



# **State of Nevada Unemployment Insurance**

## **Guide to Online Claimant Self Service**



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## Getting Started

### Introduction

Welcome to the State of Nevada Unemployment Insurance Claimant Self Service (CSS) system. You can use this online system to file an unemployment insurance claim, file your weekly claim, check on the status of an existing claim, and more. This reference guide provides instructions on how to perform these activities.

Filing a claim for Unemployment Benefits involves two steps:

1. Registering and applying for benefits (providing information about you, your past employment, your separation from employment, and other information to establish your claim for benefits and to help determine your eligibility). If you are determined eligible for benefits, your weekly benefit amount will then be determined.
2. Filing a weekly claim to certify your unemployment for the past week and to request a weekly benefit payment. To continue receiving benefits, you will need to file a claim for each week to verify your ongoing eligibility.

For additional information about claim eligibility and the overall process, refer to the "Nevada Unemployment Insurance Facts for Claimants" handbook.

### Getting Help

If you experience difficulties with the CSS system, please contact the following numbers:

- For difficulties with your Claimant Self-Service login or PIN, please call the Security Help Desk
  - Northern Nevada (775) 687-6838
  - Southern Nevada (702) 486-3293
- If you are able to successfully log into the system, but have questions about how to use the system or questions about your claim, please call Telephone Claim Center
  - Northern Nevada (775) 684-0350
  - Southern Nevada (702) 486-0350
  - Long Distance or Interstate (888) 890-8211

## Basic System Navigation

Many of the system's screens have common features that are described below:

There are links in the upper right corner of most screens that provide you with additional support:

- The [Help](#) link contains links to this reference guide, the claimant handbook, and other support documentation.
- The [Contact](#) link provides a list of Agency contact phone numbers and the agency address.
- The [Resources](#) link provides links to other support information and State and Federal resources.

Be sure to click the [Logoff](#) link when you are done using the system

Depending on the screen, some screens show a main menu on the left hand side that shows you where you are in a process or that allows you to jump directly to different screens.

Some questions or field names have words or phrases that appear in blue, underlined text. You can click on these "hyperlinks" to get additional information about the information being requested.

Note that you should not use the Internet browser's **Back** button to navigate through the screens in CSS. Instead, you should use the buttons on the screens (some screens contain a CSS **Back** button) or use the left-hand navigation menu to move between screens.

*Note that the screenshots used throughout this guide are meant for illustrative purposes, and not all intended to be readable within this document.*

## Step 1: Registering as a New Claimant

### Background

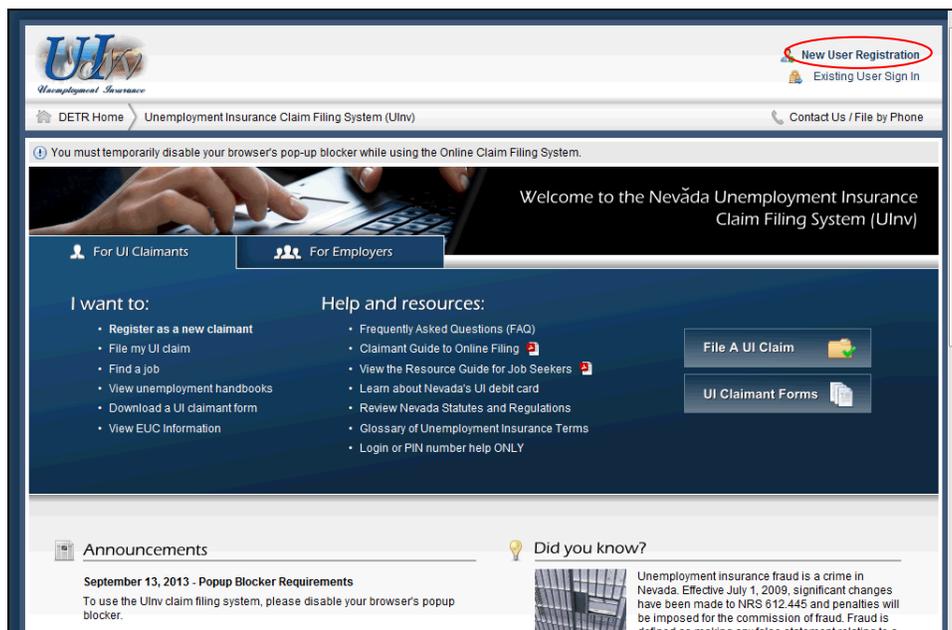
The first step in the online claims process is to create a new online claimant account. Doing so involves creating your username and password, providing other basic information, and setting your security questions and image. After creating your account, you should continue with the instructions on how to complete your registration and apply for benefits.

In the future, if you need to file another claim, and have previously established an online CSS account (e.g., because of a prior claim), you should login by entering your username, password, and security questions. Once you gain access to the system, you should validate that your registration information is still accurate and then proceed to the instructions on Applying for Benefits to file a new claim.

Note that all claimants, including those who have filed using our former internet claim system, will need to create a new online claimant account in order to access CSS.

### Instructions

1. Connect your computer to the following internet address: [www.ui.nv.gov](http://www.ui.nv.gov)



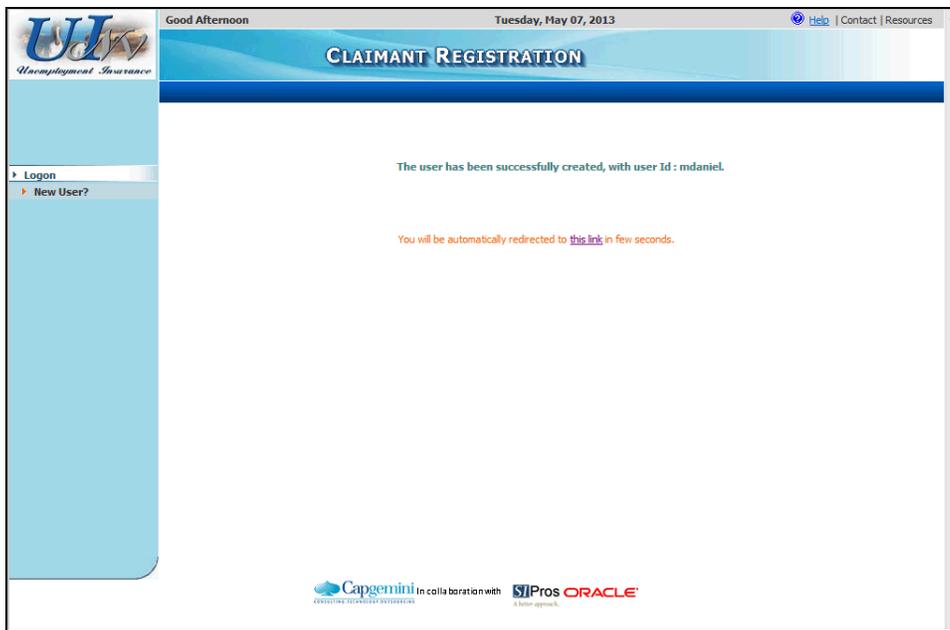
2. Click on the **New User Registration** link in the upper right of the screen.

3. Complete the fields on the “Claimant Registration” screen. Note the following:
  - Fields marked with an asterisk (\*) are required and must be completed before advancing to the next screen. (It is suggested that you also include as much non-required information as possible to help the Division locate your information if there are multiple claimants with the same name as yours.)
  - If you have only a single name (e.g., “Cher”), you should enter a period (.) or dash (-) in the **First Name** field and enter the single-name (e.g., Cher) in the **Last Name** field.
  - Create a username that is unique to you, but one that you can easily remember. Your username must be between 8 and 20 characters in length, must contain only alphanumeric characters, and cannot contain any spaces.
  - Your password should be information that only you know and that is difficult for others to determine. Be sure to review the **Password Rules** section on the right to see specific password criteria. The more complex your password, the greater the security strength.
  - Be sure to read the important information in the "Website Terms of Use Agreement" section before proceeding. You will need to scroll down within the section to read all of the text.
  - You will need to click the **I accept the User Agreement** option in order to continue.
  - After entering information on this screen, click the **Next** button.

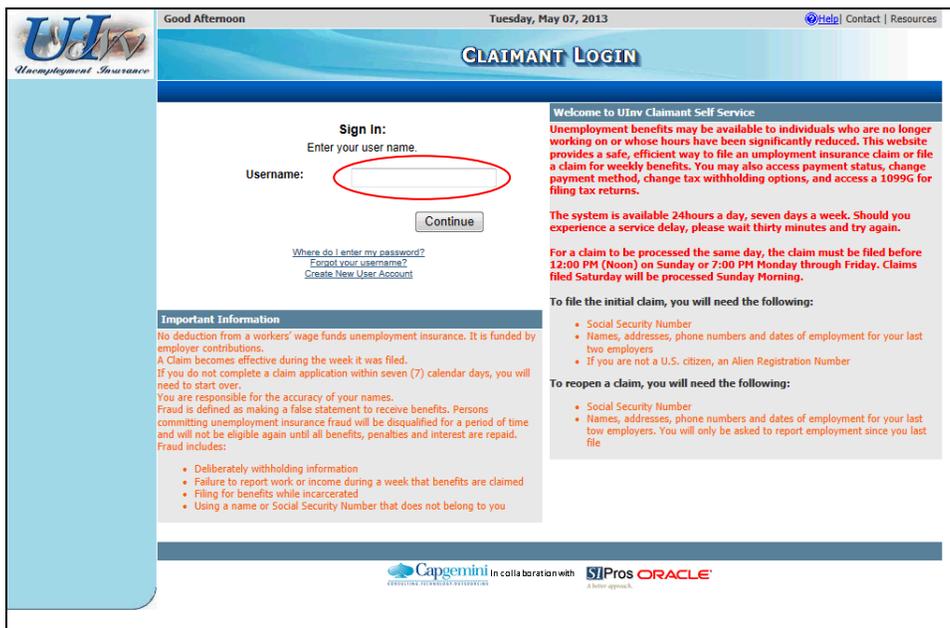
4. Review the information on the confirmation screen and click the **Submit** button (or click the **Back** button if you need to make a change).

5. Enter a 4-digit Phone Pin that you will use to identify yourself when you call the Telephone Claim Center, and click the **Submit** button (if you already have a Phone Pin on file you may not see this screen).

