Nevada
Department of Employment, Training & Rehabilitation

Pandemic Unemployment Assistance (PUA) Portal for Claimants

Nevada Department of Employment, Training & Rehabilitation

For additional Pandemic Unemployment Assistance (PUA) program questions, please call the Nevada Pandemic Assistance Call Center at ***1 (800) 603-9681***

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About the PUA Portal for Claimants

Pandemic Unemployment Assistance (PUA) is a federal program that provides payment to workers not traditionally eligible for unemployment benefits (self-employed, independent contractors, workers with limited work history, and others) who are unable to work as a direct result of the coronavirus public health emergency.

The steps you will take to file a PUA claim and receive weekly benefits are:

1. Register to create your account in the Pandemic Unemployment Assistance (PUA) Portal.
2. File your initial PUA claim.
3. As early as the coming Sunday, submit your weekly claim certification.

⚠ *If you require assistance with registering, filing your claim, or doing weekly certifications, contact staff at the PUA call center at: 1-800-603-9681, as they are able to perform all these activities in the system on your behalf.*

Registering and Filing Your Initial PUA Claim

A guided wizard will walk you through the steps to register an account in the system and file an initial PUA claim. The basic steps are to:

1. Navigate to EmployNv.gov on your web browser and select the link to ***File a PUA Claim.*** Follow the prompts.
2. Enter your Social Security Number to begin the account registration process

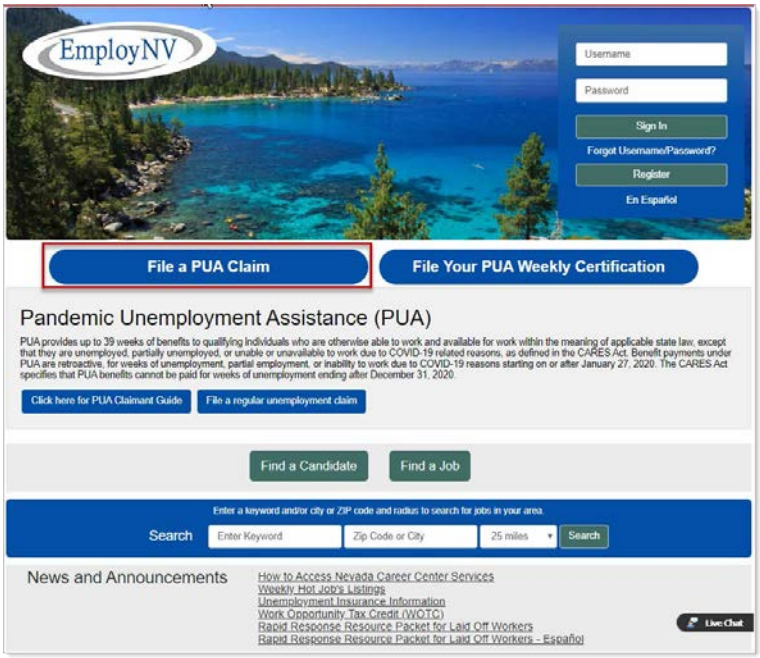
Note: If you already have an account with EmployNV use those credentials to log in. If you are having difficulties logging in, please use the "Forgot Username/Password?" function.

3. Complete a multi-page registration form to create your system account.
4. Enter your work history.
5. Receive certification confirmation.
6. Complete the claim filing process by acknowledging your rights and responsibilities.

⚠ *If you have an existing account* you will *need to update your personal information such as contact information and work history prior to beginning to file a PUA claim.*

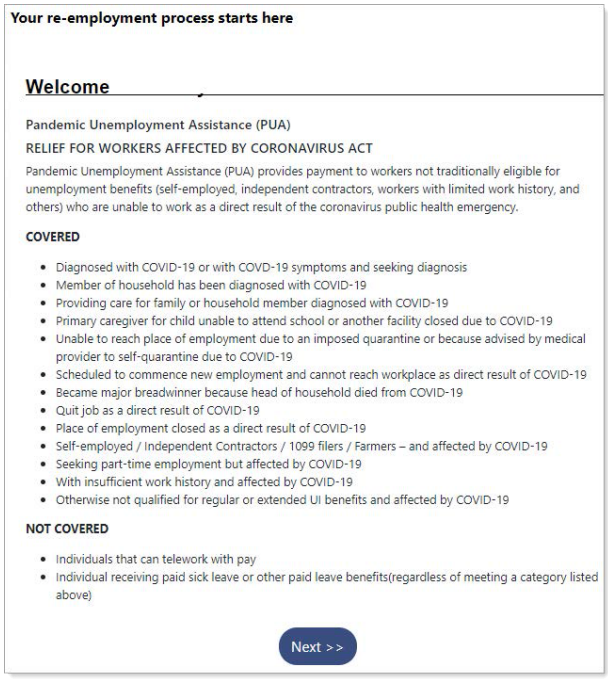
To file your initial PUA claim:

1 Access Nevada's PUA Portal at EmployNV.gov home page (see figure below).



PUA Portal Home Page – File a PUA Claim Button

2 Click the **File a PUA Claim** button at the top left of the page to get started (see figure above). A PUA Welcome page displays, listing what *is* covered under the program and what is *not* covered (see figure below).



Your re-employment process starts here

Welcome

Pandemic Unemployment Assistance (PUA)

RELIEF FOR WORKERS AFFECTED BY CORONAVIRUS ACT

Pandemic Unemployment Assistance (PUA) provides payment to workers not traditionally eligible for unemployment benefits (self-employed, independent contractors, workers with limited work history, and others) who are unable to work as a direct result of the coronavirus public health emergency.

COVERED

- Diagnosed with COVID-19 or with COVD-19 symptoms and seeking diagnosis
- Member of household has been diagnosed with COVID-19
- Providing care for family or household member diagnosed with COVID-19
- Primary caregiver for child unable to attend school or another facility closed due to COVID-19
- Unable to reach place of employment due to an imposed quarantine or because advised by medical provider to self-quarantine due to COVID-19
- Scheduled to commence new employment and cannot reach workplace as direct result of COVID-19
- Became major breadwinner because head of household died from COVID-19
- Quit job as a direct result of COVID-19
- Place of employment closed as a direct result of COVID-19
- Self-employed / Independent Contractors / 1099 filers / Farmers – and affected by COVID-19
- Seeking part-time employment but affected by COVID-19
- With insufficient work history and affected by COVID-19
- Otherwise not qualified for regular or extended UI benefits and affected by COVID-19

NOT COVERED

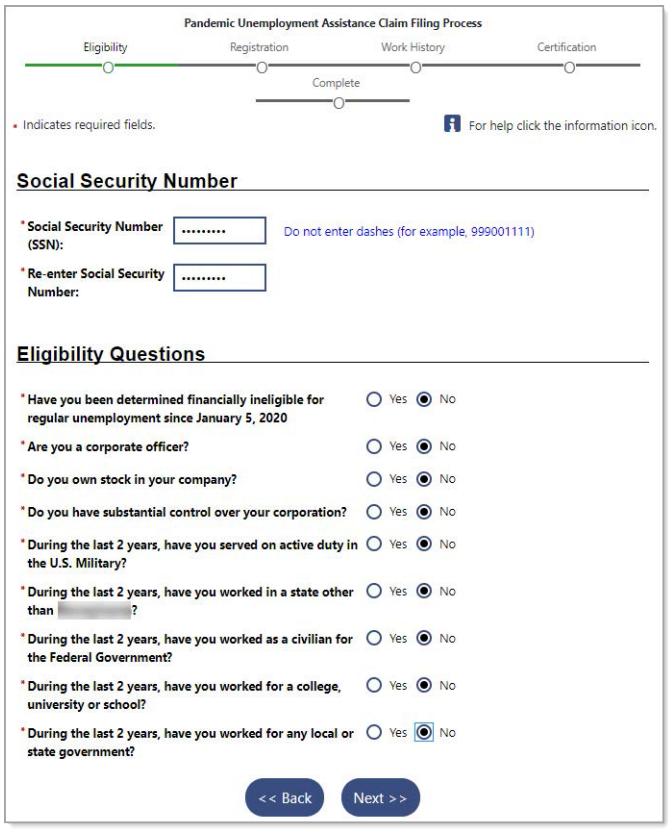
- Individuals that can telework with pay
- Individual receiving paid sick leave or other paid leave benefits(regardless of meeting a category listed above)

Next >>

PUA Coverage Summary

3 Click **Next** to continue. The Pandemic Unemployment Assistance Claim Filing Process begins with the Eligibility page (see figure below).

