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PRESS RELEASE

For Immediate Release
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Updated protection measures to be implemented for UI Claimants
Additional sign in required, effective on the evening of December 28

CARSON CITY, NV – To protect the identity of claimants and continue to keep accounts safe and secure from potential fraud, DETR's Employment Security Division would like claimants to know it will be updating the security measures in its Unemployment Insurance Claimant's Portal.

Active or new unemployment claimants will be required to log into their existing ID.me accounts or complete a new identity verification with ID.me upon every entry before accessing the Claimant Self-Service portal. Once claimants complete this security measure, they'll be able to log in directly to their accounts as usual.

DETR is required by federal law to validate the identity of anyone filing for unemployment benefits. In partnership with our security consultants, Unemployment Insurance staff believes this will strengthen protections against fraudulent and imposter claim attempts and keep legitimate accounts secure.

The update is scheduled to be complete on the evening of December 28, 2022.

See below for additional instructions claimants should take to access their self-service accounts moving forward.

Steps to follow starting the evening of December 28, 2022:

- Active unemployment claimants will go to ui.nv.gov as they normally would
- Click on the “For UI Claimants” tab
- Click on the “File A UI Claim” button
- Enter their claimant self-service credentials to sign into their UI account
- They will then see the following screen upon every entry:

The screenshot shows the UI claimant self-service portal. At the top left is the UI logo with the text "Unemployment Insurance". The top navigation bar includes "Good Evening" and "Thursday, August 18, 2022". The main heading is "VERIFY WITH ID.ME". Below this is a sub-heading "ID.me Verification" and a section titled "NEW LOGIN REQUIREMENT". The text states: "IN ORDER TO ACCESS THE CLAIMANT SELF-SERVICE PORTAL, RESET YOUR PASSWORD OR RETRIEVE YOUR USERNAME, DETR NOW REQUIRES YOU TO LOG INTO YOUR EXISTING ID.me ACCOUNT or VERIFY WITH ID.me IF YOU HAVEN'T PREVIOUSLY DONE SO. THE ADDITIONAL LOG IN TO ID.me IS NOW REQUIRED EVERY TIME YOU ENTER THE SYSTEM IN ORDER TO KEEP YOUR ACCOUNT PROTECTED FROM POTENTIAL FRAUD_." Below this is a paragraph explaining that ID.me provides a quick, self-service option to verify identity and meets the highest federal standards. A link is provided for more information about ID.me. A section titled "IMPORTANT INSTRUCTIONS - PLEASE READ BEFORE CONTINUING" contains detailed instructions for existing and new users. At the bottom, there are two buttons: "Sign in with an existing account" (green) and "Create a new account" (white with green border). Below these are links for "ID.me Help" and "ID.me FAQ". A footer note provides contact information for the UI Claim Center. A "Back" button is located at the bottom of the page.

- Click on either the green “Sign in with ID.me” button or the “ID.me Create an account” button
- The claimant will then enter their ID.me account credentials and follow the prompts presented in the ID.me portal or create a new ID.me account to verify their identity
- The claimant will have the option when choosing how to verify their identity to pick a “Self-Service” option or a direct option to go straight to a Trusted Referee “Video Chat Agent”
- Claimant UI account self-service credentials will not be the same as their ID.me credentials
- Once the claimant has logged in with ID.me each time, they will be redirected back to their UI claimant self-service account and will have full access as usual

If the claimant has forgotten their ID.me password, they can reset their password from the ID.me

portal. The claimant will need access to the email address associated with the ID.me account to retrieve their password.

For questions regarding this change to the login process or if additional assistance is needed, claimants may contact the telephone Claim Center line at (775) 684-0350 or (702) 486-0350, Monday through Friday from 8:00am to 5:00pm.

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ABOUT DETR:

The Department of Employment, Training & Rehabilitation (DETR) is the state's lead workforce development agency. It consists of divisions that offer workforce related services, job placement and training, services for people with disabilities, investigation of claims of discrimination, unemployment insurance benefits, labor market data and more. Many of these services are provided through EmployNV Career and Business Hubs and in cooperation with its community partners.