



State of Nevada Unemployment Insurance

**Guide to View
Appeal Information
On Claimant Online
Self Service**



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Getting Started

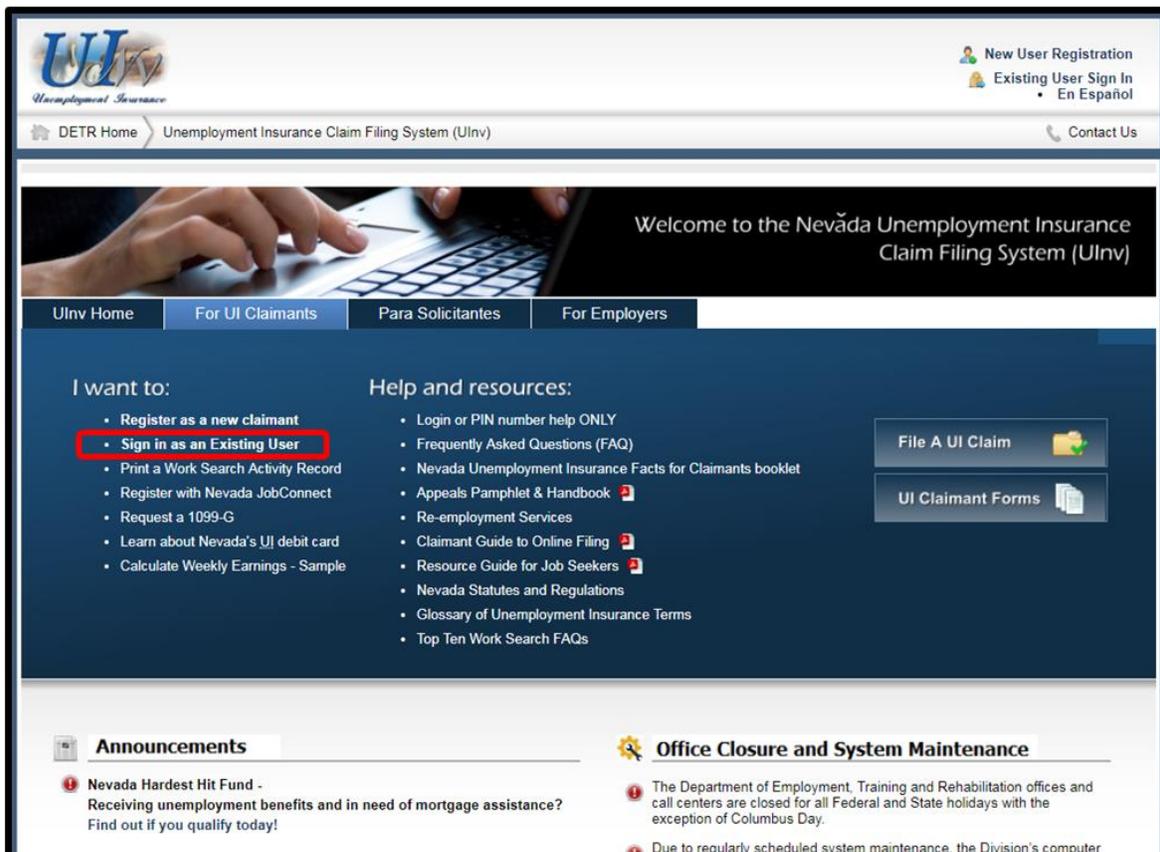
Introduction

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 to navigate to your Appeal Information screen to view your appeal file (Marked Appeal Packet) prior to your scheduled appeal hearing.

NOTE: If you have not yet created an online account, please refer to the **Claimant Guide to Online Filing** located under the "Help and resources" section for instructions to create your account.