Note: *Required fields are marked by a red asterisk (*).*

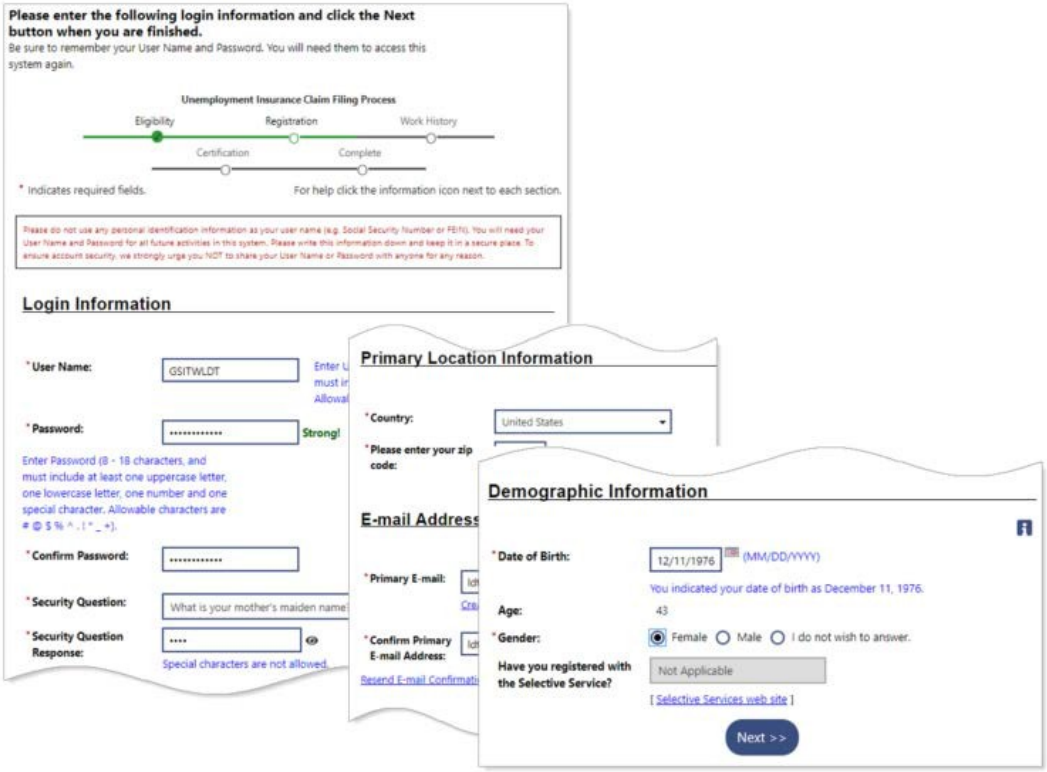


Sample PUA Portal Eligibility Page

4 Enter your **Social Security Number** and re-enter it again to confirm.

5 In the Eligibility Questions section, indicate *Yes* or *No* for each question. Responses to many questions will cause additional required questions to display.

6 Click **Next** to continue to the Registration form. Your eligibility to file will be confirmed with a checkmark in the green Eligibility circle of the wizard progress bar at the top of the page (see figure below).



PUA Portal Registration Form and Wizard Progress Bar

7 In the Login Information section, enter a **User Name**, **Password**, **Security Question** and **Response** for your account, following the requirements in blue text on the page.

8 In the Primary Location Information section, confirm your **Country** of residence and enter your **Zip Code**.

9 In the E-mail Address section, enter and confirm your **Primary E-mail** address. You can create an e-mail account with a common carrier if you don't already have one by clicking the Create E-mail Account link.

10 In the Demographic Information section, enter your **Date of Birth** and indicate your **Gender**.

   a. If *Male*, indicate your **Selective Service** registration status.

11 Click **Next** to continue (see figure below).

PUA Portal Registration Form – Name and Address Entry

12 In the Name section, enter your **First Name** and **Last Name** (and **Middle Initial**, if desired).

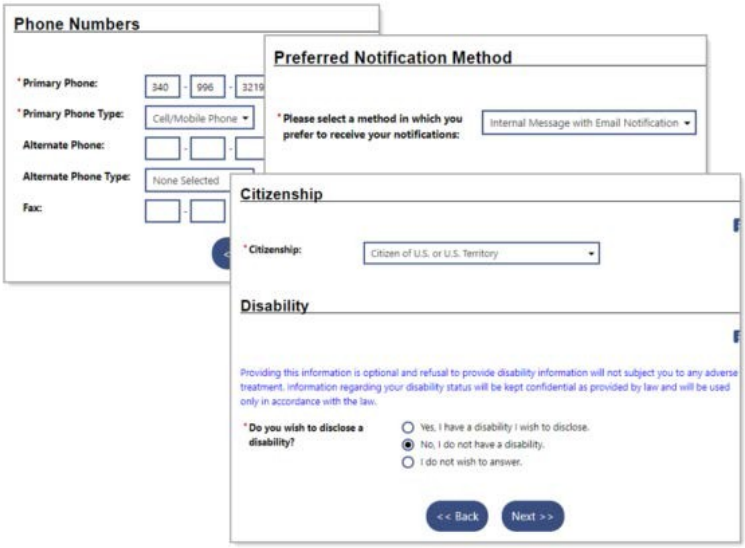
a. If you have worked under a different name than what has been entered, click the click here link and enter it.

13 Click **Next** to continue.

14 In the Residential Address section, enter the street address where you live.

15 In the Mailing Address section, either click the **Use residential address** checkbox if the same, or if different, enter the address where you receive your mail.

16 Click **Next** to continue (see figure below).



PUA Portal Registration Form – Continued

17 In the Phone Numbers section, enter your **Primary Phone** number and **Type**. Alternate and Fax numbers are optional.

18 Click **Next** to continue.

19 In the Preferred Notification Method section, select **a method in which you prefer to receive your notifications**. An option that includes *Email* will always ensure you get them even if not logged in to the system.

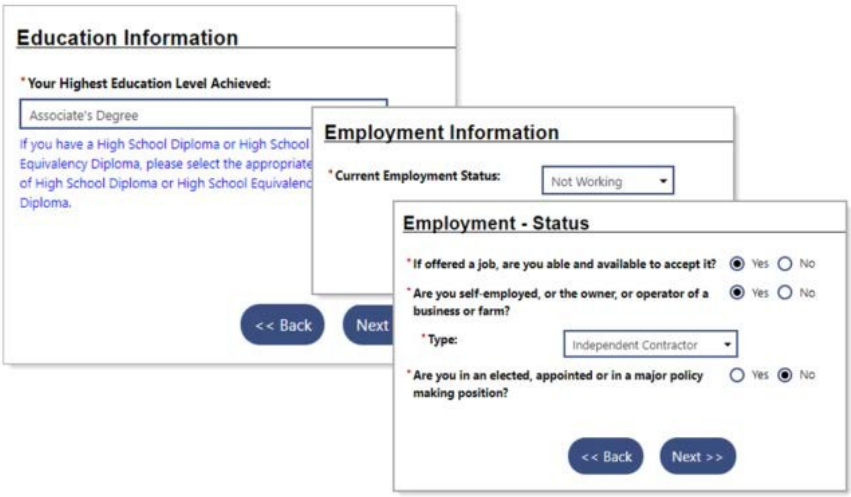
20 Click **Next** to continue.

21 In the Citizenship section, select your **Citizenship** status.

a. If *Permanent Resident* or *Alien/Refugee Lawfully Authorized to Work in U.S.*, supply the **Selected Document Type**.

22 In the Disability section, specify if **you wish to disclose a disability**. Please read the blue text on-screen for how this information can be used. If *Yes*, additional required questions about receiving Social Security will need to be answered.

