

# Nevada Unemployment Claim – Frequently Asked Questions

## 1. Getting Started

Q. How do I file a claim for Unemployment Insurance (UI) benefits?

A. The fastest way to file a claim is online at [nui.nv.gov](http://nui.nv.gov) using your Claimant Self-Service (CSS) account. You'll be guided through each step, from setting up your account to submitting your application. If you're new, start with the [Create an Account](#) and [File a Claim](#) how-to videos and ask Benny, the virtual assistant, for help at any time. Claims begin the Sunday of the week you file.

Q. When can I open or reopen a claim?

A. You can open or reopen a claim online 24/7. The new system does not require you to wait for business hours or call a representative. Log in to your Claimant Self-Service (CSS) account and select the option to start a new claim or reopen an existing one. Your claim will take effect on the Sunday of the week you file. If you need support, start with the [File a Claim](#) how-to video.

Q. What if I made a mistake on my claim or weekly certification?

A. Log in to your Claimant Self-Service (CSS) account and look for messages or alerts. If we need more information from you, we'll ask you to complete a fact-finding form. Make sure to respond quickly so we can process your claim without delay. Benny, the virtual assistant, can help explain any notices or guide you to the right section. For further support, watch the [Respond to Fact Finding](#) how-to video.

## 2. Weekly Certification & Payments

Q. How do I get my weekly payment?

A. Each week, you must log in to your Claimant Self-Service (CSS) account and submit a Weekly Certification. This tells us you're still eligible and actively seeking work. Submit it after the calendar week ends. If you don't certify, you won't get paid. You can also track your payment status within your portal. For support, watch the [File a Weekly Certification](#) how-to video.

## Q. When are UI benefits paid?

A. If you are eligible, you will typically receive your benefit payment within **48 to 72 hours** after you submit your Weekly Certification. If you do not see a payment, check your Claimant Self-Service (CSS) account for messages or pending fact-finding tasks that must be completed before benefits can be issued. For support, watch our [File a Weekly Certification](#), [View Messages & Letters](#), and [Respond to Fact Finding](#) how-to videos.

## Q. I submitted my weekly certification but haven't been paid. What should I do?

A. Log into your Claimant Self-Service (CSS) account to check your payment status, including whether the payment has been issued or delayed. If there's a delay, you might need to complete fact-finding or respond to messages. Benny, the virtual assistant, can help explain what's going on and direct you to the next step. For support, watch the [Respond to Fact Finding](#) and [View Messages & Letters](#) how-to videos.

Your benefits may also be on hold due to an eligibility issue. You should continue filing your Weekly Certifications each week while your issue is reviewed. If approved, you'll be paid retroactively. For help, watch the [File a Weekly Certification](#) how-to video.

## Q. Can I make payments toward an overpayment online?

A. Yes. Log in to your Claimant Self-Service (CSS) account to view your overpayment balance and payment history. You can make a one-time payment or set up recurring payments directly from your bank account. For support, watch the [Repay an Overpayment](#), [Set Up & Manage Repayment Schedule](#), and [Add a Payment Method for Repayment](#) how-to videos.

## Q. What does "Processing" mean in my payment status?

A. Processing status means the Agency has issued your payment, and it is pending approval by your bank or card company. This is normal and doesn't always mean your money is delayed. However, if your payment details are entered incorrectly, the payment will be delayed until the information is corrected and your identity is verified. For support, watch the [Update Payment Method for Receiving Benefits](#) and [Verify Your Identity](#) how-to videos.

## Q. Can I switch to direct deposit?

A. Yes, you can switch to direct deposit from your Claimant Self-Service (CSS) account. Watch the [Update Payment Method for Receiving Benefits](#) how-to video for step-by-step help. Once submitted, your bank details must be verified, which can take up to 7 business days. Be sure your account info is correct to avoid delays.

## Q. Why are my payments delayed after switching from Way2Go to direct deposit?

A. Changing to direct deposit requires verification of your bank account, which can take several days. To protect your account, you may be asked to re-validate your identity. For support, watch the [Verify Your Identity](#) how-to video.

## 3. Adjudication in Progress

### Q. What does “Adjudication in Progress” mean?

A. Adjudication in progress means your claim is being reviewed to determine if you are eligible for unemployment benefits. This review is required by law and helps ensure benefits are paid correctly and fairly.

### Q. Why is my unemployment claim being reviewed?

A. Claims are reviewed when there is an eligibility question, such as how or why you separated from work, your availability for work, or other information reported on your claim. Not all claims require adjudication, but when one does, it must be resolved before benefits can be paid.

### Q. What do I need to do while my claim is in adjudication?

A. Log into your Claimant Self-Service (CSS) account and complete any fact-finding questionnaires listed on your homepage. Upload any documents requested for each issue on your claim.

If you have already submitted your fact-finding, you do not need to take any further action unless we contact you through your CSS account.

To review your submissions, select **More...**, then **Search Submissions** in the Submissions panel.

## Q. How long does adjudication in progress take?

A. Adjudication in progress typically takes about 14–21 days, depending on the issue being reviewed and how quickly required information is received.

## Q. Why does adjudication take time?

A. Each case must be carefully reviewed to ensure a fair and accurate decision based on unemployment law. This includes reviewing statements, documents, and information from all parties involved.

## Q. Should I keep filing weekly certifications during adjudication?

A. Yes. You should continue filing your Weekly Certifications each week while your claim is under review. If you are found eligible, you will be paid for all eligible weeks you certified.