6. Next, you need to select three questions and answers to establish your security profile.
  - One at a time, for each selection box, choose a question from the dropdown list, type your answer in the **Answer** field to the right.
  - Continue until you have selected and provided answers for all three questions. (Hint: You should write down the questions and answers you provided for future reference – be sure to keep them in a secure place.)



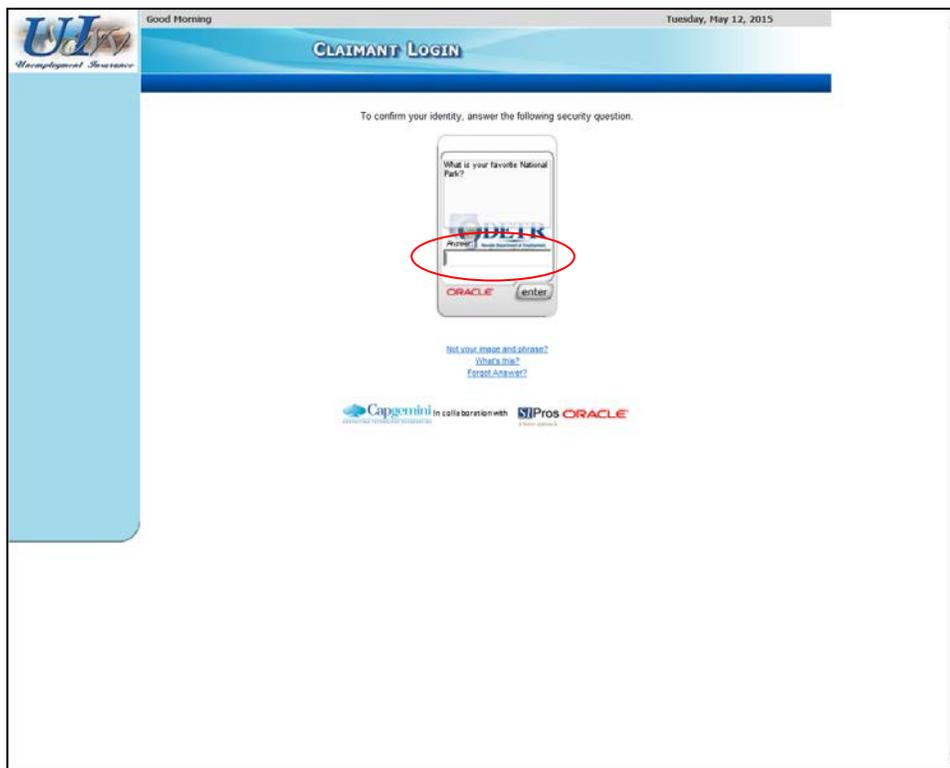
7. Notice the message confirming your new user Id. After a few seconds, the "Claimant Login" screen will automatically display. If there is a problem, and the screen does not display, you can click the [this link](#) hyperlink to be redirected to the login screen.



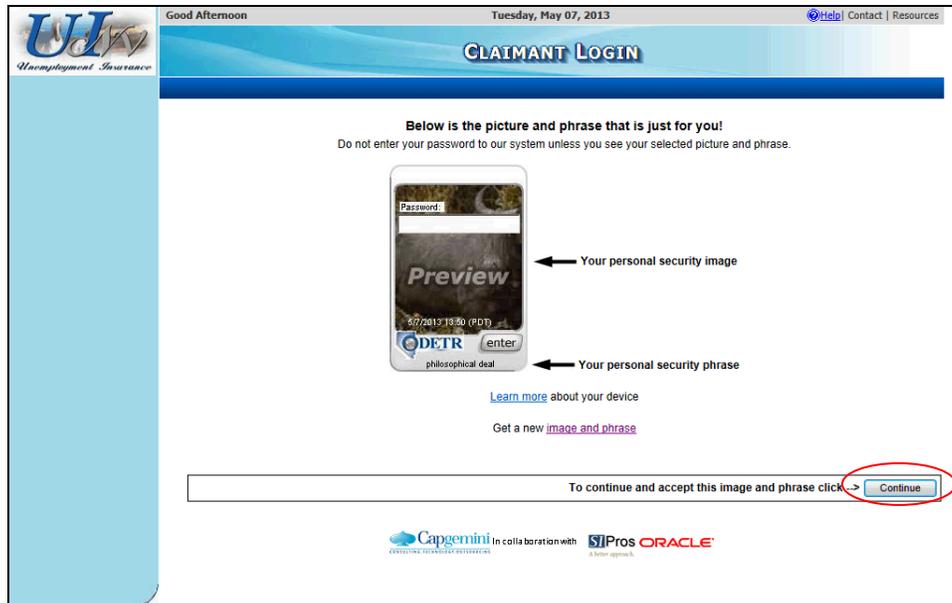
8. Enter your newly created **Username** on the "Claimant Login" screen and click the **Continue** button.



9. Enter your **Password** in the “Security Device” and click the **Enter** button.



10. Enter the answer to your previously selected security question in “Security Device” and click the **Enter** button.



11. After successfully logging in for the first time, a preview of your system generated security image and phrase is displayed.

- If desired, you can change your security image and phrase by clicking the **image and phrase** link.
- When you are satisfied with your security image and phrase, click **Continue**.

Good Morning Tuesday, May 12, 2015 | [Help](#) | [Contact](#) | [Resources](#) | [Logout](#)

## CLAIMANT REGISTRATION: PERSONAL INFORMATION

CLAIMANT ID: 4800103

Please provide your Personal Information

Fields marked with an asterisk \* are required.

<b>Date of Birth *</b>	01/11/1933
<b>Personal Information</b>	<b>First Name *</b> JANE
<b>Address Information</b>	<b>Middle Initial</b>
<b>Contact Information</b>	<b>Last Name *</b> SMITH
<b>Demographics Info</b>	<b>Suffix</b>
<b>Employer Info</b>	<b>Other Last Name Used (1)</b> <small>Note: Only list other last names used in the last 18 months.</small>
	<b>Other Last Name Used (2)</b>
	<b>Other Last Name Used (3)</b>
	<b>Gender *</b>
	<b>Mothers Maiden Name *</b> Test
	<b>Number of Additional Household Members that Provide Income to the Home *</b>
	<b>Are you required to pay Child Support? *</b> <input type="radio"/> Yes <input type="radio"/> No
	<b>Child Support City</b> <small>Note: If you pay Child Support, enter City, State, and County.</small>
	<b>Child Support State</b>
	<b>Child Support County</b>

[Next](#)

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12. The system navigates you to the "Claimant Registration: Personal Information" screen.

- See below for additional information on completing this section.

## Step 2: Completing Your Claimant Registration

### Background

After creating your online CSS account, the next step in the filing process is to complete your online registration information. Doing so involves the following:

- Entering your Personal, Address, Contact, and Demographic Information
- Reviewing and/or updating your Wage and Employer information

Note the following:

- If you have an existing or prior claim that was created in the former system, some of this information may be pre-populated, in which case you would just update any out-of-date information and provide any missing required information. (In the future, if you are filing a new claim, and have completed your registration in CSS, the system will not require you to complete it a second time, however it suggested that you review and update your personal information as needed.)
- The system saves your responses as you move from screen to screen. If you leave the system without completing your registration or claim, you have seven calendar days to log back in to complete your filing. After seven days of inactivity, the system erases any partially saved information and you will have to start over. Be aware that the benefit period is based on the date your claim is completed, and not on the date you started.

### Instructions

1. Log into the CSS system using your CSS account **Username** and **Password**. (Enter your **Username**, click the **Continue** button, enter your **Password** into the security device on the subsequent screen and then click the **Enter** button.)
  - You may be prompted to answer one of your security questions. If so, fill in the **Answer** field and click the **Enter** button. (Any time you access your account using a new browser or PC, or if you are away from your computer for an

extended period, you may need to answer one of your security questions to verify your identity.)

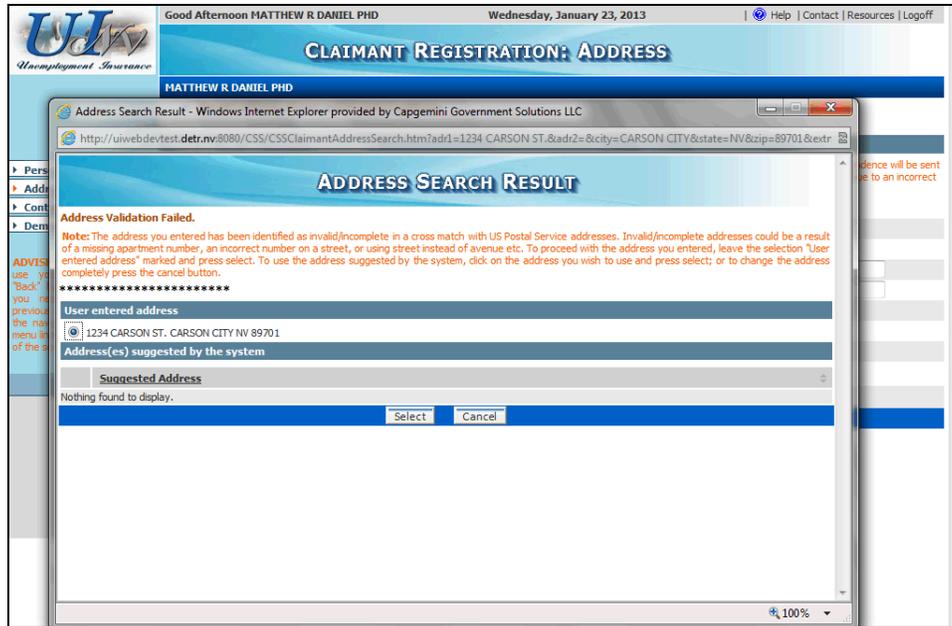
- Note that if you had left the CSS system and returned at a later date to complete your registration, you would first need to connect your computer to [www.ui.nv.gov](http://www.ui.nv.gov) and click the **Existing User Sign In** link in the upper right of the screen.

2. Complete the empty fields on the “Personal Information” screen.

- Notice the information on the left side of the screen indicating that you should not use the Internet browser **Back** button when navigating through the CSS screens.
- Some of the fields on the "Personal Information" screen will be pre-populated based on the information you entered when creating your online account.
- You should complete the **Other Last Name Used** fields if you have used a different last name during any part of the previous 18 months.
- If you answer "Yes" to the child support question, you are required to complete the additional child support fields (**Child Support City, Child Support State, Child Support County**).
- After entering information on this screen, click the **Next** button.