23 Click **Next** to continue (see figure below).



PUA Portal Registration Form – Continued

24 In the Education Information section, select **Your Highest Education Level Achieved**.

25 Click **Next** to continue.

26 In the Employment Information section, select your **Current Employment Status**.

27 Click **Next** to continue.

28 In the Employment-Status section, specify **If offered a job, are you able and available to accept it?**

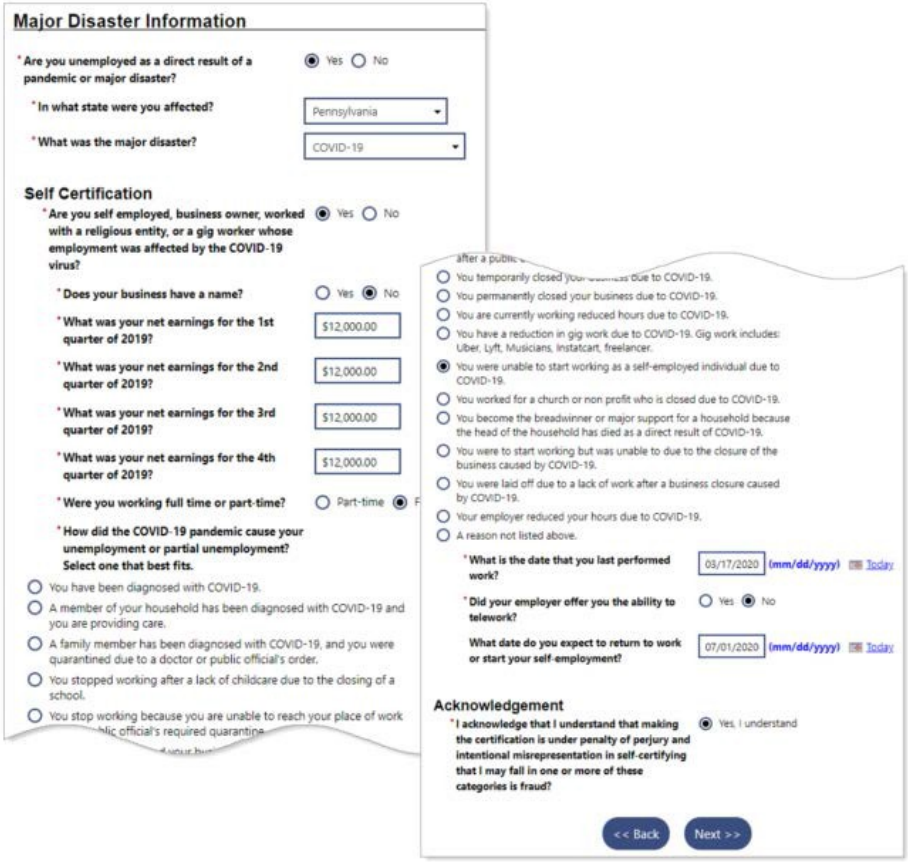
a. If *No*, you must **Indicate the reason(s) you could not accept work right now**.

29 Specify if you are self-employed, or the owner, or operator of a business or farm.

a. If *Yes*, select your self-employment **Type** from the drop-down list that displays.

30 Specify if you are in an elected, appointed or in a major policy making position.

31 Click **Next** to continue (see figure below).



PUA Portal Registration Form – Major Disaster Questions

32 In the Major Disaster Information section, select *Yes* for **Are you unemployed as a direct result of a pandemic or major disaster**?

33 Select **In what state were you affected**. Nevada is listed at the top of the dropdown.

34 Choose *COVID-19* for **What was the major disaster?**

⚠️ *The page now redisplays to show the Self Certification and Acknowledgement sections. The Self Certification questions are dynamic, and based on your responses, new required fields will appear.*

35 Read each Self Certification question carefully and answer to the best of your ability.

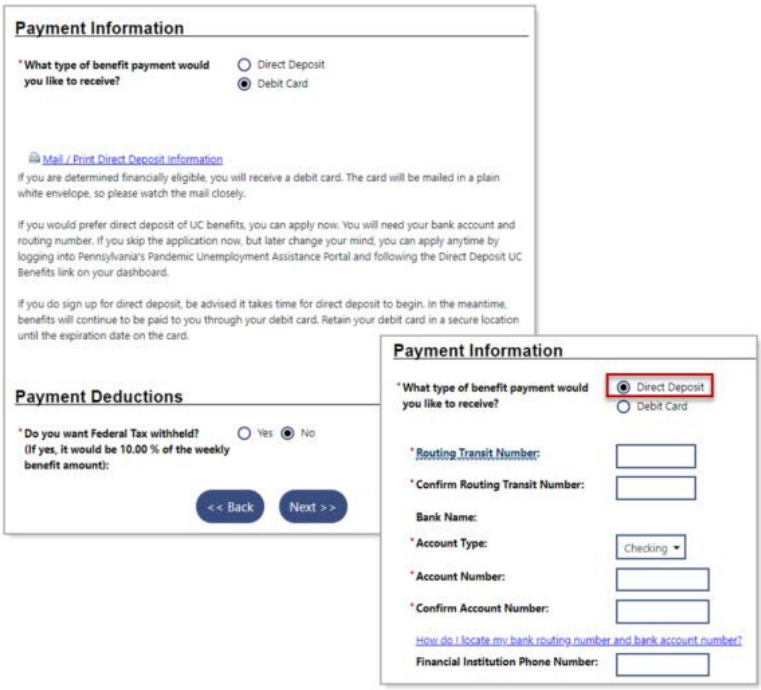
36 Indicate that *Yes, I understand* and acknowledge your certification statements.

37 Click **Next** to continue.

38 The Ethnic Origin section is optional, you may specify if **You are of Hispanic or Latino heritage**

39 Next, select your **Race** by checking all that apply.

40 Click **Next** to continue (see figure below).



PUA Portal Registration Form – Payment Information Page

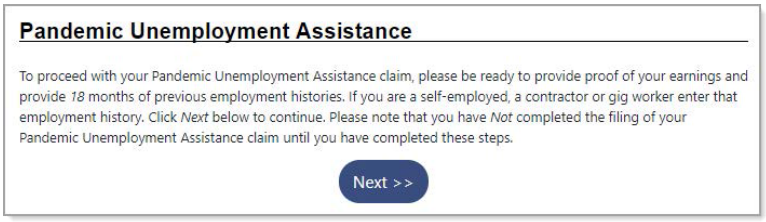
41 In the Payment Information section, indicate **What type of benefit payment would you like to receive**? Choose direct deposit or debit card. No other payment option is available.

a. If *Direct Deposit*, you will need to supply your banking information in the fields that display (see figure above).

Note: *If you do sign up for direct deposit, benefits may still be paid to you through a debit card, until the setup of direct deposit begins.*

42 In the Payment Deductions section, specify if **you want Federal Tax withheld** at 10% of the weekly benefit amount.

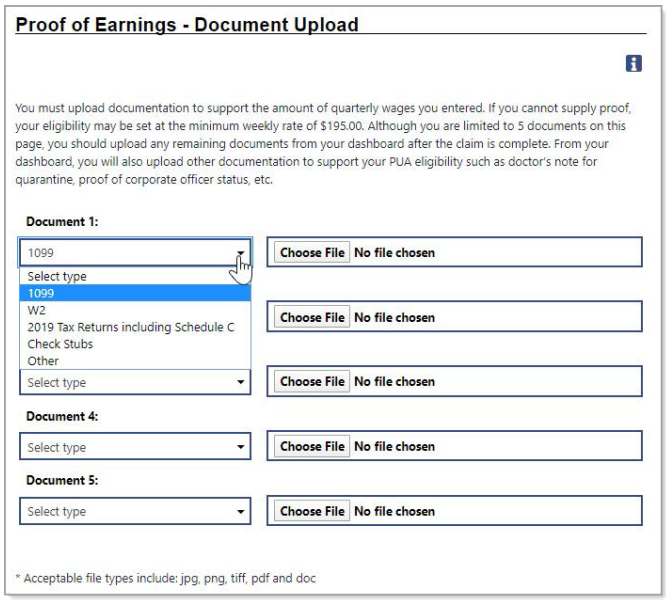
43 Click **Next** to continue (see figure below).



Notification about Providing Proof of Earnings and Work History

To proceed with your Pandemic Unemployment Assistance claim, you must provide proof of your earnings and 18 months of previous employment history. This allows the system to determine if you qualify for other programs. Please note that you have not completed the filing of your claim until you have completed these steps.

44 Click **Next** to continue (see figure below).

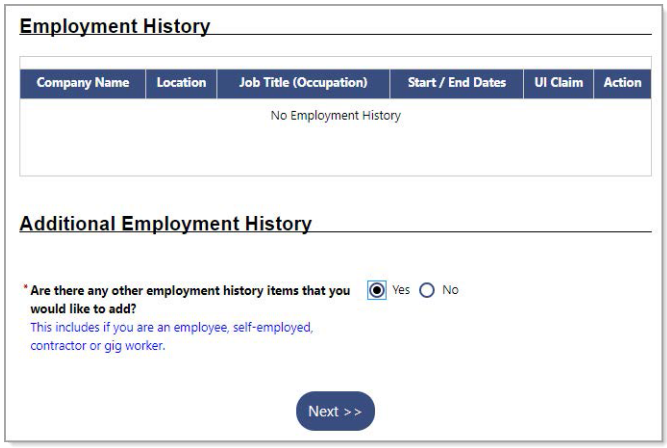


PUA Portal Work History Form – Proof of Earnings Upload Page

45 If you can prove your earnings with uploaded documents, such as 1099, W2, or check stubs, select the type of earnings document you will upload and then click the **Choose File** button. You can upload up to five documents to cover the 18-month period. If you have no documents to upload, click **Next**, and confirm to skip this page.

Note: You will have the opportunity to upload documents at a later time if needed. Please review the Uploading Additional Documents section.

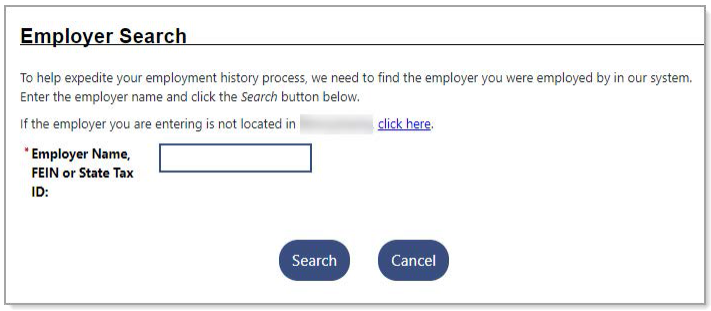
46 Click **Next** to continue (see figure below).



