



NV Unemployment Insurance (UI) FAQ's

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Frequently Asked Questions about Unemployment Insurance

How do I file a claim for Unemployment Insurance (UI) benefits?

The fastest way to file a claim is online through the Claimant Self Service (CSS) portal at UI.NV.gov. Staff assisted filing is available by calling the Telephone Claim Centers Monday through Friday during regular business hours. You may experience wait times when calling so the Division encourages you to file online.

Note - A new or reopened claim takes effect the Sunday of the week in which you file your claim. It is important to file your claim during the first week that you are unemployed.

Which days of the week can I open or re-open my claim by phone?

The Telephone Claim Centers are available to file new claims or reopen existing claims Monday through Friday during regular business hours. Claims can be filed anytime online at UI.NV.gov. You may experience wait times when calling so the Division encourages you to file online.

When are UI benefits paid?

Benefits are paid after a claim has been filed and all eligibility requirements have been met. Information on eligibility requirements can be found at UI.NV.gov by selecting the link for **“Nevada Unemployment Insurance Facts for Claimants booklet.”**

How do I get a weekly payment?

To request your weekly benefit payment, you must answer a series of yes and no questions online or by phone after the week has ended. Weeks begin on a Sunday and end on the following Saturday, just like a calendar. Weekly filings can be done:

- Online choose **“File Weekly Claim”** once you log into your CSS account at UI.NV.gov
- By phone, choose option #1

Note – You must continue to file weekly claims even if your benefits are on hold due to eligibility issues or you are waiting for your appeal. If you have returned to work and no longer wish to request benefits, simply stop filing your weekly claims.

Where is my UI payment?

Benefit payment information is available using the Claimant Self Service (CSS) portal at UI.NV.gov or using the automated telephone system. You will typically receive payment for an eligible week within two business days of filing your weekly claim.

What if I have filed my weekly claims but I have not received any payment?

Your benefits may be on hold due to eligibility issues. You can check the status of your claim online through the Claimant Self Service (CSS) portal at UI.NV.gov or call the Telephone Claim Centers Monday through Friday during regular business hours by choosing option #3.

Where do I get additional information?

Detailed information on Unemployment Insurance benefits can be found by selecting the link for **Nevada Unemployment Insurance Facts for Claimants booklet** online along with additional helpful links at UI.NV.gov.

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How do I get through on the phone lines?

The easiest way to file for benefits or check the status of your claim is to go online to the Claimant Self Service (CSS) portal at UI.NV.gov. When the system is experiencing high call volumes, you may not be able to reach a representative right away. You may be offered an option for Virtual Hold, when available. Virtual Hold 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. Your patience is appreciated during these high-volume peaks and the Division encourages you to use the Virtual Hold option.

What if I don't know my online password or username?

Username, passwords, and PIN numbers can all be recovered online at UI.NV.gov. Use the appropriate links to self-recover and if you are still having problems, contact the Security Help Desk by calling the Telephone Claim Centers and choosing option #6. When the system is experiencing high call volumes, you may not be able to reach a representative right away.

Note – The Security Help Desk cannot assist you with claim filing.

Are there any extensions available after I exhaust my benefits?

There are currently Federal Extension Programs available for eligible claimants. DETR will notify claimants of their potential eligibility for such extensions. They include Unemployment Insurance (UI), Pandemic Emergency Unemployment Compensation (PEUC), and State Extended Benefits (SEB). If you have exhausted all benefits, additional resources can be obtained through Nevada 211 or by visiting your local Nevada JobConnect Office for re-employment services.

How do I know if there is money on my UI debit card?

You may check your updated balance and transaction record anytime day or night, even weekends and holidays, by visiting <https://www.goprogram.com/>. You can view details of your purchases, including merchant name, location, date and amount. For additional information, click the link for **Learn about Nevada's UI debit card** at UI.NV.gov.

How do I end my claim?

If you have returned to work and no longer wish to request benefits, simply stop filing your weekly claims. We will assume you have returned to work, or no longer wish to claim benefits. It is not necessary to contact the Division to stop your benefit payments.

How do I file an appeal or review my appeal case?

To file an appeal, your request must be in writing, signed and submitted to the Division by fax, mail or hand-delivered within 11 days after the date of mailing of the notice of denial. For additional information along with fax numbers and addresses, click on the **Appeals Information** link at UI.NV.gov.

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Contact Information

UI Claim Information, Related Questions and Telephone Filing:

Northern Nevada:	Tel (775) 684-0350	Fax (775) 684-0338
Southern Nevada:	Tel (702) 486-0350	Fax (702) 486-7987
Rural Areas and Out of State Callers:		Toll Free Tel (888) 890-8211

Unemployment Insurance Appeals Offices:

Southern Nevada:	Tel (702) 486-7933	Fax (702) 486-7949
Southern Nevada:	Tel (866) 626-0629	Toll-Free

Mail:

Nevada Department of Employment, Training and Rehabilitation (DETR)
500 East Third Street
Carson City, NV 89713

Technical Assistance ONLY with online UI claim filing.

When reporting specific UI claim problems via email, please include your full name and only the last four digits of your social security number

Email: InternetHelp@detr.nv.gov

By phone: (775) 684-0427

Security Help Desk for Login or PIN Assistance ONLY

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

Debit Card PIN Assistance

Tel (844) 542-1115

<https://www.goprogram.com/>

Spanish Language Interpretation (Para la traducción al español)

El Norte de Nevada:	Tel (775) 687-8148
El Sur de Nevada:	Tel (702) 486-2957
Numero de llamada gratuita:	1 (888) 887-8147