3. Complete the information on the “Address” screen.

- A "Mailing Address" is required for mailing of your debit card and agency correspondence.
- You should enter a "Residential Address" if your place of residence is different than your Mailing Address.
- If there is additional address information, such as a Post Office box number, suite number, or apartment number, you can enter it into the **Address Line 2** field.
- Select the JobConnect office that is closest or most convenient for you.
- If you entered an out of state address, you will be required to enter an answer for the **Commuter** option. Select the "Yes" option if you regularly travel across a state line or border to go to work or look for work, otherwise select the “No” option.
- After entering information on this screen, click the **Next** button.



4. If the address you entered is incomplete or not recognized by the system, a pop-up window will appear and provide options to validate your address information.
  - You can choose to accept the address you entered under "User entered address" or instead select a system-suggested address under the "Addresses selected by the system" list (if applicable).
  - After making your address selection, click the **Select** button. You will then return to the prior screen where your verified address information will be highlighted in yellow and you will need to re-click the **Next** button.

5. Complete the information on the “Contact” screen.

- If you choose "E-mail" as your **Preferred Contact Method**, you must include an email address in the **Email Address** field and be sure to read the special message regarding email.
- After entering information on this screen, click the **Next** button.

6. Complete the information on the “Demographics” screen.

- If you select "No" for the **U.S. Citizen** option, you will be required to enter your **Alien Registration Number** and **Alien Registration Expiration Date**.
- If you select "Other" as your **Preferred Language**, you will be required to enter your preferred language in the next field. Otherwise, leave this field blank.
- After entering information on this screen, click the **Next** button.

7. Next, you will be presented with a list of employers. Select one of the employers that you have worked for in the past, then click the **Next** button.
  - Please note, some employer's may be displayed as a corporation name. You should have your W2 or pay stubs from the prior year and a half available.

8. If you select the wrong employer, you may be presented with this screen. Follow the instructions for contacting the Telephone Claim

Good Afternoon MATTHEW R DANIEL PHD Wednesday, January 23, 2013 Help | Contact | Resources | Logout

## UNEMPLOYMENT INSURANCE BENEFITS ESTIMATOR

**MATTHEW R DANIEL PHD**

The Unemployment Benefits Estimator is a preliminary determination of your potential eligibility for unemployment insurance benefits. The information below is based solely on wages currently on file in Nevada and is valid only for use with a claim filed today. Keep in mind that these results are an estimate presented for illustration purposes only. This estimate is not a guarantee of benefits.

**Missing Wages:** The Estimator will not show wages:

- Earned and reported in another state during your base period.
- Earned by working for the Federal Government.
- Earned while in the military.

Any wages earned from the above will be added as a result of claim filing.

**Base Period Quarterly Wages**

A year is separated into four calendar quarters (January through March, April through June, July through September, and October through December). For Nevada claims, a Base Period is the first four of the last completed calendar quarters at the time you file your initial application. The first four quarters (dates) displayed below are your base period (see Claimant Handbook link in Resources for diagram).

Your employer(s) reported the earnings displayed during the listed periods.

(#1) 10/01/2011 through 12/31/2011	(#2) 01/01/2012 through 03/31/2012	(#3) 04/01/2012 through 06/30/2012	(#4) 07/01/2012 through 09/30/2012	(#5) 10/01/2012 through 12/31/2012
MCDONALDS 14,543.45	PERSONAL AUTO SERVICE 23,123.50	PERSONAL AUTO SERVICE 26,784.98	PERSONAL AUTO SERVICE 31,985.86	PERSONAL AUTO SERVICE 33,657.10
\$ 14,543.45	\$ 23,123.50	\$ 26,784.98	\$ 31,985.86	\$ 33,657.10
* Do you have missing or incorrectly reported wages in the base period listed above?				
The wages reported are correct				

**Current Quarter Estimate**

If you file your claim between 01/06/2013 and 04/06/2013, this would be your estimated benefit amount.

Monetary Eligibility	Eligible	Weekly Benefit Amt	\$402.00	Number of Weeks	26	Maximum Benefit Amt	\$10,452.00
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Print | Claimant Homepage | Continue to File Claim

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9. The "Unemployment Insurance Benefits Estimator" screen is a preliminary assessment of your potential eligibility for unemployment insurance benefits.

- Be sure to read the orange text displayed on the screen for additional information.
- The "Base Period Quarterly Wages" section displays wages earned by you and reported in Nevada during the current base period. These wages are used to qualify you for an unemployment insurance claim.
- If you believe there are employers and/or wages missing from the "Base Period Quarterly Wages" section, or you see employers you do not recognize, you should make a selection from the **Missing or Incorrectly Reported Wages** dropdown list.
- The "Current Quarterly Estimate" section contains the following information:
  - Monetary Eligibility** indicates, based on the existing records, whether you have earned enough money during the base period on which to base a claim.
  - If deemed eligible, the **Weekly Benefit Amt** is the amount you are eligible to receive during each week of unemployment (based on the wages listed).
  - If deemed eligible, the **Number of Weeks** is the maximum number of weeks you can draw unemployment checks, up to a maximum of 26 weeks.
  - If deemed eligible, the **Maximum Benefit Amount** is the maximum amount of money you can draw during the claim period.
- Notice the **Print** button at the bottom of the screen. It is recommended that you print this screen so you will have this information available.
- Click the **Continue to File Claim** button and continue with the instructions in the next section.

## Step 3: Applying for Benefits

### Background

After completing your registration, you are ready to apply for benefits (set up your initial claim). Doing so involves the following:

- Providing required eligibility information
- Verifying and updating employment history and information about your last employer (and possibly your next-to-last employer)
- Providing information about your separation(s) and your work search
- Reviewing the information you entered and submitting your claim
- Providing additional information through dynamic fact finding (DFF), if prompted

Note the following:

- After applying for benefits, you will need to file a weekly claim each week in order to receive benefits (discussed in the next section).
- This section is specific to setting up an initial claim. If you had a break in your weekly filing process and need to re-open an existing claim, you should refer to the section on Reactivating a Claim.

### Instructions

The screenshot shows the 'CLAIMANT LOGIN' page. At the top, it says 'Good Morning' and 'Wednesday, May 08, 2013'. There are links for 'Help', 'Contact', and 'Resources'. The main heading is 'CLAIMANT LOGIN'. Below this is a 'Sign In' section with the prompt 'Enter your user name.' and a 'Username:' label followed by a text input field and a 'Continue' button. There are also links for 'Where do I enter my password?', 'Forgot your username?', and 'Create New User Account'. To the right, there is a 'Welcome to UIv Claimant Self Service' message, followed by a red warning box stating that the system is available 24 hours a day and that claims must be filed before 12:00 PM on Sunday or 7:00 PM on Monday. Below this, there are two sections: 'To file the initial claim, you will need the following:' and 'To reopen a claim, you will need the following:'. Both sections list the same requirements: Social Security Number, Names, addresses, phone numbers and dates of employment for your last two employers, and for initial claims, an Alien Registration Number if you are not a U.S. citizen. At the bottom, there are logos for Capgemini, SIPros, and ORACLE.

1. Connect to [www.ui.nv.gov](http://www.ui.nv.gov), click the **Existing User Sign In** link, and log into the CSS system using your established **Username** and **Password**. (Enter your **Username**, click the **Continue** button, enter your **Password** into the security device on the subsequent screen and then click the **Enter** button.) You may be prompted to answer one of your security questions. If so, fill in the **Answer** field and click the **Enter** button.

If you have just completed your registration and are already on the “Initial Filing” screen, skip to step number 4.

# Guide to Online Claimant Self Service



2. You arrive on the “Customer Menu “screen. Click the **File a New Unemployment Insurance Claim** link.

(#1) 10/01/2011 through 12/31/2011	(#2) 01/01/2012 through 03/31/2012	(#3) 04/01/2012 through 06/30/2012	(#4) 07/01/2012 through 09/30/2012	(#5) 10/01/2012 through 12/31/2012
PERSONAL AUTO SERVICE 3,698.00	PERSONAL AUTO SERVICE 13,425.43	PERSONAL AUTO SERVICE 21,344.43	PERSONAL AUTO SERVICE 21,343.34	PERSONAL AUTO SERVICE 25,435.53
\$ 3,698.00	\$ 13,425.43	\$ 21,344.43	\$ 21,343.34	\$ 25,435.53

3. Review and perform any steps on the “Unemployment Insurance Benefits Estimator” screen as described in the previous section, and click the **Continue to File Claim** button.

4. After clicking the **Continue to File Claim** button on the “Benefits Estimator” screen, you will arrive on the “Initial Filing” screen.
  - Be sure to read each question carefully and select the correct option.
  - Complete all the questions as appropriate and click the **Next** button. Note that on this screen and subsequent screens, you must supply all required responses in order to advance to the next screen.

5. The next screen continues the initial filing questions. Answer each question as appropriate and click the **Next** button.

6. Next you need to review and provide additional information about your work history. Be sure to read the instructions at the top of the screen.

- Make sure that every employer for which you have worked during the base period (last 18 months) is listed. If any are missing, add them as follows:

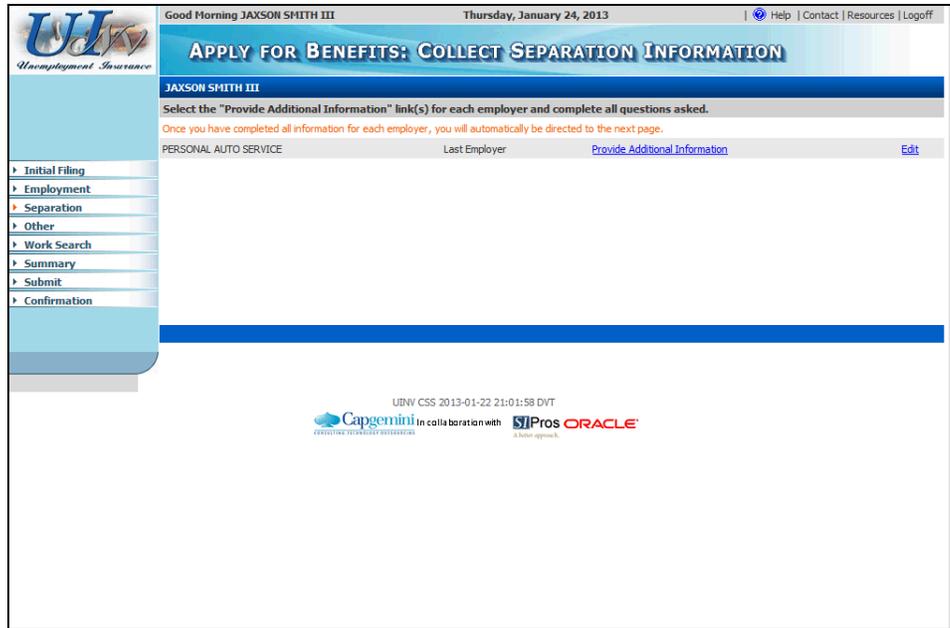
To add a Nevada employer, click the **Add Nevada Employer** button to open the “Add Nevada Employer” screen. You can either search for a Nevada employer or manually add them. It is best to first search for them to see if they are already in the system. If you do not find the desired employer using the search function, you can click the **Manual Entry** button to add them manually. When done, click the **Finished Adding Nevada Employers** button.