PUA Portal Work History Form – Employment History Page

47 If you don't already have at least 18 months of work history as part of uploading documents, in the Additional Employment History section, click *Yes* to add additional employment history items.

48 Click **Next** to continue (see figure below).

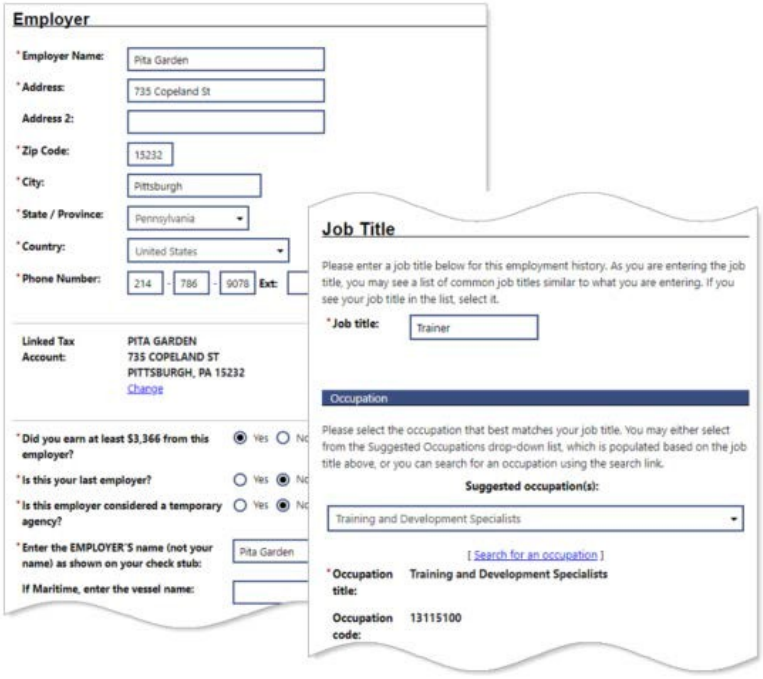


PUA Portal Work History Form – Employer Search

49 If your most recent employer is located in the state in which you are filing this claim, begin typing their **Name, FEIN or State Tax ID** in the search box. The system will display matching employers that you can click on to select.

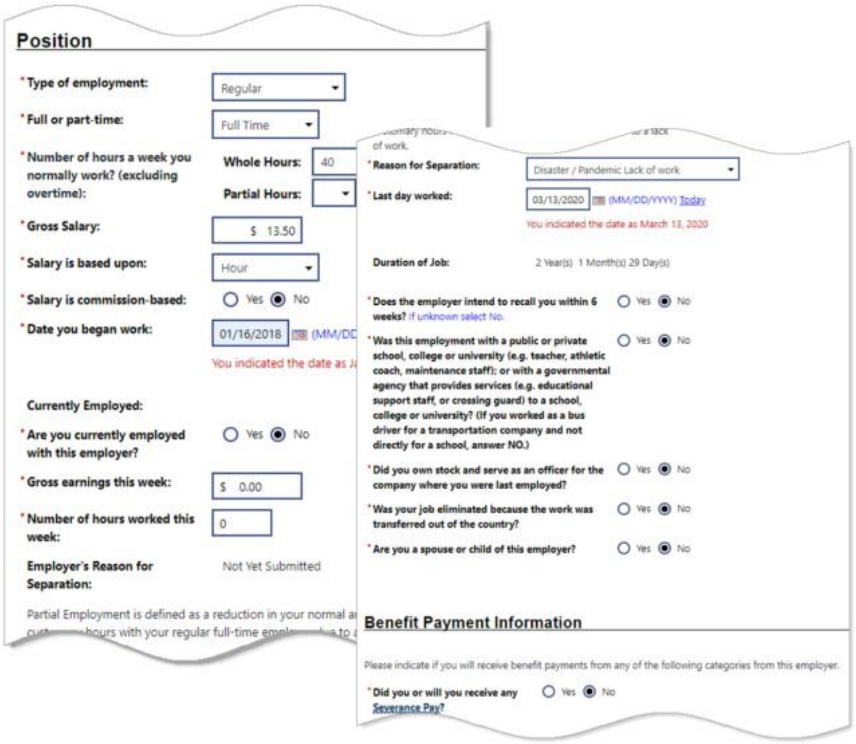
OR…

If your most recent employer does *not* appear in the list or is *not* located in the state in which you are filing this claim, click the click here link to enter their information manually. A detailed Employer Information form displays (see figure below).



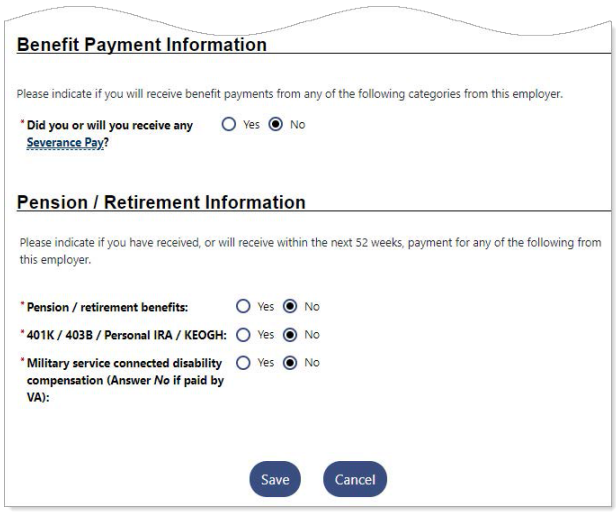
PUA Portal Work History Form – Employer and Job Title Sections

50 In the Employer and Job Title sections, complete all required fields to the best of your ability.



PUA Portal Work History Form – Position Section

51 In the Position section, complete all required fields to the best of your ability (see figure above). Many of the questions are dynamic, and depending on how you answer them, additional fields will be required to be completed.

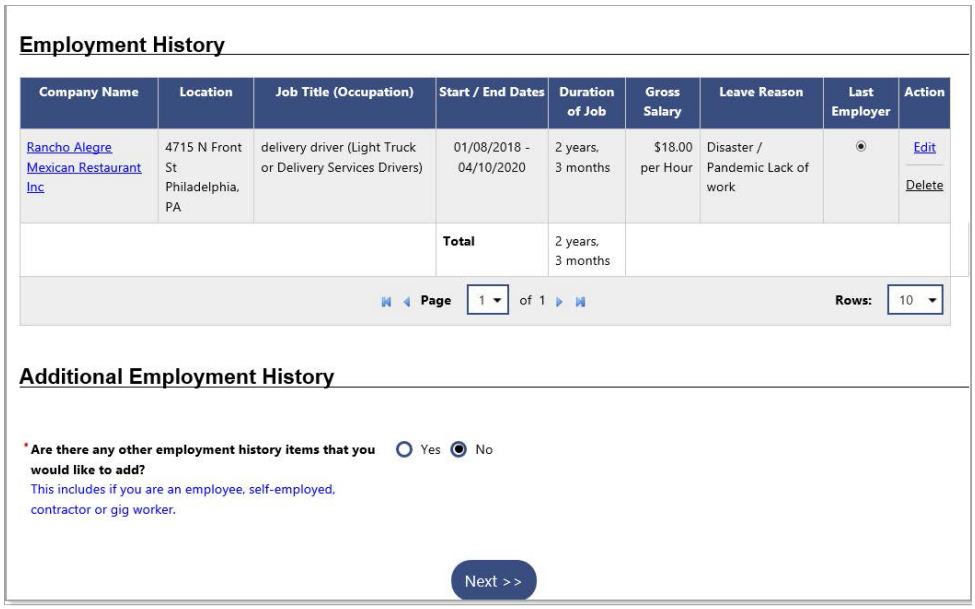


PUA Portal Work History Form – Benefit, Pension/Retirement Sections

52 In the Benefit Payment Information section (see figure above), specify if you received, or will receive, any benefit payment categories. For *Yes* responses, you'll need to supply additional information.

53 In the Pension / Retirement Information section, specify if you received, or will receive in the next 52 weeks, any pension/retirement payment categories. *Yes* responses will require additional required fields to be completed.

54 When you have completed all required fields on this form to the best of your ability, click the **Save** button. The Employment History page redisplays with a summary of the job you just entered (see figure below).



