

**EMPLOYMENT
SECURITY DIVISION**

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PRESS RELEASE

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**DETR to Expand Online Helpdesk Business Hours to Accommodate Surge in
Unemployment Insurance Claims While Encouraging
Online Filing**

LAS VEGAS, NV —On Saturday, March 27th, the Nevada Department of Employment, Training and Rehabilitation (DETR) will add system and staffing support to accommodate those who need login or PIN assistance, as individuals needing assistance to reset their UI login information or PIN has been the main issue individuals have been encountering when filing online at [UI.nv.gov](http://ui.nv.gov).

Security Helpdesk hours will now include Saturday hours, from 8 a.m. to noon, to provide Login (username/password) or PIN support in English and Spanish with additional translation available as needed. Individuals can reach the Security Helpdesk at (775) 687-6838 in Northern Nevada and (702) 486-3293 in Southern Nevada. **Only filers with Login and PIN password issues should contact the Security Helpdesk during the Saturday hours.**

"We continue to take steps to address the issues we know many claimants are experiencing during these unprecedented times. We will continue to evaluate and revise our systems and staffing as the need arises to meet the increased demand from our online filers," said DETR Director, Dr. Tiffany Tyler-Garner.

As previously announced, DETR, in collaboration with the Governor's Office, have also developed a new tool for constituents needing assistance with resetting their username, password or both. The state has launched a username/password reset request form available at: <http://gov.nv.gov/Forms/Unemployment/>. The completed form will result in state staff providing instructions on the next steps through the preferred contact methods selected on the form.

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.

2800 E. St. Louis Ave. • Las Vegas, Nevada 89104 • (702) 486-7330 • Fax (702) 486-7340
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The UI claims call centers will continue to operate on the already expanded hours of M-F from 8 a.m. to 8 p.m. to provide general support. To file a claim via telephone, claimants must call one of the two state claims call centers: Northern call center: (775) 684-0350 and Southern call center: (702) 486-0350. Claimants located in Nevada rural areas and out-of-state can call (888) 890-8211. Filers needing help with their Login or PIN should be contacting the Security Helpdesk not the claims call centers.

To file for unemployment online, claimants can visit <http://ui.nv.gov/css.html> Claimants encountering **technical** problems can email INTERNETHELP@detr.nv.gov or call (775) 684-0427. Online users can also refer to the resources listed on ui.nv.gov and the updated NV Unemployment Insurance (UI) Frequently Asked Questions (FAQ's) document at [https://detr.nv.gov/Page/COVID-19_\(Coronavirus\)_Information_for_Claimants_and_Employers](https://detr.nv.gov/Page/COVID-19_(Coronavirus)_Information_for_Claimants_and_Employers) The public is highly encouraged to file online and reserve the phone lines for individuals who are not able or do not have the necessary resources to file online. DETR also encourages online filing during non-peak hours, such as early mornings, at night or weekends when claim volumes tend to be lower.

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