To add a Federal employer, click the **Add Federal Employer** button to open the “Add Federal Employer” screen. There are two ways to enter a Federal employer. (i) You can select from the **Most Common Federal Employers** dropdown list and then click the **Add Employer** button. (ii) Alternatively you can search for the employer using the search functionality. When done, click the **Finished Adding Federal Employers** button.

To add a Military employer, click the **Add Military Employer** button to open the “Add Military Employer” screen. Select the employer from the dropdown list. Then answer the “Yes/No” question and click the **Add Employer** button. Then click the **Finished Adding Military Employers** button.

To add an out of state employer, click the **Add Out of State Employer** button to open the “Add Out of State Employer” screen. Enter the employer information into the fields provided and click the **Add Employer** button. Then click the **Finished Adding Out of State Employers** button.

- Enter the type of employment and employment dates for your most recent employer, as well as dates for any Federal or Military employers.
- You will need to also provide information on the next-to-last employer if you meet any of the following criteria:
  - You did work for two on call assignments in the last 16 weeks
  - You did work for two temporary assignments in the last 16 weeks
  - You did work for two different employers in the last 16 weeks
  - You did not work more than 16 weeks at the last employer
- After entering information on this screen, click the **Next** button.



7. If you had more than one employer listed on the "Employment History & Last Employer" screen, the system will display a "Collect Separation Information" screen listing each of those employers.
  - If you receive this screen, click the **Provide Additional Information** link for the first employer listed and complete the resulting screen (see next step). You will then come back to this screen where you will need to click on that link for the next employer to complete the same screen. Once you complete the process for each of the employers listed, you will continue on through the remainder of the instructions.
  - If you do not receive this screen, you will proceed directly to the next step.

8. Complete the information on the "Separation" screen.
  - For the **Reason Employment ended** field, select the separation reason that most closely describes your reason for separating from employment.
  - Note that the **Gross Earnings** dates are based on your last week of work with this employer.
  - After entering information on this screen, click the **Next** button.

9. The "Other Separation" screen asks you for additional information regarding your separation and claim eligibility. Complete the information on this screen as appropriate.
  - If you are a member of a union with a hiring hall you will need to provide that information by selecting the **Yes** radio button and then clicking the **Union Name** search button.
  - If you have a definite return to work date, or will start a new job within four (4) weeks from the filing date, you will need to enter that information. Click the **Search** button to open the "Employer Search" window to search for and enter the employer information.
  - After entering information on this screen, click the **Next** button.

Good Morning JAXSON SMITH III      Thursday, January 24, 2013      Help | Contact | Resources | Logoff

### APPLY FOR BENEFITS: WORK SEARCH

**JAXSON SMITH III**

Fields marked with an asterisk \* are required.

Primary Occupation you are seeking? \*

Note: Please note information provided on your primary and secondary occupations may be used for job placement assistance. You must be willing to seek and accept work for which you have skills and/or education.

Secondary Occupation you are seeking? \*

Choose a JobConnect office in the area you look for work \*

What is your lowest rate of pay you will accept for the type of work you are seeking? \* \$  per

Is the wage you indicated within the lowest to median wage range for the occupation you are seeking? \*  Yes  No

Are you willing to work any day of the week normal to the occupation you are seeking? \*  Yes  No

Are you willing to work any shift normal to the occupation you are seeking? \*  Yes  No

What round trip distance will you travel to seek and accept work? \*

Are tools, license, or permits required for the work you are seeking? \*  Yes  No

If yes, do you have the tools, license, or permit to perform the work you are seeking? \*  Yes  No

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10. The "Work Search" screen asks for information regarding your occupation and your availability to work. Complete the information on this screen as appropriate.

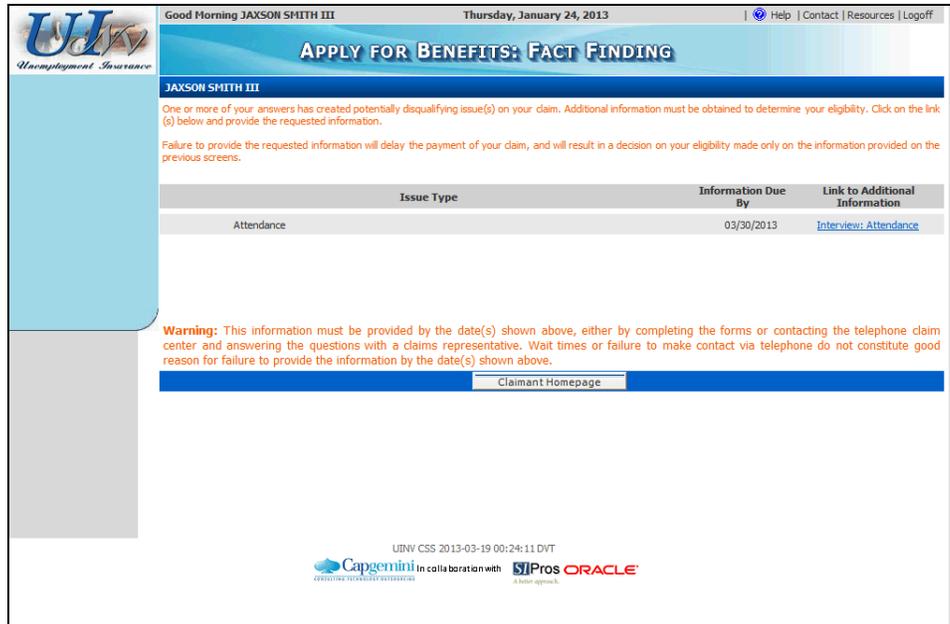
- You need to enter the primary and secondary occupations you are using for your work search. These should include the occupation in which you have worked most recently, or an occupation for which you have training or education to support. Click the search button to the right of the **Primary Occupation** and **Secondary Occupation** fields to complete these fields.
- After entering information on this screen, click the **Next** button.

		Good Morning JAXSON SMITH III      Thursday, January 24, 2013      Help   Contact   Resources   Logout	
<h3>APPLY FOR BENEFITS: SUMMARY</h3>			
<b>JAXSON SMITH III</b> Please carefully review each section of the information you have provided. If you need to change information, click the Edit button for that section.			
<b>Personal Information</b>			
Date of Birth:	10/16/1979	Gender:	Male
First Name:	JAXSON	Mothers Maiden Name:	EDWARDS
Last Name:	SMITH	Withold Federal Tax?	Yes
Middle Initial:		Number of Additional Household Members that Provide Income to the Home:	0
Suffix:	III	Are you required to pay Child Support?	No
Other Last Name Used (1):		Child Support City:	
Other Last Name Used (2):		Child Support State:	
Other Last Name Used (3):		Child Support County:	
<input type="button" value="Edit"/>			
Country:	USA		
Mailing Address:	2345 CARSON ST.	Mailing Address City:	Carson City
Mailing Address State:	NV	Mailing Address Zip:	89701
Residential Address Country:			
Residential Address:			
Residential Address State:			
Residential Address City:			
Residential Address Zip:			
Closest JobConnect Office:	CARSON CITY	Commuter:	
<input type="button" value="Edit"/>			
Primary Telephone:	317-555-4567	Ext:	
Cellular Telephone:	317-555-8943	Fax Number:	
Email Address:	JAXSON@ABC.COM	Preferred Contact Method:	E-mail
<input type="button" value="Edit"/>			

11. The "Summary" screen displays the information you entered in the previous screens. Be sure to carefully review this information before proceeding.

- If you need to change **any** information, each section contains an **Edit** button that will navigate you to the appropriate screen in order to make any necessary changes. You would then click that screen's **Next** button to return to this "Summary" screen.
- Before submitting your claim application, it is recommended that you use the **Print** button at the bottom of the screen to print a copy of your information for your personal records.
- Click the **Next** button at the bottom of the screen when you are ready to continue.

12. Be sure to read the legal information on the "Submit Claim" screen and select the appropriate options.
- If you are ready to file your claim, click the **Yes, I agree- File my Claim** button.
  - If you decide you are not yet ready to submit your claim, you can click the **No, I do not agree** button. Doing so will save all previously entered claim information for 7 calendar days, during which time you can return to submit your claim.



13. If any issues are identified with your claim, you will arrive on the “Fact Finding” screen. (If there are no issues with the claim, you will arrive on the "File Claim Confirmation" screen and you should skip to the next step.)

- The fact finding screen will show you all issues, along with their corresponding fact finding link in the “Link to Additional Information” column. If given this screen, you should click on the first link and answer the questions on the resulting screen, and click that screen’s **Submit** button. Continue answering each screen’s questions and clicking its **Submit** button until finished.
- At the end of each series of fact finding questions, you will arrive on a “Summary” screen. Review that screen, and use the screen’s **Edit** button to make changes or **Submit** button to submit your responses.
- If additional fact finding is required, you will return to the “Fact Finding” screen where you should click on the next issue’s link to complete that issue’s fact finding questions.
- Continue completing the fact finding questions for any remaining issues.

Good Morning JAXSON SMITH III Thursday, January 24, 2013 Help | Contact | Resources | Logoff

## APPLY FOR BENEFITS: FILE CLAIM CONFIRMATION

**JAXSON SMITH III**

The Nevada Department of Employment, Training and Rehabilitation is committed to meeting our Federal and State Requirements to pay benefits when due as efficiently as possible. Please watch your Homepage (after you log into the claimant self service application, click on the [go to My Homepage](#) link) for the current status of your claim. If it has been less than 21 days since you filed your claim, we ask you to please allow the process to be completed and not call or visit our offices to inquire about the claim status. Your Homepage allows you to check on the status of your weekly payments.