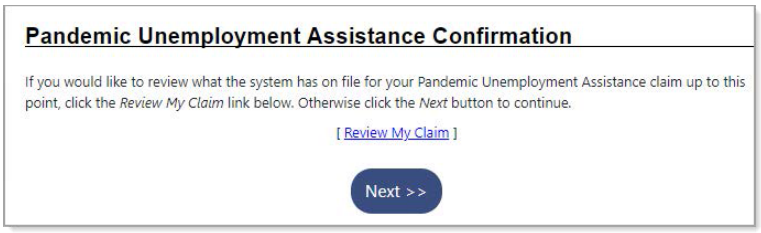
PUA Portal Work History Form – Employment History Page with Employment Listed

55 Indicate if this is your **Last Employer** by clicking the radio button.

56 If your recorded employment history does *not* cover the last 18 months, click *Yes* to add additional employment history and repeat the procedure to add the next previous job.

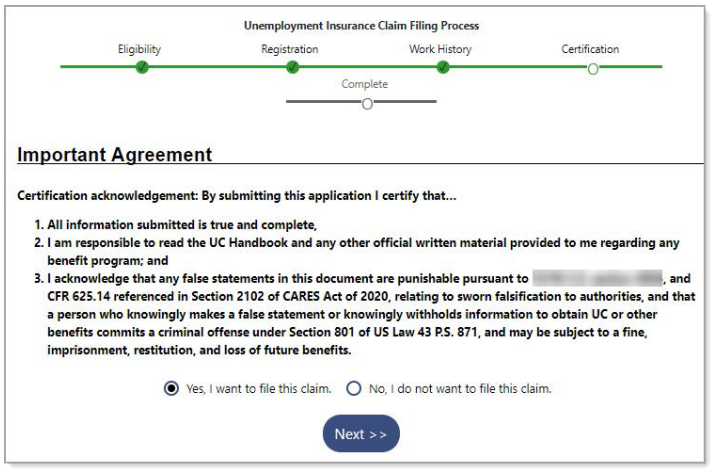
OR…

If it *does* cover 18 months, click *No*, then click **Next** to continue. A confirmation message appears with a link to review what you submitted (see figure below).



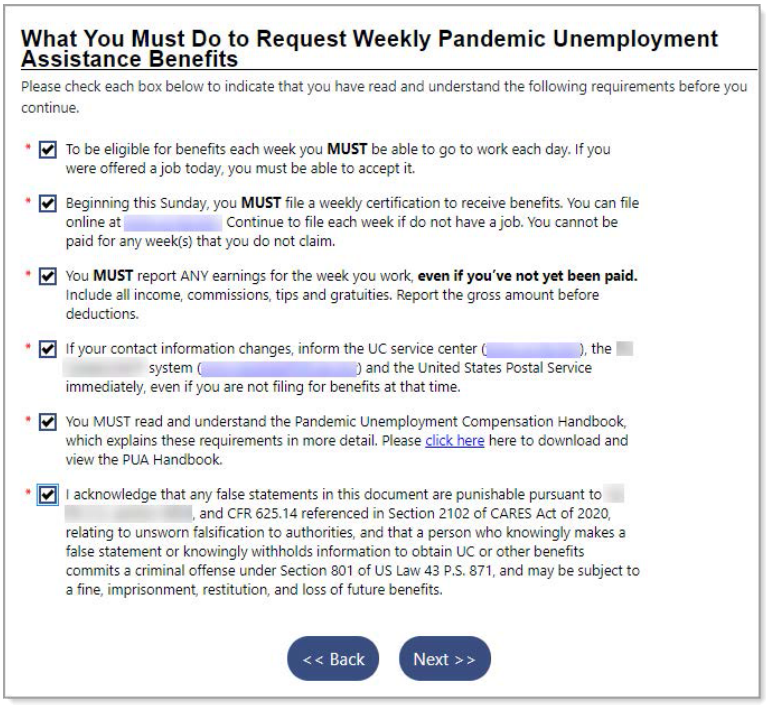
PUA Confirmation Message

57 Click **Next** to continue. A Certification page displays (see figure below).



Sample PUA Claim Certification Statement

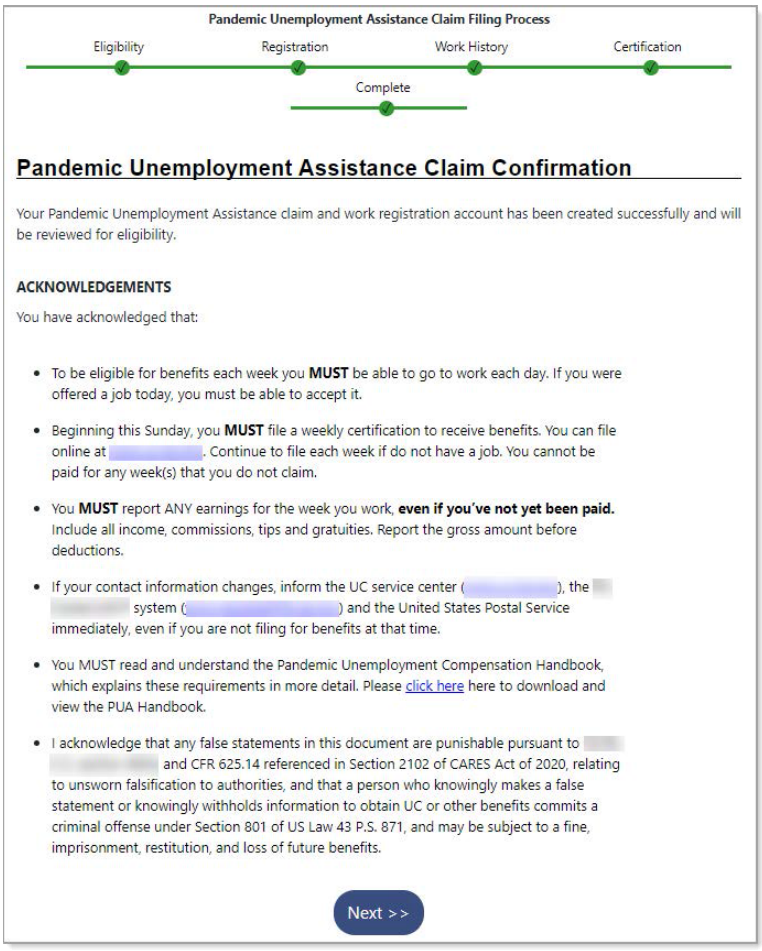
58 Click *Yes, I want to file this claim* and then click **Next** to file the claim. A page displays listing your responsibilities (see figure below).



Sample What You Must Do Page

59 Read each statement and check each box to confirm your understanding and agreement.

60 Click **Next** to continue. The system begins processing your claim. A Pandemic Unemployment Assistance Claim Confirmation page displays (see figure below), stating that your Pandemic Unemployment Assistance claim and work registration account has been created successfully and will be reviewed for eligibility.



Pandemic Unemployment Assistance Claim Filing Process

Eligibility ✓ Registration ✓ Work History ✓ Certification ✓ Complete ✓

Pandemic Unemployment Assistance Claim Confirmation

Your Pandemic Unemployment Assistance claim and work registration account has been created successfully and will be reviewed for eligibility.

ACKNOWLEDGEMENTS

You have acknowledged that:

- To be eligible for benefits each week you **MUST** be able to go to work each day. If you were offered a job today, you must be able to accept it.
- Beginning this Sunday, you **MUST** file a weekly certification to receive benefits. You can file online at [redacted]. Continue to file each week if do not have a job. You cannot be paid for any week(s) that you do not claim.
- You **MUST** report ANY earnings for the week you work, **even if you've not yet been paid.** Include all income, commissions, tips and gratuities. Report the gross amount before deductions.
- If your contact information changes, inform the UC service center ([redacted]), the [redacted] system ([redacted]) and the United States Postal Service immediately, even if you are not filing for benefits at that time.
- You MUST read and understand the Pandemic Unemployment Compensation Handbook, which explains these requirements in more detail. Please click here here to download and view the PUA Handbook.
- I acknowledge that any false statements in this document are punishable pursuant to [redacted] and CFR 625.14 referenced in Section 2102 of CARES Act of 2020, relating to unsworn falsification to authorities, and that a person who knowingly makes a false statement or knowingly withholds information to obtain UC or other benefits commits a criminal offense under Section 801 of US Law 43 P.S. 871, and may be subject to a fine, imprisonment, restitution, and loss of future benefits.

