



OFFICE OF THE DIRECTOR

For Immediate Release
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UI Claimants – Additional Sign in Required

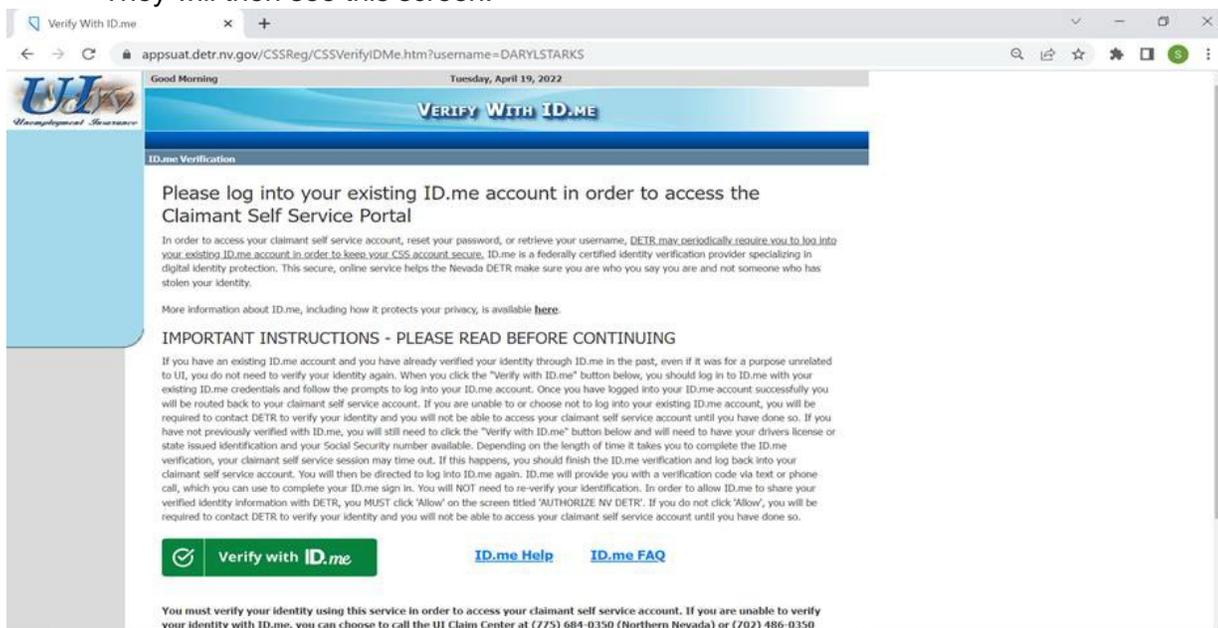
CARSON CITY, NV - Following additional security updates, all active unemployment claimants will be required to log into their existing ID.me accounts to validate their identity, the Nevada Department of Employment, Training and Rehabilitation announced today.

DETR is required by federal law to validate the identity of anyone filing for unemployment benefits. In partnership with our security consultants, DETR has identified and is implementing an update to strengthen protections against fraudulent and imposter claim attempts.

Once the update is completed on the evening of April 20, all active unemployment claimants will be required to log into their existing ID.me accounts for this one-time, additional security measure after signing into their claimant self-service account. Once claimants have completed the one-time security measure, they'll be able to log in directly to their accounts again.

Steps to follow starting the evening of April 20, 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 this screen:



- Click on the green “Verify with ID.me” button
- The claimant will then enter their ID.me account credentials and follow the prompts presented in the ID.me portal
- Once the claimant has logged in with ID.me, they will be redirected back to their UI claimant self-service account and will have full access to their account again

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 in order 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 Nevada JobConnect career centers and in cooperation with its community partners.