If there are issues, they will be identified and listed on your Homepage. Until these issues are addressed, your claim will be on hold and payment cannot be made. Please respond to inquire as soon as possible to avoid a delay in your payment. You can provide the information necessary by responding to our mail correspondence or by clicking on the hyperlinked issue(s) under the "Issues Delaying Payment" section (hyperlinked issues are the ones that appear in blue and are underlined).

Your claim has been filed. The provided confirmation number is for tracking purposes. Copy it and keep it in a safe place until you receive your notice of eligibility or ineligibility. You may want to print this page in order to have the contact information handy.

**Confirmation Number: 10439037**  
[Click here for DETR Contact Information](#)

**How to claim weeks of Unemployment Insurance**

There are two steps to UI claims filing:  
 1. Establish a claim for benefits, which you have just done and  
 2. Certify a week of unemployment and request a weekly benefit payment.

When you establish a claim for benefits, you have not requested a week's payment, you have created a claim. To receive a weekly payment, you must use this UI/ny system OR call into our weekly claim filing system called QuickClaim the following Sunday, and request payment for the week. Claims become effective in the week they are filed. A claim week is from Sunday at 12:01 am to Saturday midnight. You may not claim a week's payment until the week has ended.

For example, you created a claim for benefits on Friday, January 3rd.  
 The claim week ends Saturday, January 4th.  
 You may claim the week ending Saturday, January 4th any time between Sunday January 5th – Saturday January 11th.

If you wish to claim a week before the week you filed your claim, you must request a backdate when filing your claim. In order to receive a backdate you must have an explanation why you did not file earlier, have been able, available, seeking work and provide a verifiable work search for the period of time you are requesting to be paid.

**While filing for Unemployment Insurance Benefits, you must meet the work registration requirements of the state in which you live. By filing a UI claim you have also registered for work in Nevada and meet this requirement. However, if you live outside Nevada, your local Job Service office can advise you how to register in that state.**

**Advisory: At any time during claim filing, you may receive a letter or email requesting you appear in person at a Nevada JobConnect office and/or participate in a reemployment program. Information regarding programs you must participate in if selected are found in the Nevada Unemployment Insurance Facts for Claimants Handbook. This is to ensure that Unemployment Insurance claimants continue to meet eligibility**

14. Once you have completed all outstanding fact finding, you will arrive on the "File Claim Confirmation" screen.

- Be sure to carefully read the information on this screen.
- This screen contains your **Confirmation Number** as well as additional information you will need to begin filing your weekly benefit claims. It is recommended that you use the **Print** button at the bottom of the screen print a copy of this information for your records.
- Now that your initial claim has been filed, you will need to file weekly claim certifications beginning the first Sunday date following your initial claim filing. If you need assistance with filing your weekly claim certifications, please refer to the next section of this guide book.

## Step 4: Claiming Weekly Benefits

### Background

In order to certify your eligibility, you need to file a weekly claim for each week you wish to request a benefit payment. Benefit weeks begin on Sunday at 12:01 a.m. and end on the following Saturday at midnight. You may not claim a week's payment until the week has completed.

Note that if you have a break in filing for three or more weeks, and your claim is inactive, you should advance to the section of this guide book on Reactivating a Claim.

### Instructions

1. Connect your computer to the following internet address: [www.ui.nv.gov](http://www.ui.nv.gov)
2. Click on the **Existing User Sign In** link in the upper right of the screen.

Good Morning Wednesday, May 08, 2013 Help Contact Resources

## CLAIMANT LOGIN

**Sign In:**  
Enter your user name.

Username:

[Where do I enter my password?](#)  
[Forgot your username?](#)  
[Create New User Account](#)

**Important Information**

No deduction from a workers' wage funds unemployment insurance. It is funded by employer contributions. A Claim becomes effective during the week it was filed. If you do not complete a claim application within seven (7) calendar days, you will need to start over. You are responsible for the accuracy of your names. Fraud is defined as making a false statement to receive benefits. Persons committing unemployment insurance fraud will be disqualified for a period of time and will not be eligible again until all benefits, penalties and interest are repaid. Fraud includes:

- Deliberately withholding information
- Failure to report work or income during a week that benefits are claimed
- Filing for benefits while incarcerated
- Using a name or Social Security Number that does not belong to you

**Welcome to UInV Claimant Self Service**

Unemployment benefits may be available to individuals who are no longer working on or whose hours have been significantly reduced. This website provides a safe, efficient way to file an unemployment insurance claim or file a claim for weekly benefits. You may also access payment status, change payment method, change tax withholding options, and access a 1099G for filing tax returns.

The system is available 24hours a day, seven days a week. Should you experience a service delay, please wait thirty minutes and try again.

For a claim to be processed the same day, the claim must be filed before 12:00 PM (Noon) on Sunday or 7:00 PM Monday through Friday. Claims filed Saturday will be processed Sunday Morning.

**To file the initial claim, you will need the following:**

- Social Security Number
- Names, addresses, phone numbers and dates of employment for your last two employers
- If you are not a U.S. citizen, an Alien Registration Number

**To reopen a claim, you will need the following:**

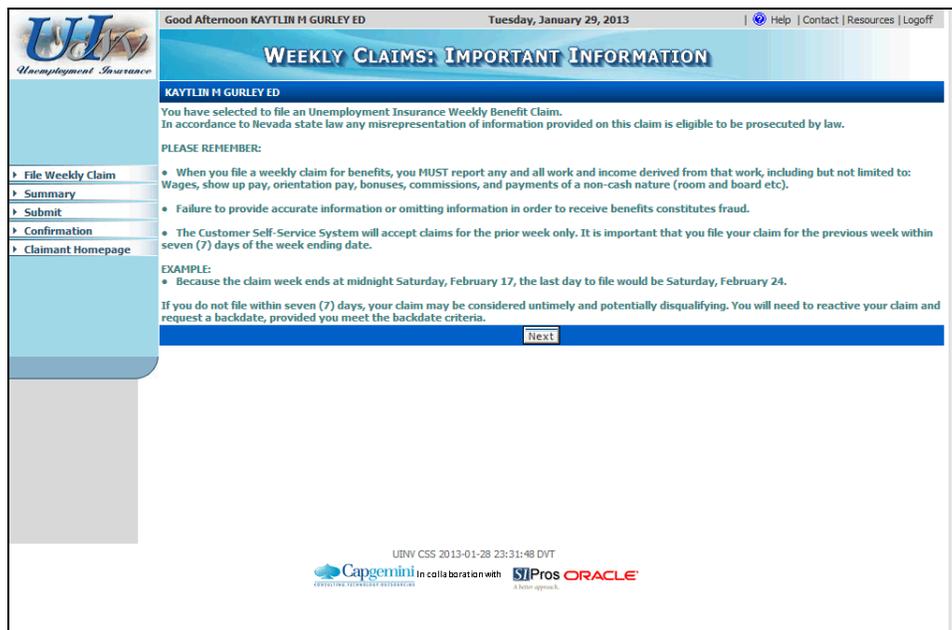
- Social Security Number
- Names, addresses, phone numbers and dates of employment for your last two employers. You will only be asked to report employment since you last file

in collaboration with

3. Log into the CSS system using your established **Username** and **Password**. (Enter your **Username**, click the **Continue** button, enter your **Password** into the security device on the subsequent screen and then click the **Enter** button.) You may be prompted to answer one of your security questions. If so, fill in the **Answer** field and click the **Enter** button.



4. Click the **File Weekly Claim** link. (You will only have this link if a weekly claim is available to be filed.)



5. Be sure to read the reminders on the "Important Information" screen before continuing with the weekly certification process. Then click the **Next** button.



6. The "Eligible Weeks" screen lists the week for which you are eligible to file for benefits. Note the following:

- Available weeks for which you have not yet filed are indicated as "Available" to the far right. Once you file a week, it will remain on this screen with a "Completed" indicator until it is processed, after which the week will be removed from this screen.
- If you have multiple weeks eligible for filing, you must complete each week individually from start to finish, before filing for the next week, and the system will only allow you to file the weeks earliest to latest.
- For the earliest available week listed, indicate if you wish to file. Then indicate whether you have had a separation from employment during that week.
- After entering information on this screen, click the **Next** button.

Good Afternoon KAYTLIN M GURLEY ED      Tuesday, January 29, 2013

[Help](#) | [Contact](#) | [Resources](#) | [Logout](#)

### WEEKLY CLAIMS: CERTIFICATION

**KAYTLIN M GURLEY ED**

Reminder: You are filing for the week of 01/20/2013 to 01/26/2013. Each of your answers should apply to this week only.

Filing for benefits for the week of 01/20/2013 to 01/26/2013? *	YES
Did you end a job, complete an on-call or temporary job assignment during the week of 01/20/2013 to 01/26/2013? *	NO
Even though you may not have been paid your wages, <a href="#">did you work</a> during the week of 01/20/2013 to 01/26/2013? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
If you worked during the week of 01/20/2013 to 01/26/2013, enter your <a href="#">gross earnings and tips</a> for the week? *	\$ <input type="text"/>
If you worked during the week of 01/20/2013 to 01/26/2013, were the earnings reported from Federal, Military or Out of State employment? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Did you receive any of the following types of payment: bonus, gifts, holiday pay, birthday pay, residual payments, or profit sharing during the week of 01/20/2013 to 01/26/2013? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
If you received holiday / bonus pay during the week of 01/20/2013 to 01/26/2013, enter total holiday pay / bonus pay or other deductible income? *	\$ <input type="text"/>
Did you or will you receive <a href="#">vacation pay</a> , <a href="#">severance pay</a> or <a href="#">wages in lieu of notice</a> that were not previously reported during the week of 01/20/2013 to 01/26/2013? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Did you <a href="#">look for work</a> during a majority of the week of 01/20/2013 to 01/26/2013? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Were you mentally and physically able to work during a majority of the week of 01/20/2013 to 01/26/2013? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Were you <a href="#">available to work</a> during a majority of the week of 01/20/2013 to 01/26/2013? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Did you <a href="#">refuse any job offers or referrals</a> during the week of 01/20/2013 to 01/26/2013? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Did you <a href="#">attend school or training</a> during the week of 01/20/2013 to 01/26/2013? *	<input type="radio"/> Yes <input checked="" type="radio"/> No

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7. If, on the prior screen, you indicated that you want to file for the selected week, you will be directed to the "Certification" screen. Answer all the questions on this screen and then click the **Next** button.

