

## PUA & UI ONLINE IDENTITY VERIFICATION THROUGH ID.me (Updated 5/19/21)

- Continued Assistance Act of 2020 requires that states verify identity to protect legitimate claimants.
- Click below for assistance documents in Spanish, Korean, Chinese, and Vietnamese.
  - Spanish Short: [https://learn.id.me/rs/801-JLS-289/images/IDme\\_IAL2\\_User\\_Guide\\_Spanish\\_Web\\_Liveness\\_ADA.pdf](https://learn.id.me/rs/801-JLS-289/images/IDme_IAL2_User_Guide_Spanish_Web_Liveness_ADA.pdf)
  - Spanish Document Rejection: <https://help.id.me/hc/en-us/articles/1500008981321--Por-qué-mis-documentos-no-han-sido-aceptados->
  - Chinese Short: [https://learn.id.me/rs/801-JLS-289/images/IDme\\_IAL2Liveness\\_Guide\\_Chinese.pdf](https://learn.id.me/rs/801-JLS-289/images/IDme_IAL2Liveness_Guide_Chinese.pdf)
  - Chinese Document Rejection: <https://help.id.me/hc/en-us/articles/1500009128142>
  - Korean Short: [https://learn.id.me/rs/801-JLS-289/images/IDme\\_IAL2\\_Liveness\\_Korean.pdf](https://learn.id.me/rs/801-JLS-289/images/IDme_IAL2_Liveness_Korean.pdf)
  - Korean Document Rejection: <https://help.id.me/hc/en-us/articles/1500009140201>
  - Vietnamese Short: <https://learn.id.me/rs/801-JLS-289/images/IDmeIAL2LivenessVietnameseShort.pdf>
  - Vietnamese Document Rejection: <https://help.id.me/hc/en-us/articles/1500009141081>
- Click below for videos in English with Spanish, Korean, Chinese, and Vietnamese subtitles.
  - Video Call (Trusted Referee) Subtitles (**Youtube Video**): Spanish, Chinese (Simplified), Korean, and Vietnamese [Found HERE](#).
  - Unemployment (IAL2 + Liveness) Subtitles (**Youtube Video**): Spanish, Chinese (Simplified), Korean, and Vietnamese [Found HERE](#).
  - Document Rejection Subtitles (**Youtube Video**): Spanish, Chinese (Simplified), Korean, and Vietnamese [Found HERE](#).
- Claimants should not verify identity unless instructed to do so.
- PUA & UI claimants can verify their identity online through ID.me and should follow directions as noted through an email message and/or link provided through their claimant account. The automated process is available 24/7. Claimants are encouraged to complete the process during non-peak times such as late in the evening or early in the morning.
- Online verification through a computer or smart phone is encouraged for optimum processing. Claimants who do not have this technology or require assistance should contact their respective call center:

PUA claim center – Rural Nevada & Out-of-State **1-800-603-9681**, Northern Nevada **775-298-6007**, Southern Nevada **702-998-3081**, Monday through Friday. Callers are encouraged to call

Wednesday through Friday after 10 a.m., as Mondays and Tuesdays are the call centers' busiest days of the week.

UI claim center - Northern Nevada **775-684-0350**, Southern Nevada **702-486-0350**, Rural Nevada & Out-of-State **888-890-8211**, Monday through Friday from 8 a.m. to 8 p.m.

- Those not able to utilize the online option can verify their identity by speaking with an ID.me representative (instructions provided in claimant portal). Wait times fluctuate for ID.me [Trusted Referee \(TR\) video calls](#) based on the volume of verifications, certain times of days, or shift changes. Claimants can view tips for managing wait times [here](#). Claimants can now refresh their screen while waiting without losing their place in the TR queue. DETR is working with ID.me on decreasing wait times so all legitimate claimants are verified.
- Claimants under the age of 18 will need to be manually validated through DETR Benefit Payment Control (BPC). They will need to contact the PUA or UI claims center and either have a claim or a weekly certification filed on their behalf. These claims will be held while waiting to go through the BPC identity validation process for manual verification. Claimants do not have to take any additional steps until contacted by BPC.
- Claimants with name change or a hyphenated name: if the name a claimant provides differs from the name that appears in the identity documents, additional documentation will be required for identity verification. Primary documents must show current name of claimant. Claimants who have had a name change can get additional information [here](#).
- Claimants who verified ID prior to the latest ID.me programming should be able to log in to their ID.me account through the PUA or UI portal; once there, they can allow ID.me to share the info with DETR. Once DETR verifies identity, claimants will be returned to EmployNV as verified and be able to file claims.
- ID.me is a credential service provider that is federally certified as compliant with the National Institute of Standards and Technology. ID.me is being used by more than 20 states, as well as the Department of Veterans Affairs, the Social Security Administration, the Department of Treasury, and hundreds of other organizations.
- Nevada is the front runner in providing a video chat option for citizens that may need additional assistance.

## REMINDERS:

- Claimants are reminded not to share personal data, or even ask for help in filing a claim with outside parties, as this could put you at risk for social media phishing and potential identity theft.

- Claimants should be vigilant online. DETR is aware of fraudulent web sites, suspicious social media messages/offers, and phishing text messages. DETR will never ask claimants to login into their account via a link on social media or text message.
- Claimants should not interact with suspicious personnel, send information through questionable email and should only use secure websites when conducting online transactions and providing personal information. DETR official sites are: [UInv.gov](http://UInv.gov); [EmployNv.gov](http://EmployNv.gov) and [detr.nv.gov](http://detr.nv.gov).
- The State encourages reporting fraud and abuse on the agency's [unemployment fraud](#) homepage under Quick Links at [www.detr.nv.gov](http://www.detr.nv.gov). To view what additional steps individuals and employers can take if they believe a fraudulent claim has been filed, review DETR's [fraud flyer](#) located on the Bulletin Board at [www.detr.nv.gov](http://www.detr.nv.gov).
- Individuals with general questions regarding DETR's verification process should contact their respective call center:

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