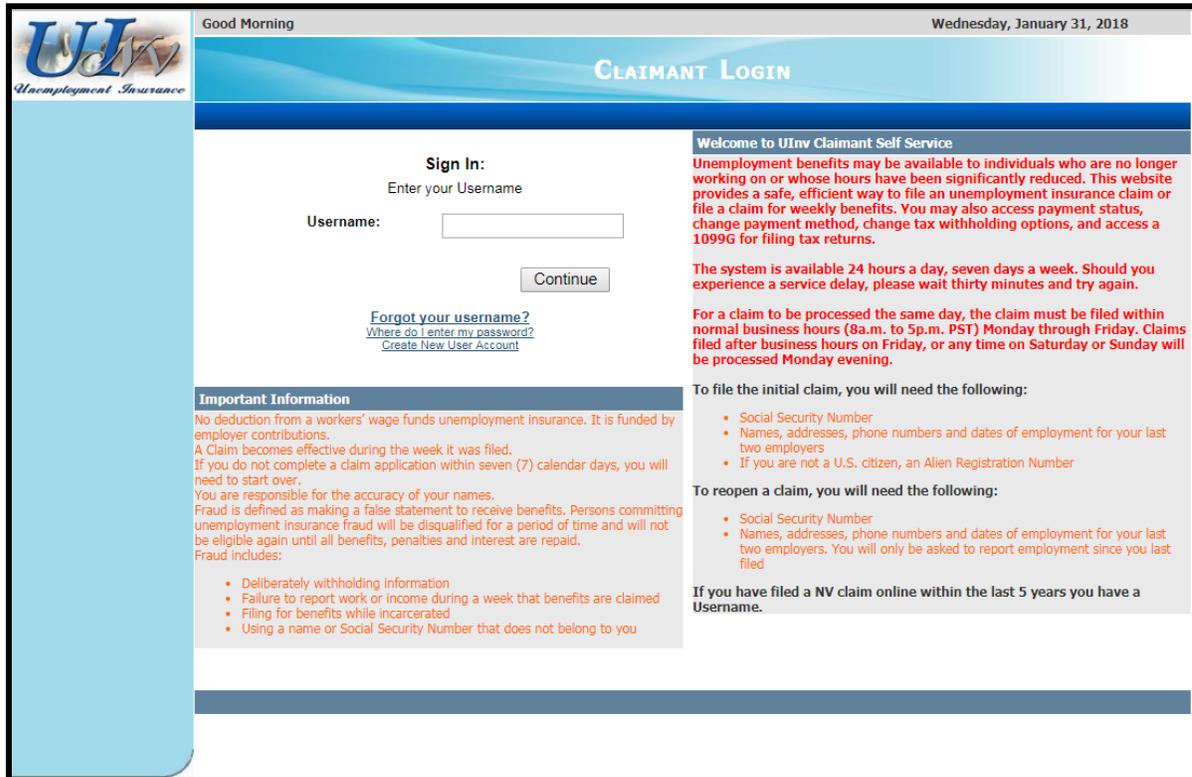
Instructions

1. Connect your computer to the following internet address: ui.nv.gov
2. Click on the **Sign in as an Existing User** under the "I want to" section



The screenshot shows the homepage of the Nevada Unemployment Insurance Claim Filing System (UINV). The page has a dark blue header with the UINV logo and navigation links. Below the header is a banner with a keyboard image and the text 'Welcome to the Nevada Unemployment Insurance Claim Filing System (UINV)'. The main content area is divided into two columns: 'I want to:' and 'Help and resources:'. In the 'I want to:' column, the link 'Sign in as an Existing User' is highlighted with a red box. In the 'Help and resources:' column, there is a list of links including 'Login or PIN number help ONLY', 'Frequently Asked Questions (FAQ)', 'Nevada Unemployment Insurance Facts for Claimants booklet', 'Appeals Pamphlet & Handbook', 'Re-employment Services', 'Claimant Guide to Online Filing', 'Resource Guide for Job Seekers', 'Nevada Statutes and Regulations', 'Glossary of Unemployment Insurance Terms', and 'Top Ten Work Search FAQs'. To the right of these columns are two buttons: 'File A UI Claim' and 'UI Claimant Forms'. At the bottom of the page, there are two sections: 'Announcements' and 'Office Closure and System Maintenance'. The 'Announcements' section has a red warning icon and text about the Nevada Hardest Hit Fund. The 'Office Closure and System Maintenance' section has a red warning icon and text about office closures on holidays.