Good Afternoon KAYTLIN M GURLEY ED      Tuesday, January 29, 2013      Help | Contact | Resources | Logout

## WEEKLY CLAIMS: CONFIRM ANSWERS

KAYTLIN M GURLEY ED

		Responses for Benefit Week 01/20/2013 to 01/26/2013
Filing for benefits for the week of 01/20/2013 to 01/26/2013?		
Did you end a job, complete an on-call or temporary job assignment during the week of 01/20/2013 to 01/26/2013?		NO
Even though you may not have been paid your wages, did you work during the week of 01/20/2013 to 01/26/2013?		NO
If you worked during the week of 01/20/2013 to 01/26/2013, enter your gross earnings and tips for the week?		
If you worked during the week of 01/20/2013 to 01/26/2013, were the earnings reported from Federal, Military or Out of State employment?		NO
Did you receive any of the following types of payment: bonus, gifts, holiday pay, birthday pay, residual payments, or profit sharing during the week of 01/20/2013 to 01/26/2013?		NO
If you received holiday / bonus pay during the week of 01/20/2013 to 01/26/2013, enter total holiday pay, bonus pay or other deductible income?		
Did you or will you receive vacation pay, severance pay or wages in lieu of notice that were not previously reported during the week of 01/20/2013 to 01/26/2013?		NO
Did you look for work during a majority of the week of 01/20/2013 to 01/26/2013?		YES
Were you mentally and physically able to work during a majority of the week of 01/20/2013 to 01/26/2013?		YES
Were you available to work during a majority of the week of 01/20/2013 to 01/26/2013?		NO
Did you refuse any job offers or referrals during the week of 01/20/2013 to 01/26/2013?		NO
Did you attend school or training during the week of 01/20/2013 to 01/26/2013?		NO

**\*\*\* STOP \*\*\***  
Please Review Your Answers Carefully

If there are any notes in the box below, please pay special attention to what they say.  
If your answers are correct, click "My answers are correct" below.  
If your answers are **NOT** correct, click "I need to correct my answers" below.

**Note:** This information is used to help with verification only, and does not indicate that an answer is incorrect.  
All of these answers apply to the week of 01/20/2013 to 01/26/2013

You were NOT available to work during a majority of the week.

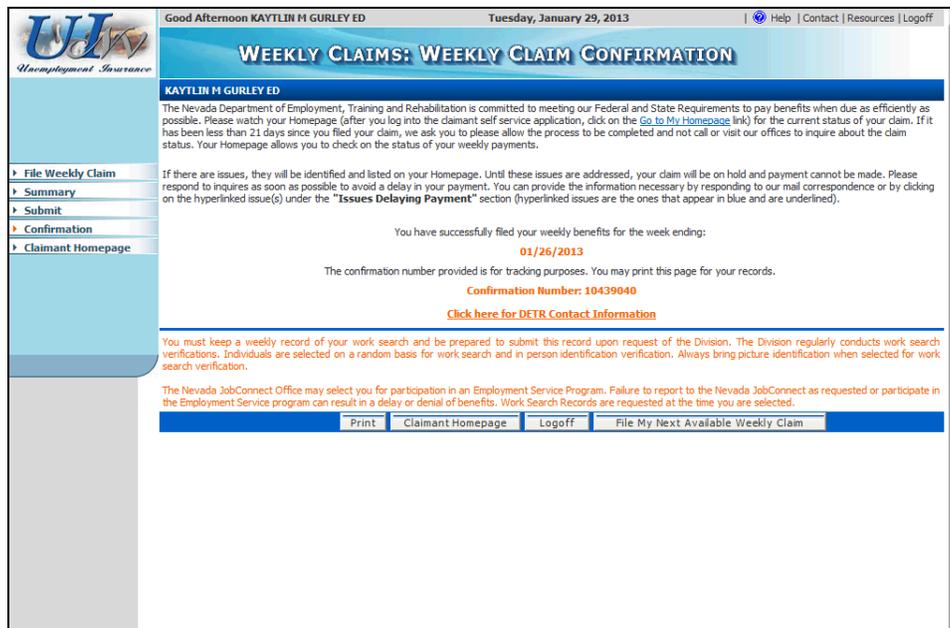
    

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Capgemini in collaboration with Pros ORACLE

8. Review the answers displayed on the "Confirm Answers" screen.

- If the system has identified any filing responses that could impact your eligibility for benefits, they will be displayed toward the bottom of the screen.
- If you determine you need to correct an answer, click the **I need to correct my answers** button to return to the "Eligible Weeks" screen. You will then be able to walk through each screen again and make any appropriate changes to your answers.
- Once all your answers are correct, click the **My answers are correct** button.

9. Be sure to read the "Weekly Certification" information at the top of the "Agreement" screen.
  - If you are ready to submit your weekly benefit claim certification, click the **Yes, I agree-File my Claim** button.
  - If you click the **No, I do not agree** button, you will be returned to the "Claimant Homepage" screen and the weekly certification will not be filed. You could then complete the weekly certification at a later time.



10. If any additional information is required based on your answers, the system will present you with a "Fact Finding" screen where you would need to click on any fact finding links and provide answers to any questions presented.
11. If there are no issues with your claim (or after completing any necessary fact finding), you will arrive on the "Weekly Claim Confirmation" screen.
  - Be sure to read the information on this screen, including your **Confirmation Number** and the section explaining your weekly job search activities.
  - It is suggested that you use the **Print** button toward the bottom of the screen to print the information (including your **Confirmation Number**) for your records.
  - If there are additional weeks for which you can claim benefits, you can click the **File My Next Available Weekly Claim** button. (Doing so will return you to the "Eligible Weeks" screen where you can complete your next weekly certification.)
  - If there are no additional weeks to file you, can choose to return to your "Claimant Homepage" to view your account information if desired or click the **Logoff** button.

## Reactivating a Claim

### Background

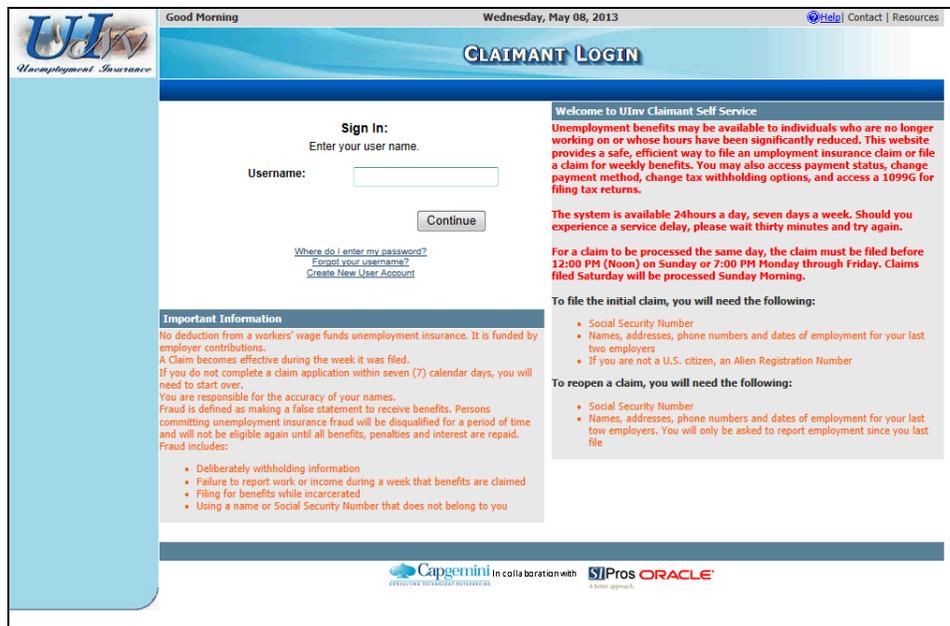
If you have a break in filing for three or more weeks (e.g., due to full time work, a new job you have since lost, or neglecting to request benefits), your claim will automatically become inactive. However, you will be able to reactivate your claim if the benefit year has not yet expired and if you have not yet exhausted the benefits.

Note the following:

- If you select to reactivate your claim, and indicate that you have not worked since your last reported separation, your claim will be reactivated.
- If you select to reactivate your claim, and indicate that you have worked since your last reported separation, the system will create an Additional Claim, and you will need to provide your last employer and the appropriate separation information.
- Once a claim is reactivated, you can request payments for prior weeks by contacting the Telephone Claim Center and speaking with a representative. However, a request for prior benefit weeks is not a guarantee, and may require adjudication.

### Instructions

1. Connect your computer to the following internet address: [www.ui.nv.gov](http://www.ui.nv.gov)
2. Click on the **Existing User Sign In** link in the upper right of the screen.



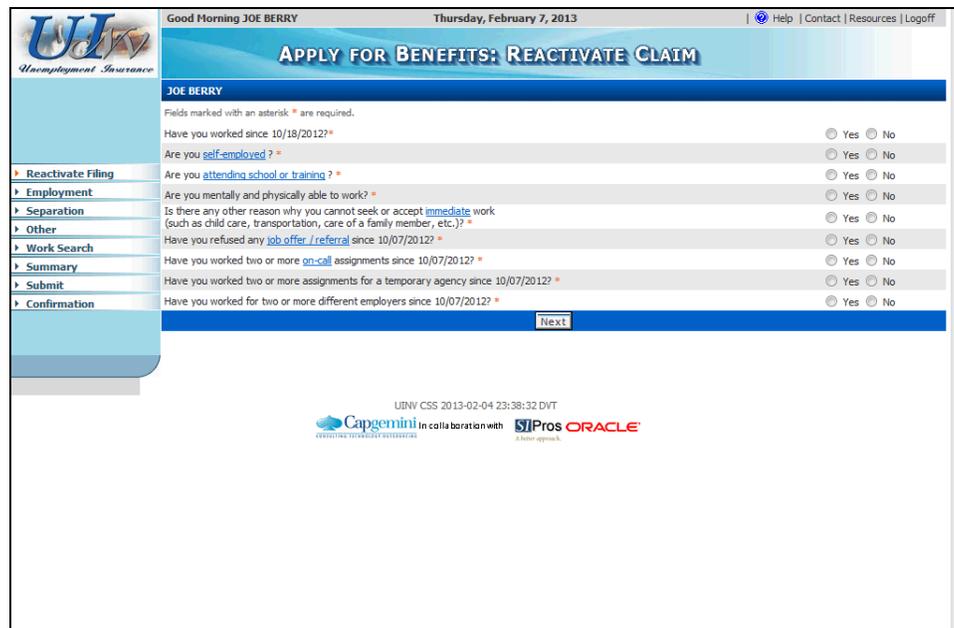
3. Review the information required to reactivate (re-open) a claim at the bottom right corner of the login page.