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Sample PUA Claim Confirmation Page

61 Click **Next** to continue. Your PUA Portal dashboard displays.

⚠ *This completes your registration and initial PUA claim filing. Your claim will be reviewed for eligibility, you will be notified internally within your dashboard and via external email about your claim status.*

Next Step: *As early as the coming Sunday, you must file weekly certifications to continue receiving benefits. See the topic "Filing Your PUA Weekly Certification" below for details..*

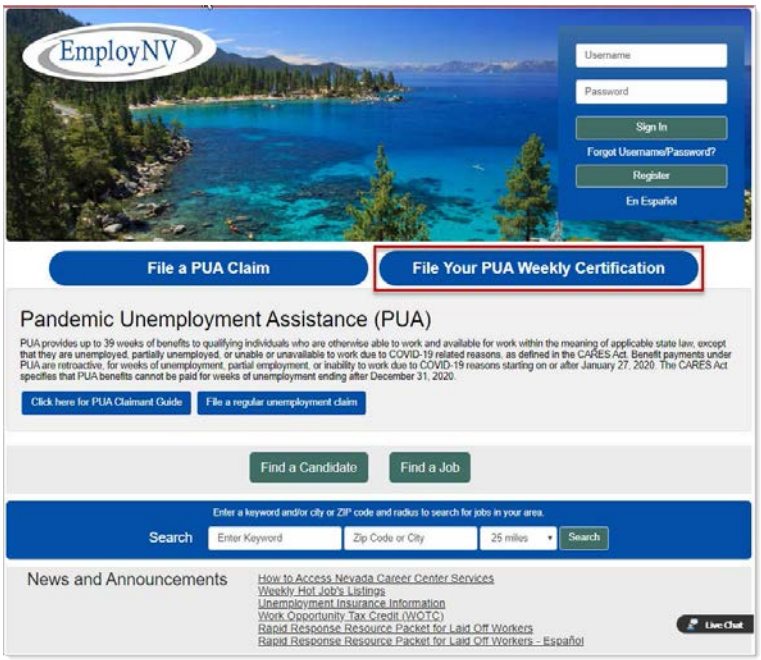
To check your claim and payment status, see the topic "Checking Your Claim Status and Payment Details" later in this guide. To check for notification messages and reply to them, see the topic "Checking Your Message Center for Claim Notifications" at the end of this guide.

Filing Your PUA Weekly Certification

You must file a weekly claim for any week that you want payment, even if your eligibility is being determined or you have an appeal pending. Answer all required questions on the weekly certification form. Nevada requires weekly certifications to be filed.

To file a weekly PUA certification:

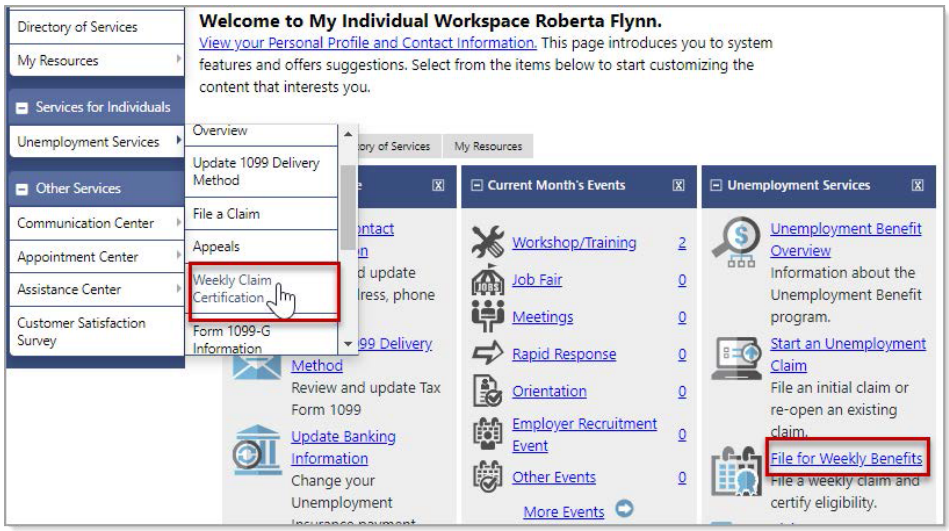
1. Access Nevada's PUA Portal EmployNV.gov home page (see figure below).



PUA Portal Home Page – File Your PUA Weekly Certification Button

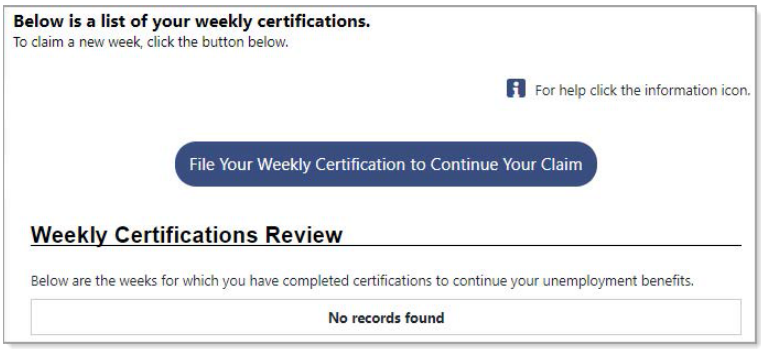
2. Click the **File Your PUA Weekly Certification** button on the upper right of the page (see figure above).

3. Log in to your account you've previously created. Your Individual Workspace dashboard will display, looking similar to the sample one below.



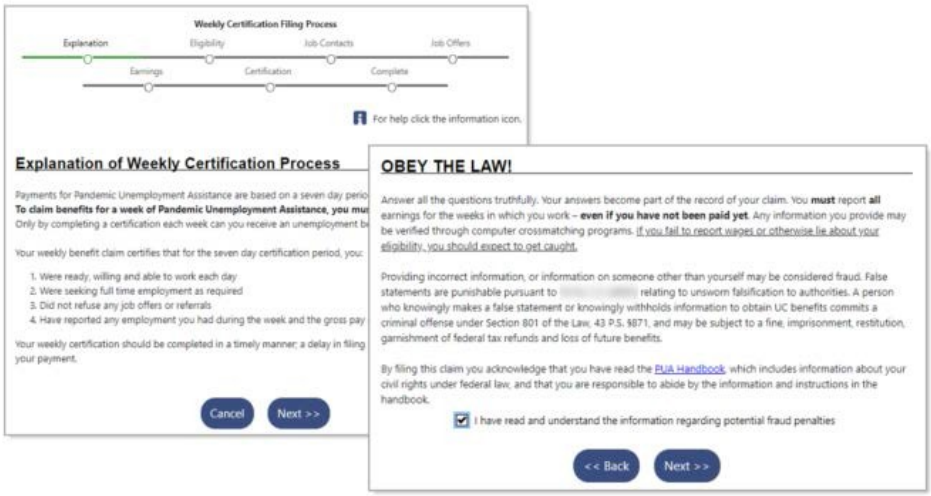
Sample Individual Workspace Dashboard with Weekly Claim Options

4 From either the Services for Individuals menu group in the left navigation pane or the Unemployment Services widget on the dashboard, click the option to file a Weekly Claim (see figure above). Your Weekly Certifications Review page displays (see figure below).



Weekly Certifications Review Page

5 Click the **File Your Weekly Certification to Continue Your Claim** button. The Weekly Certification Filing Process wizard begins on an Explanation page (see figure below).



Weekly Certification Filing Process - Sample Explanation Pages

6 Read the text and click **Next** to continue. A Fraud explanation page displays (see figure above).

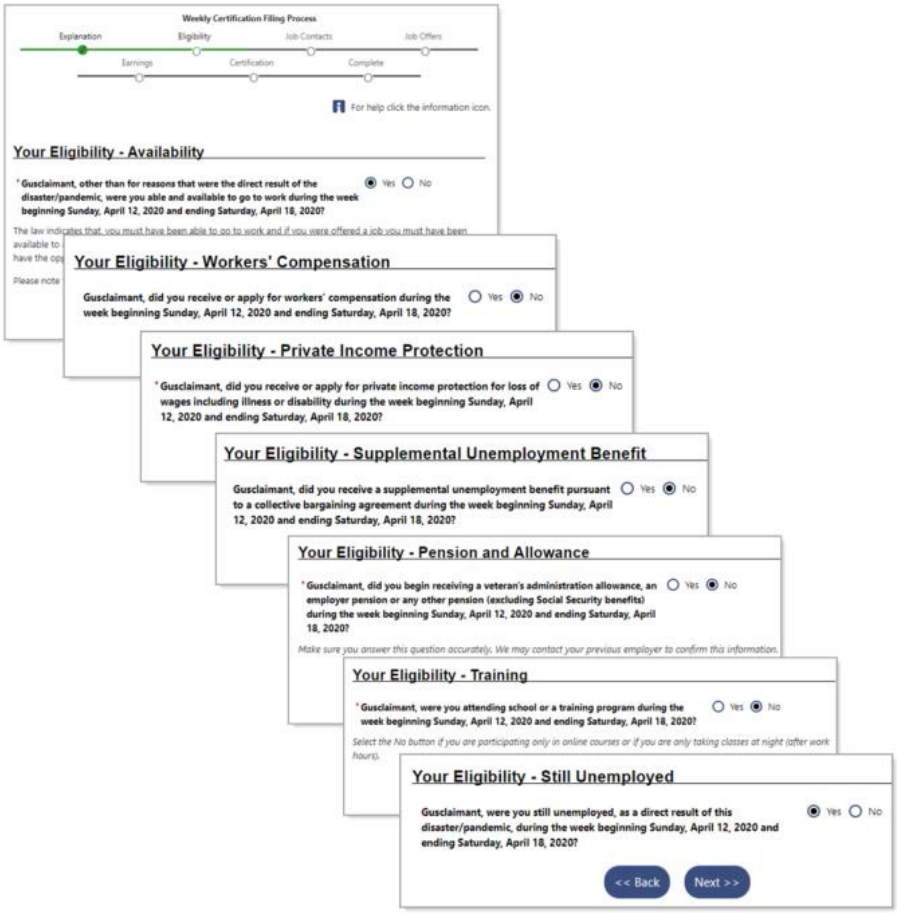
7 Read the text and click the checkbox to signify your understanding and agreement of the terms.