- 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.



Good Morning Wednesday, January 31, 2018

CLAIMANT LOGIN

Sign In:
Enter your Username

Username:

[Forgot your username?](#)
[Where do I enter my password?](#)
[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 UI Inv 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 24 hours 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 within normal business hours (8a.m. to 5p.m. PST) Monday through Friday. Claims filed after business hours on Friday, or any time on Saturday or Sunday will be processed Monday evening.

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 filed

If you have filed a NV claim online within the last 5 years you have a Username.

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 Home Page
- Go to JobConnect
- File weekly claim
- Reactivate my UI Claim
- **Appeal Information**
- 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.

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CLAIMANT HOMEPAGE

500 E THIRD ST, CARSON CITY NV 89701 -4772 [Change Personal Info](#)

CLAIMS											
Program	Effective Date	View Claim History End Date	Maximum Benefit Amount	Weekly Benefit Amount	Total Amount Paid	Status	Confirmation Number	View Initial Claim Summary	View Reactivate History	Remaining Balance Amount	
UI	06/11/2017	06/09/2018				Pending	6683334	View		0.00	

PAYMENTS

Date Issued	Amount Paid	

ISSUES DELAYING PAYMENT

Issue	Complete By	Note

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.

Debit card payments may take up to 72 hours from date filed to post to your card. For information on direct deposit, please contact the Visa Debit Card call center.

- 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.

Viewing Your Appeal Information

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

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APPEAL INFORMATION

CLAIMANT ID:

* Appeals in open pending status are displayed below.
Those Appeals in Closed, Dismissed or Withdrawn status are not displayed.

Appeals History						
Appeal ID	Appeal Date	Claimant	Employer	Status	Level	
58186	12/12/2017		UNITED COIN MACHINE CO	Scheduled	Appellate	

Schedule Details

Hearing Method : In Person	Hearing Location : In Person	Hearing Official :
Hearing Date : 01/25/2018	Scheduled Start Time : 09:15 AM	

Hearing Issues

Issues	Status	Appellant
Discharge for Misconduct - Fighting, Altercation or Assault	Scheduled	Employer

Hearing Participants

Name	Type	OnBehalf	Method	Attendance
UNITED COIN MACHINE CO	Employer	Employer	In Person	
	Claimant	Claimant	In Person	

Appeal Exhibits

[Marked Appeal Packet](#)

[Proposed Exhibits](#)

Claimant Homepage

UINV CSS 2018-01-25 09:16:24 UAT

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- 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).
- You may view your appeal file (packet of exhibits) once your appeal hearing has been scheduled. To view, click on the *Marked Appeal Packet* or the *Proposed Exhibits* links displayed under the **Appeal Exhibits** section of the screen. A PDF will open with the hearing exhibits for your review. Once the appeal hearing has ended, the links will no longer display.

Viewing Your Documents

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

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MY DOCUMENTS

CLAIMANT ID:
[Change Personal Info](#)

This screen contains a list of all correspondence sent from DETR to you concerning your unemployment claim. It will also display any of the documents you returned to DETR that contained a DETR bar code. Clicking on the link will display that document.

Sent by DETR		
Date Issued	Category	Correspondence
01/04/2018	Appeals	Notice of Hearing
11/30/2017	Adjudication	Non-Monetary Determination
11/08/2017	Adjudication	Adjudication Scheduled Interview Letter
11/08/2017	Monetary	Notice of Monetary Determination

Received at DETR		
Date Received	Category	Correspondence
No Records Found		

Fact Finding		
Date Completed	Category	Correspondence
11/08/2017	Discharge for Misconduct	Work Performance
11/08/2017	Discharge for Misconduct	Work Performance
11/08/2017	Discharge for Misconduct	Discrimination

[Claimant Homepage](#)

UINVS CSS 2018-01-25 09:16:24 UAT
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- 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.