Log into the CSS system using your established **Username** and **Password**. (Enter your **Username**, click the **Continue** button, enter your **Password** into the security device on

the next screen and then click the **Enter** button.) You may be prompted to answer one of your security questions. If so, fill in the **Answer** field and click the **Enter** button.



4. Click the **Reactivate My UI Claim** link. (Note that you will only have this link if you have an inactive claim.)



5. The "Reactivate Claim" screen contains the same questions as those you answered when you filed your initial claim. Answer the questions as appropriate and click the **Next** button.

Good Morning JOE BERRY Thursday, February 7, 2013 Help | Contact | Resources | Logoff

### APPLY FOR BENEFITS: EMPLOYMENT HISTORY & LAST EMPLOYER

**JOE BERRY**

**INSTRUCTIONS:**

1. Enter the employer(s) you separated from during the week ending .  
Your **base period** is from 07/01/2011 to 06/30/2012.
2. If your employer is not in the list, use the buttons on the bottom to add the employer.
3. Identify the last employer you worked for, the type of employment and dates of employment.  
If the employment type is "On Call" or "Temporary", please enter the dates of your last assignment.

Employer Name	Select your Last Employer	Type of Employment	Dates of Employment
TRUST MARK BANK	<input type="radio"/>	<input type="text"/>	<input type="text"/> (mm/dd/yyyy) to <input type="text"/> (mm/dd/yyyy) <a href="#">Remove</a>
MEXICO TREE SERVICE INC	<input type="radio"/>	<input type="text"/>	<input type="text"/> (mm/dd/yyyy) to <input type="text"/> (mm/dd/yyyy) <a href="#">Remove</a>

If your employer is not listed above, use one of the following buttons to add your employer to the list.

Note: An employer must be selected before continuing. Type of Employment and Dates of Employment are required for the selected employer and all military / federal employers.

[Next](#)

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6. If you indicated you had worked since you last filed, you will arrive on the "Employment History & Last Employer" screen.
  - If you arrived on this screen, select your last employer and complete the information as appropriate. Then click the **Next** button.
  - If you did not arrive on this screen, then skip to the next step.

Good Morning JOE BERRY Thursday, February 7, 2013 Help | Contact | Resources | Logout

### APPLY FOR BENEFITS: NEXT TO LAST EMPLOYER

**JOE BERRY**

**INSTRUCTIONS:**  
 You must provide information regarding your next to last employer (before TRUST MARK BANK) because:  
 - You worked for your last employer less than 16 weeks.  
 If this is incorrect, click [here](#) and change your dates of employments.

Identify the next to last employer you worked for, the type of employment and dates of employment. If the employment type is "On Call" or "Temporary", please enter the dates of your next to last assignment.

If your next to last employer is not listed below, click [here](#) to add them to the list.

Your last recorded separation: TRUST MARK BANK from 12/01/2012 to 12/30/2012

Employer Name	Select your Next to Last Employer	Type of Employment	Dates of Employment
TRUST MARK BANK	<input type="radio"/>	<input type="text"/>	<input type="text"/> (mm/dd/yyyy) to <input type="text"/> (mm/dd/yyyy)
MEXICO TREE SERVICE INC.	<input type="radio"/>	<input type="text"/>	<input type="text"/> (mm/dd/yyyy) to <input type="text"/> (mm/dd/yyyy)

Note: An employer must be selected before continuing. Type of Employment and Dates of Employment are required for the selected employer and all military / federal employers.

[Next](#)

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7. If you arrive on the “Next to Last Employer” screen, select and complete information for your next-to-last employer on the "Next to Last Employer" if appropriate. Then click the **Next** button.

- Recall that you will need to also provide information on the next to last employer if you meet any of the following criteria:
  - You did work for two on call assignments in the last 16 weeks
  - You did work for two temporary assignments in the last 16 weeks
  - You did work for two different employers in the last 16 weeks
  - You did not work more than 16 weeks at the last employer
- If you did not arrive on this screen, then skip to the next step.

8. If you arrive on the "Collect Separation Information" screen, click the **Provide Additional Information** link to complete it for each employer in the same manner as when you filed your initial claim.
  - Note that each employer has an **Edit** link in case you need to return to the previous screen to change your answers.

9. If you arrive on the "Separation" screen, answer the questions related to the employer listed on the screen and then click the **Next** button.

10. Complete the "Work Search" screen in the same manner as when you filed your initial claim. (Note that you would have come directly to this screen from the "Reactivate Claim" screen if you were simply reactivating a claim and not filing an Additional Claim.)

- Click the **Next** button.

11. Review the "Summary" screen in the same manner as when you filed your initial claim, and use the **Edit** buttons if you need to make any corrections.

- It is recommended that you print this screen for your records.
- Click the **Next** button.

Good Morning JOE BERRY Thursday, February 7, 2013 Help | Contact | Resources | Logoff

## APPLY FOR BENEFITS: SUBMIT CLAIM

**JOE BERRY**

Claim Effective Date : 02/03/2013 Print

**Penalties for Falsification**

**WARNING**  
**IMPORTANT UNEMPLOYMENT INSURANCE INFORMATION**

Unemployment Insurance Fraud is a felony in Nevada. You must be fully or partially unemployed as well as able and available for work in order to receive Unemployment Insurance Benefits. If you commit fraud, you will be subject to significant financial and administrative penalties, and may be prosecuted. Remember to report any work and all income from any source for each week you claim a benefit payment.

Yes, I understand giving false statements or withholding information in order to receive Unemployment Insurance Benefits constitutes fraud.

No, I will contact the [telephone claim center](#) to ensure I understand.

**Benefits Rights and Information**

For a full description of Benefits, Rights and Information [click here](#) to read the Nevada Unemployment Insurance Facts for Claimants Handbook. You may print the handbook if you wish.

I understand I must read the information in the Nevada Unemployment Insurance Facts for Claimants Handbook.

I understand failure to read the Nevada Unemployment Insurance Facts for Claimants Handbook does not relieve me of my claim filing responsibilities and does not serve as an excuse to prevent being found ineligible for benefits if I do not meet my responsibilities.

By clicking the **"Yes, I agree-File my claim"** button below, I am agreeing to the responsibilities within the Nevada Unemployment Insurance Facts for Claimants Handbook and understand the penalties for falsification.

I would like a Nevada Unemployment Insurance Facts for Claimants Handbook mailed to me

**Backdating Claims**

Nevada Unemployment Insurance Claims become effective on the Sunday of the week in which they are filed. Your claim is effective 02/03/2013

A claim week is Sunday from 12:01 am to Saturday midnight. If you wish to claim benefits for prior week(s), you must have been able, available and seeking work during those week(s). You must be able to provide a verifiable work search for the period in which you are seeking to be paid. You must also provide a "good cause" reason for not filing during the period you are requesting. Not knowing the filing requirements does not constitute "good cause".

If you meet the conditions above and would like to have your claim backdated to a previous Sunday, enter the amount of weeks you request to have your claim backdated. I want to file for a backdate of my claim for  weeks

*Note: Be aware your backdate request may cause a delay in receiving payments.*

12. Review and complete the "Submit Claim" screen in the same manner as when you filed your initial claim.

- As when you filed your initial claim, you should print this information if you would like a copy for your records.
- Click the **Yes, I agree-File my Claim** button.

Good Morning JOE BERRY      Thursday, February 7, 2013      Help | Contact | Resources | Logoff

## APPLY FOR BENEFITS: FACT FINDING

**JOE BERRY**

One or more of your answers has created potentially disqualifying issue(s) on your claim. Additional information must be obtained to determine your eligibility. Click on the link(s) below and provide the requested information.

Failure to provide the requested information will delay the payment of your claim, and will result in a decision on your eligibility made only on the information provided on the previous screens.

Issue Type	Information Due By	Link to Additional Information
Gap in Employment	02/16/2013	<a href="#">Interview: Gap in Employment</a>

**Warning:** This information must be provided by the date(s) shown above, either by completing the forms or contacting the telephone claim center and answering the questions with a claims representative. Wait times or failure to make contact via telephone do not constitute good reason for failure to provide the information by the date(s) shown above.

[Claimant Homepage](#)

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13. If there are any issues, you may need to complete additional fact finding (as indicated by one or more links under the “Link to Additional Information” column).

- If you see one or more links, click on them one at a time and answer any questions, clicking the **Submit** button to advance from screen to screen. Continue answering any questions until you arrive on the fact finding "Summary" screen.
- If there are no issues with your claim (or once you complete any necessary fact finding), you will arrive on the "File Claim Confirmation" screen and receive a confirmation number.
- After filing your claim, if desired, you can view information about your reactivate request by clicking the **Claimant Homepage** link on the left of the screen and clicking the **View** link related to your claim. Doing so will open the "Reactivate History" screen.

## Additional CSS Functionality

### Background

This section provides an overview of the functions and various types of information available on CSS using the options on the left-hand menu..