8 Click **Next** to continue. A Contact Information page displays.

9 Confirm your information and click **Next** to continue.

a. If you need to make changes, click the Update Contact Information link and make your changes.

10 The Eligibility Review Questions begin to display, one question per page (see figure below).

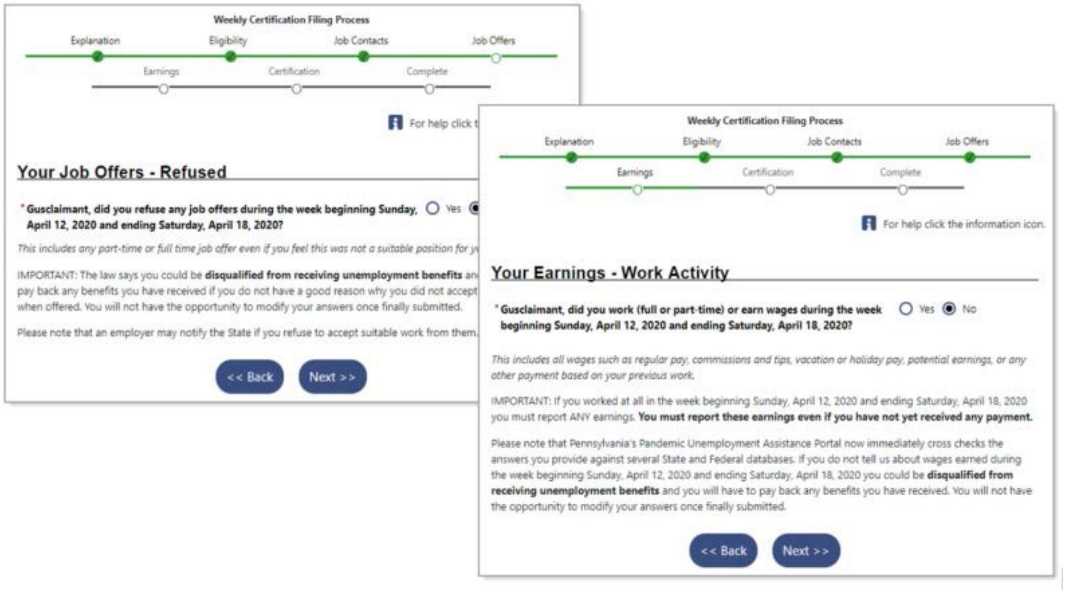


Sample Eligibility Review Questions

11 Answer all questions as they pertain to the week period stated in the question.

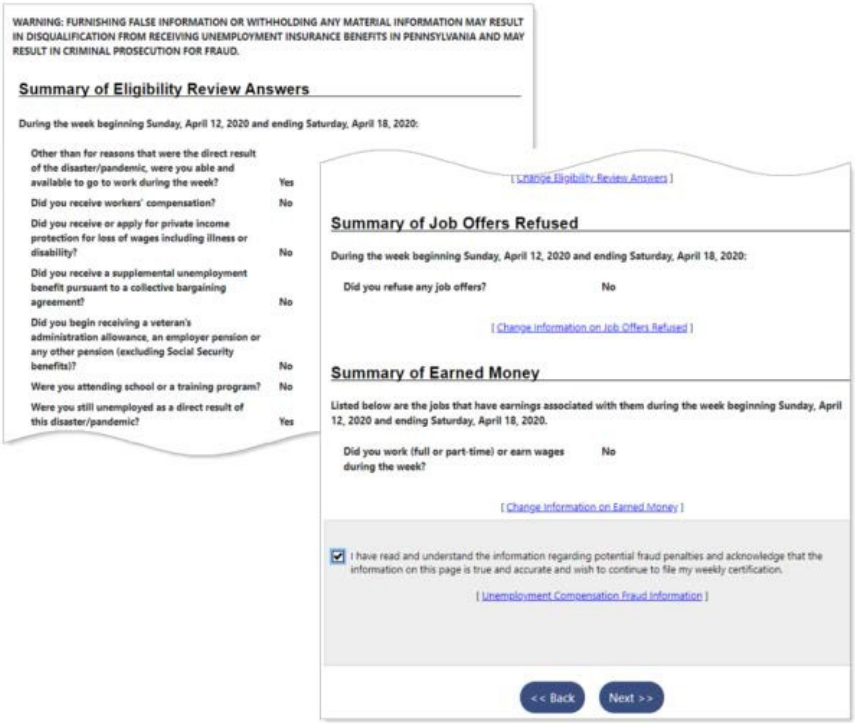
Note: *Many Yes responses will require additional required fields to be completed and certain responses will cause additional information-gathering pages to display when you click Next to continue.*

The next group of questions pertains to Job Offers and Earnings. Again, answer all questions as they pertain to the week period stated in the question.



Job Offers and Earnings Questions

12 Click **Next** to continue. A Summary of Eligibility Review Answers page displays (see figure below).

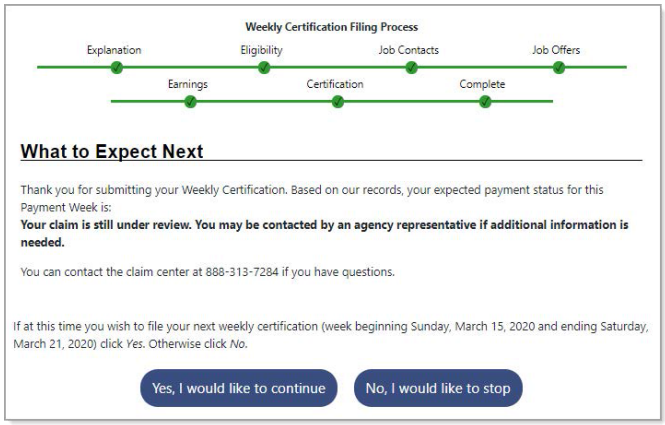


Summary of Answers Provided Page

13 Review your responses and if you need to make any changes, click any of the Change *xxxx* links.

14 Read the fraud statement at the bottom of the page and check the box to signify your understanding.

15 Click **Next** to continue. The What to Expect Next page displays (see figure below) with your claim status overview. Depending on your specific circumstances, the messages on this page may vary.



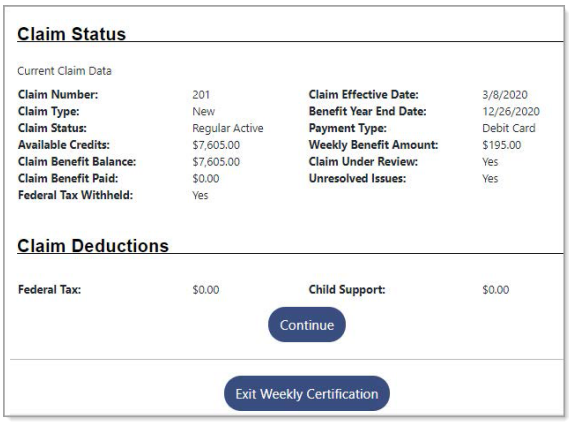
What to Expect Next Page

16 To file another week's certification, click the **Yes, I would like to continue** button,

OR…

To complete your certification process, click the **No, I would like to stop** button.

A Claim Status page displays (see figure below). Depending on your specific circumstances, the messages on this page may vary.



Claim Status Page

Note: *If you have an unresolved issue on your claim, you will see 'Yes' displayed in the Unresolved Issues field. This simply means that the amounts displayed for Available Credits, Claim Benefit Balance, and Claim Benefit Paid may not reflect all your certified weeks. Certified weeks can only be paid after all issues have been resolved by an Unemployment Claims staff member. You do not need to take any further action on this weekly certification unless contacted by an agency representative.*

17 To complete your certification process and return to your dashboard click **Continue** or **Exit Weekly Certification**.

