed up due to the volume of claims that have been filed. The Call Centers cannot answer the status of the mailing of the card and the timeliness related to when it would be received. The claimant needs to contact Bank of America at: Debit Card PIN Assistance Tel (888) 339-8569; www.bankofamerica.com/nevadauidebitcard Claimants should wait about 14 days to do this as we know that there is significant delays as previously stated.

Question: Can I file unemployment if my company still owes me PTO/Sick and Vacation pay?

Answer: If your company/employer will be paying you any wages/remuneration during this time in any format, people should not be filing for unemployment. This would result in a disqualification for the benefits and/or would result in filers having to pay any benefits back if it was determined that they were being paid in any manner.

Question: In the "issues delaying payment" box, if there is something there, does that mean someone will contact me?

Answer: Yes, issues delaying payment will require action by the filer and may include a call from a UI Adjudicator. Filers should review the correspondence section of their

online claim and clarification may be provided on the claim directing them to take steps to do something outside on discussion with staff. Please revise the timeline regarding calls from adjudication. Due to the workload currently, there are significant delays and it may be a few weeks before a call is made to the filer.

Question: How can I fix my social security number on my claim?

Answer: You will need to speak with a representative from UI to change that for you. If someone has provided the wrong social security number other steps will be necessary to verify their identity before a claim eligibility decision can be made. Please reinforce the importance of people triple checking SSN, mother's maiden name, DOB's, last employer, any contact information and other identity-based information. Errors in any of these areas will result in additional delays.

Question: I think some of my wages are missing. what do I do now?

Answer: If wages are missing from a contributing employer it is best to provide proof of income information as directed through UInv. Filers can attach w-2's and other payroll documents to their claim. They may after all of this need to speak to a representative but should try through these methods first.

Question: I received my unemployment card from immigration and there is a sticker on the card stating I cant use this card, what do I do?

Answer: Nevada Unemployment Insurance uses the SAVE feature through Homeland Security to validate alien workers that are eligible for unemployment if the filer works for a contributing employer. If they are legal to work in the country, have completed the I-9 process, have been issued an alien registration number, and have the expiration information, they should have sufficient information to complete filing steps. If information cannot be verified through SAVE, the worker would be given additional steps to complete to verify identity, work status and expiration. This information may be found in reviewing correspondence on the claim online or may result in contact from an Adjudicator. Filers are encouraged to check back about 5-7 days after filing to see if information has been updated online.

Question: How do I file my next week's claim if my employer is paying me for 2 weeks? Do I file my claim as if I am working or not?

Answer: If your employer is paying then those wages should be reported of the week paid, this may disqualify you for that week of Unemployment benefit if your wages exceed your benefit amount. If you have not yet filed for unemployment, you should wait to file until after your paid time is exhausted.

Question: How do I reset my password?

Answer: Login or PIN Assistance ONLY - Monday through Friday, 8:00am to 5:00 pm, now 8-noon on Saturdays (except holidays)
Northern Nevada: Tel (775) 687-6838
Southern Nevada: Tel (702) 486-3293

Also there is a new form online for an alternative method -
<http://gov.nv.gov/Forms/Unemployment/>

Question: Problem with the employer. It didn't show my employer so I put other and it kicks me out of the system, and I can't get back in. What do I do?

Answer: If there is confusion on your employer's name, they may be doing business under another name (DBA). You may be able to find this information from your payroll check stub, W-2, or bank direct deposit record for your employer. You can also look for this information on the Secretary of State's website to determine the Corporate Name that may be needed to locate your employer name:

<https://esos.nv.gov/EntitySearch/OnlineEntitySearch>

Question: How do we find out the true name of my employer so I can file my claim correctly?

Answer: A: If there is confusion on your employer's name, they may be doing business under another name (DBA). You may be able to find this information from your payroll check stub, W-2, or bank direct deposit record for your employer. You can also look for this information on the Secretary of State's website to determine the Corporate Name that may be needed to locate your employer name:

<https://esos.nv.gov/EntitySearch/OnlineEntitySearch>

Question: Will our benefits be retroactive from the day we file if we are having problems with the system?

Answer: UI is backdating the claim to the claimant's first eligibility date; this will be different for each claimant. Claims may be back dated back to the week of 3/15/20 only. The delay of access to file will not affect the claim. There is no reason for a filers to call the call center, staff are automatically doing this as they review claims.

Question: Do I qualify for the extra \$600 if I am claiming unemployment?

Answer: UI is working on plans for implementation of the CARES Act that was signed by the President Friday, March 27. Please advise folks that the Department will be posting information on its website as we can provide details.

Question: I have exhausted my claim and there is not option for me to start a new claim. How do I file a new claim or get an extension?

Answer: If someone exhausted their claim, we don't have functionality yet operational for the Extended Benefits outlined in the CARES Act. This will be forthcoming and people should watch for guidance under our COVID-19 webpage

link: [https://detr.nv.gov/Page/COVID-](https://detr.nv.gov/Page/COVID-19)

[19 \(Coronavirus\) Information for Claimants and Employers](https://detr.nv.gov/Page/COVID-19) If someone is trying to file a new standard UI claim then they would need sufficient weeks of wages to requalify. This is individual specific, and they would apply under additional claim option.