### The Customer Menu



Each time you log into CSS, you arrive on the "Customer Menu" screen (you can also get back to this screen by clicking the **Customer Menu** option on the left-hand menu). Depending on the status of your account, you may see one or more of the following links:

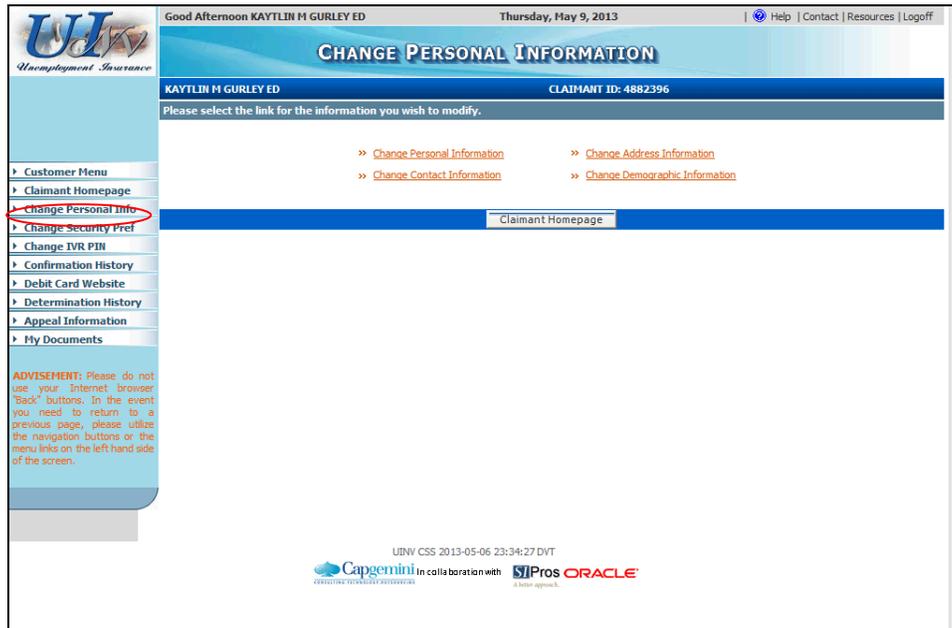
- Go to My HomePage
- Go to JobConnect
- File weekly claim
- Reactivate my UI Claim
- Please contact DETR to file your TRA claim
- Benefits Held – Provide Additional Information (If you see this link, you should click on it and answer any questions the system may ask in order to prevent a possible delay in the processing of your claim.)
- From time to time, the Division may also display messages on this screen such as hours of operation or special holiday schedules.

## The Claimant Homepage

The "Claimant Homepage" is your "dashboard" that provides an overview of your claim history, payment history, messages, any outstanding fact finding (unresolved questions needed to help determine your eligibility), and other information. From this screen you can navigate to other detail pages and update your registration information.

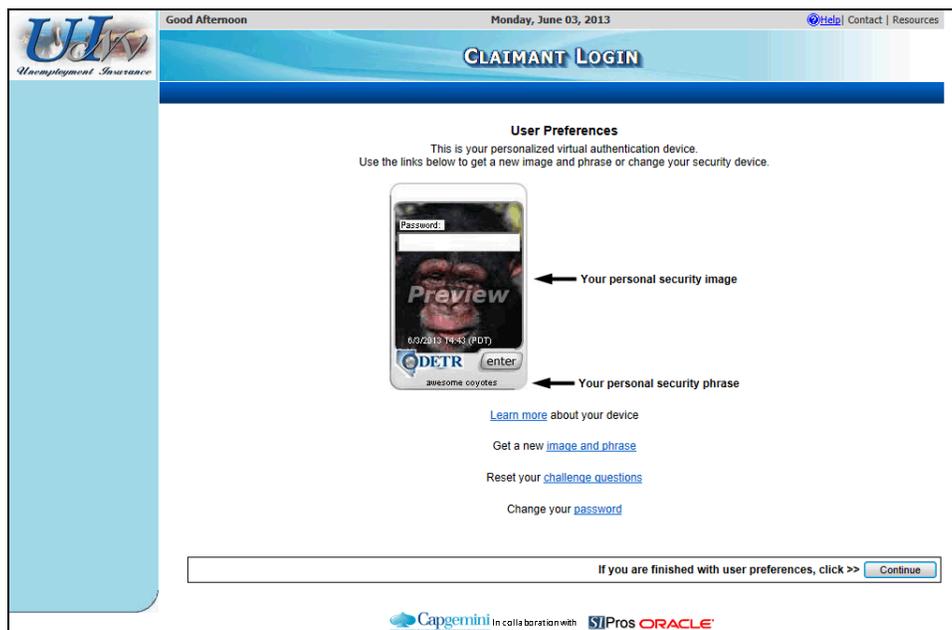
- You can click the **Change Personal Info** link if you need to update your name, address, or email information.
- The "Claims" section displays an overview of your claim filing history. It contains links to the summary of your initial claim answers, as well as any additional or reactivated claims that have been filed.
- If you have an overpayment on your account, the amount you owe will be listed to the right of the "Claims" header line with a **Pay this Now** link.
- Clicking on a claim's date under the **View Claim History End Date** column opens the "Claim History" screen. That screen displays specific information for the claim selected, including the amount you were paid, your remaining balance, and any overpayment balance you may have on your account. It also contains "View Claim Answers" links where you can view the answers you provided when you filed the weekly claim for each week.
- The "Payments" section contains a list of your payment history. For any payments listed, you can click the link to see additional information.
- The "Issues Delaying Payment" section lists any outstanding issues on your account. Those having a blue, underlined "hyperlink" indicate outstanding fact finding questions you need to resolve by the **Due Date** listed.
- Depending on the status of your account the "Smart Links" section may contain links to reactivate a claim, file special program claims, file a weekly claim certification, view your 1099-G, etc.

## Changing Your Personal Information



The "Change Personal Information" screen contains links that allow you to access the screens you originally completed during your registration process, in the event you need to update any of your registration information.

## Changing Your Security Preferences



Clicking the **Change Security Preferences** link from the left-hand menu will bring you to screens where you can make changes to your security image and phrase, challenge questions, or password.

## Changing Your IVR PIN

Good Afternoon Monday, June 03, 2013 Help | Contact | Resources

**CLAIMANT REGISTRATION**

In order to use Telephone Claim Filing System you need to create a Personal Identification Number or PIN. A PIN is any 4-digit number you choose. You must remember your PIN, and it will be required when you file your weekly claim for benefits using the automated telephone claim system. Your PIN number must be kept confidential. Do not share your PIN with anyone else.

Fields marked with an asterisk \* are required.

User Name

Pin \*

Retype Pin \*

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Clicking the **Change IVR PIN** link from the left-hand menu will bring you to a screen where you can change your telephone PIN.

## Viewing Your Confirmation History

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**CLAIMANT CONFIRMATION HISTORY**

KAYTLIN M GURLEY ED CLAIMANT ID: 4882396

1234 CARSON ST, CARSON CITY NV 89701 KAYTLING@ABCD.COM

Confirmation #	Date	Time	Business Event
10439040	01/29/2013	3:45 PM	File Weekly Claim
10439038	01/24/2013	2:22 PM	Initial Claim

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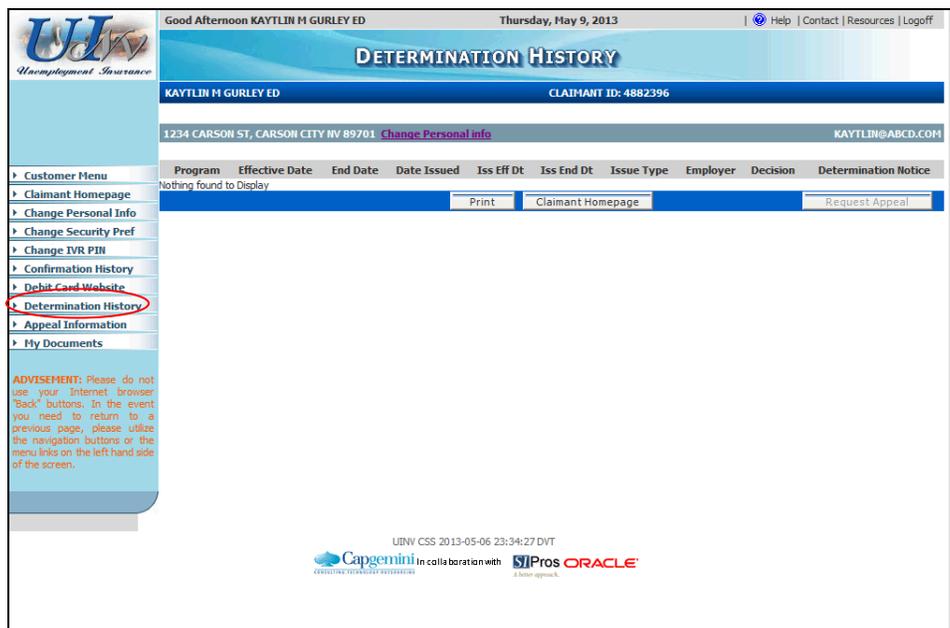
The "Claimant Confirmation History" screen lists any actions performed on your account, along with the date and time they occurred, and the confirmation number associated with the action. This is a useful screen when you have a question about whether an action has been successfully completed on your account.

## Accessing the Debit Card Website



Clicking the **Debit Card Website** link from the left-hand menu opens the "EPPICard" website in a new window. Select the Nevada image and enter your login information to access information concerning your UI debit card.

## Viewing Your Determination History



The "Determination History" screen displays a list of all issue determinations that have been made on your claim.

- You can select to view an image of a determination notice by clicking on its link.
- There are buttons available to print your list of determinations and access your homepage.

## Viewing Your Appeal Information

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### APPEAL INFORMATION

KAYTLIN M GURLEY ED CLAIMANT ID: 4882396  
 1234 CARSON ST, CARSON CITY NV 89701 KAYTLIN@ABCD.COM

Appeal details are not available.

Claimant Homepage

- Customer Menu
- Claimant Homepage
- Change Personal Info
- Change Security Pref
- Change IVR PIN
- Confirmation History
- Debit Card Website
- Determination History
- Appeal Information**
- My Documents

ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links on the left hand side of the screen.

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The "Appeal Information" screen displays a list of appeals associated with your claim, along with their appeal date, employer (optional), and current appeal status.

- You can select a specific appeal to display a list of the hearing history, including the hearing method, the location, date/time and the hearing official's name.
- You can then select a specific hearing record to display a list of the schedule details, hearing issues, and hearing participants (if available).

## Viewing Your Documents

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### MY DOCUMENTS

KAYTLIN M GURLEY ED CLAIMANT ID: 4882396  
 1234 CARSON ST, CARSON CITY NV 89701 [Change Personal Info](#) KAYTLIN@ABCD.COM

This screen contains a complete list of all correspondence sent from DETR to you, as well as copies of all correspondence you returned to DETR. Clicking on the link will display a scanned image of that correspondence.

Sent by DETR		
Date Issued	Category	Correspondence
No Records Found		
Received at DETR		
Date Received	Category	Correspondence
No Records Found		
Fact Finding		
Date Completed	Category	Correspondence
01/29/2013	Discharge for Misconduct	<a href="#">Attendance</a>

[Claimant Homepage](#)

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The "My Documents" screen contains a list of documents related to your claim.

- The "Sent by DETR" and "Received by DETR" sections contain copies of correspondences sent to you from the Division and that the Division has received from you.
- The "Fact Finding" section contains copies of the fact finding summary screens from any dynamic fact finding you completed.
- You can click on a correspondence link to view or print an image of a document.