## Q. Will calling speed up the adjudication process?

A. No. Adjudication issues are reviewed in the order they are received. Customer service representatives do not have additional information beyond what is shown in your CSS account and cannot speed up the review. We will contact you through your CSS account if anything else is needed.

## **4. Account & Info Updates**

### Q. How do I update my contact information or email address?

A. Log in to your Claimant Self-Service (CSS) account. From there, you can update your phone number, address, and email. It's important to keep this information current to avoid missing important messages or delays in your claim. Watch the [Update Contact Information](#) how-to video for step-by-step help.

Q. What if I forgot my username or password?

A. Click the “Forgot Username” or “Forgot Password” links on the login screen at [nui.nv.gov](http://nui.nv.gov). Follow the prompts to recover access.

Q. Why do I have to verify my identity again when I already did ID.me?

A. Certain updates to your claim can trigger a new identity verification step. This is a security measure to protect your account. If you have already completed your identity verification through ID.me, the process is usually quick. In some cases, you will also need to enter a one-time password, which will be mailed to you. [Watch the Verify Your Identity video](#) if you need support.

## 5. Appeals

Q. How do I file an appeal?

A. Log in to your Claimant Self-Service (CSS) account and look for the determination you want to appeal. You'll see an option to file an appeal directly online. You must submit your appeal within 11 days of the date we mailed the determination. Submitting online is the fastest and most reliable way. For step-by-step help, watch the [File an Appeal](#) how-to video.

Q. Can I upload documents for my appeal?

A. Yes. You can upload documents when you file your appeal or any time before your hearing by logging into your Claimant Self-Service (CSS) account. Make sure your documents are labeled clearly. These documents will be shared with the hearing officer and the other party if applicable. For help, watch the [File an Appeal](#) how-to video.

Q. How do I prepare for my hearing?

A. Review your determination, gather any evidence, and write down what you want to say. Most hearings are held by phone, so have your phone charged and be in a quiet place. For help managing hearing participants, including witnesses, watch the [Manage Appeal Participants](#) how-to video. Also, share the [Access to Appeal Documents](#) with your attorney to help them easily find your documents from [nui.nv.gov](http://nui.nv.gov).

### Q. Can I keep claiming benefits while I wait for my hearing?

A. Yes. You must continue submitting your Weekly Certifications. If your appeal is approved, you may be paid for those weeks retroactively—if you filed for them. For help filing your Weekly Certifications, watch the [File a Weekly Certification](#) how-to video.

### Q. How do I withdraw my appeal?

A. Log in to your Claimant Self-Service (CSS) account, open the appeal, and select 'Withdraw Appeal'. You'll need to provide a reason. Once withdrawn, the hearing will be canceled, and no decision will be made. Be sure you're certain—this action cannot be undone.

### Q. How long does the appeals process take?

A. Appeals are handled in the order they are received. This can take up to several months before a hearing is scheduled. You can check the status of and manage your appeal through your CSS account at any time. For help managing a scheduled hearing, watch our [Manage Appeal Participants](#) video.

### Q. Do I have to refile my appeal because of the system upgrade?

A. No. Appeals submitted before the system upgrade remain valid, and the status of your appeal can be viewed and managed through your Claimant Self-Service (CSS) account at any time.

## 6. Other Common Questions

### Q. Do I need to register for work?

A. Yes. All claimants must register with EmployNV—online at [EmployNV.gov](#) or in-person at an [EmployNV Career Hub](#)—and maintain an active resume unless specifically exempt. This helps connect you with job openings and is part of your eligibility requirement. If you don't register, your benefits may be delayed or denied.

### Q. What if I start working?

A. Log in to your Claimant Self-Service (CSS) account and report your new employment using the "Report Employment" option. You may still be eligible for partial benefits depending on your earnings. Continue certifying for any week you wish to claim.

### Q. Is Benny the virtual assistant a real person?

A. No—Benny is a virtual helper built into [nui.nv.gov](http://nui.nv.gov). Benny is available 24/7 and can help you navigate the system, answer common questions, and find the right how-to video. You'll see Benny on the right of the screen when you log in.

### Q. Why can't I get through to someone on the phone?

A. High call volumes may result in your call not getting through. This can be resolved by calling toward the end of the week, when the volume is lower. You can also try to resolve your issues using the self-service tools in your CSS account, including our [library of how-to videos](#) and Benny the Bighorn, our online assistant. We are working hard to assist as many people as we can each day and appreciate your understanding.

### Q. Can I email the Agency about my claim?

A. No. Email is not used for individual claim assistance due to privacy concerns and the potential for identity fraud. If you need to contact the Agency, please contact the phone assistance line.

### Q. Why can't I see old claim letters in the new system?

A. Claimants can see all past communications in their portal. From the "Letters" panel, click "View Letters," then "Historical Correspondence."

### Q. Why was I denied benefits even though I need the money?

A. Unemployment Insurance is an eligibility-based program, not a needs-based one. You must be without work through no fault of your own, and you must be actively seeking work and be able and available to immediately accept suitable work. Benefits can only be provided when all

eligibility requirements under the law are met. Please watch our [What is Unemployment Insurance video](#) for more information.

**Q. Why do I have to be able to work to get unemployment?**

A. By federal and [state law](#), unemployment benefits are only available to individuals who are actively seeking work and are able and available to accept suitable work immediately. Eligible claimants may receive benefits up to a maximum of 26 weeks. These requirements are discussed further in our [What is Unemployment Insurance video](#).