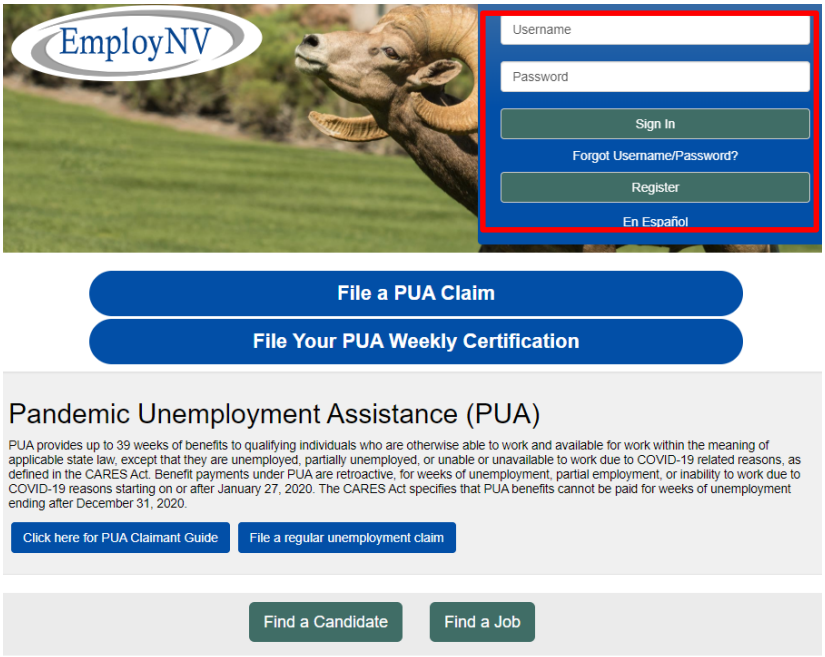
To check your claim and payment status, see the topic "Checking Your Claim Status and Payment Details" below. To check for notification messages and reply to them, see the topic "Checking Your Message Center for Claim Notifications" at the end of this guide.

Checking Your Claim Status and Payment Details

You can check the status of your claim, weekly certifications, payments, and many other details using the Claim Summary feature.

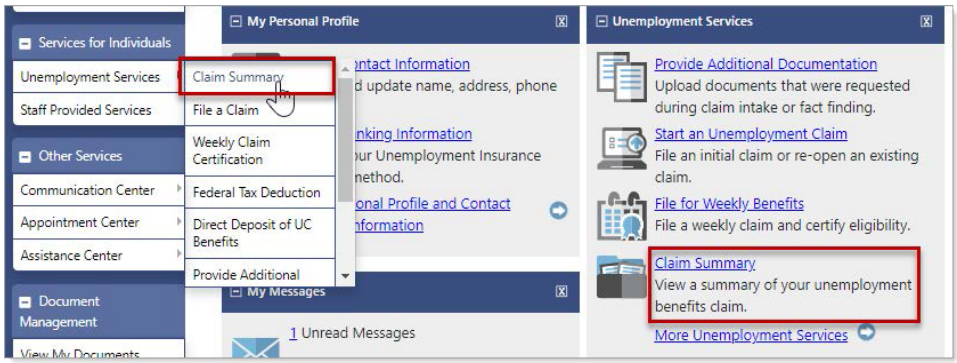
To check your claim status and payment details:

1 Access Nevada's PUA Portal EmployNV.gov home page (see figure below).



PUA Portal Home Page – Signing In

2 Enter your account Username and Password and click the **Sign In** button located in the upper right corner of the page (see above figure). Your Individual Workspace dashboard will display, looking similar to the sample one below.



Individual Workspace Dashboard with Claim Summary Options

3 From either the Services for Individuals menu group in the left navigation pane or the Unemployment Services widget on the dashboard, click the **Claim Summary** option (see figure above). Your Unemployment Insurance Claim Information page displays (see figures below).

The sections to note on this page are:

- **Claim Details** shows an overview of what you need to know about your current claim status.
- **Outstanding Claim Issues** lists any actives issues on your claim, which could affect future benefits. As long as you remain unemployed, continue to file your weekly claim as instructed. You will be notified by mail when any decisions are made; these may take up to 21 days.
- **Weekly Benefit Certifications** lists the weeks for which you have completed certifications to continue your unemployment benefits. Click on a Payment Amount hyperlink to see the details of that payment, including any stimulus amount paid.
- **Payment Summary** lists the details on how each weekly payment was determined.
- **Overpayment Summary** provides a comprehensive view of any overpayments to your benefit claim. An overpayment results when more funds were dispersed than you were eligible for.

Unemployment Insurance Claim Information

Claimant Details

Below is the personal information items concerning your benefit claim. Clicking the *Edit Information* link will allow you to modify address and phone information.

Claimant Name: Sat Testma
Address: 12st
City: Elizabeth
State: PA
Zip: 15037

Claimant User Name: GSIUISE422

[Edit Information]

Claim Details

Below are the details of your current benefit claim. You may find more information by clicking the *More Information* link.

Claim #: 11
Claim Type: New
Claim Status: Regular Active
Available Credits: $7,605.00
Claim Benefit Balance: $6,630.00
Claim Benefit Paid $975.00
Federal Tax Withheld: No

Claim Effective Date: 3/8/2020
Benefit Year End Date: 12/26/2020
Payment Type: Debit Card
Weekly Benefit Amount: $195.00
Benefit Reduction 0.00%
Claim Under Review: No
Unresolved Issues: Yes
State Tax Withheld: No

[Less Information]

Claim Deductions

Federal Tax: $0.00
State Tax: $0.00
Over Payment: NA

Outstanding Claim Issues

Below are the active issue(s) on your claim, which could affect future benefits. You will be notified by mail when the decision is made. As long as you remain unemployed, continue to file your weekly claim as instructed. Claim decisions may take up to 21 days.

Create Date	Issue Description	Employer	Status
04/29/2020	DUA - Fraud Penalty Disqualification	N/A	Completed
04/29/2020	Earnings	N/A	Completed

Weekly Benefit Certifications

Below are the weeks for which you have completed certifications to continue your unemployment benefits.

#	Week Ending	Certification Filing Date	Benefit Pay Date	Payment Number	Benefit Amount	Federal Withholding	Stimulus Amount	Payment Amount
6	04/18/2020	4/29/2020 9:51:39 AM	4/30/2020	1	$195.00	$0.00	$600.00	$195.00
5	04/11/2020	4/29/2020 9:51:38 AM	4/30/2020	1	$195.00	$0.00	$600.00	$195.00
4	04/04/2020	4/29/2020 9:51:35 AM	4/30/2020	1	$195.00	$0.00	$600.00	$195.00
3	03/28/2020	4/29/2020 9:51:34 AM	4/30/2020	1	$195.00	$0.00	$0.00	$195.00
2	03/21/2020	4/29/2020 9:51:33 AM	4/30/2020	1	$195.00	$0.00	$0.00	$195.00

Payment Summary

Below are the details on how each weekly payment was determined.

#	Week Ending	WBA	Partial Credit	Earnings Claimed	Dependent Allowance	Reduction Amount	Total Deductions	Stimulus Amount	Payment Amount	Pay Type	Trans Number
6	04/18/2020	$195.00	$59.00	$0.00	$0.00	$0.00	$0.00	$600.00	$795.00	Total Payment	1
5	04/11/2020	$195.00	$59.00	$0.00	$0.00	$0.00	$0.00	$600.00	$795.00	Total Payment	1
4	04/04/2020	$195.00	$59.00	$0.00	$0.00	$0.00	$0.00	$600.00	$795.00	Total Payment	1
3	03/28/2020	$195.00	$59.00	Staff: $2,000.00	$0.00	$0.00	$0.00	$0.00	$195.00	Total Payment	1
2	03/21/2020	$195.00	$59.00	$0.00	$0.00	$0.00	$0.00	$0.00	$195.00	Total Payment	1

Page 1 of 2 Rows: 3

Based on the policy of your financial institution it may take up to three days for funds to appear in your account.

Overpayment Summary

Unemployment Insurance Claim Information

Claimant Details

Below is the personal information items concerning your benefit claim. Clicking the *Edit Information* link will allow you to modify address and phone information.

Claimant
Name:
Address:
City:
State:
Zip:

Claimant User
Name:

[Edit Information]

Claim Details

Below are the details of your current benefit claim. You may find more information by clicking the *More Information* link.

Claim #:

Claim Type:

Claim Status:
Available Credits:

Claim Benefit
Balance:
Claim Benefit Paid
Federal Tax
Withheld:

Claim Effective
Date:
Benefit Year End
Date:
Payment Type:
Weekly Benefit
Amount:
Claim Under
Review:
Unresolved Issues:

State Tax Withheld:

[More Information]

Outstanding Claim Issues

No Outstanding Issues have been found for this claim.

Weekly Benefit Certifications

Below are the weeks for which you have completed certifications to continue your unemployment benefits.

#	Week Ending	Certification Filing Date	Benefit Pay Date	Payment Number	Benefit Amount	Federal Withholding	Payment Amount
1	03/21/2020	5/20/2020 9:10:58 AM	In Progress	N/A			

Unemployment Insurance Claim Information Page

Checking Your Message Center for Claim Notifications

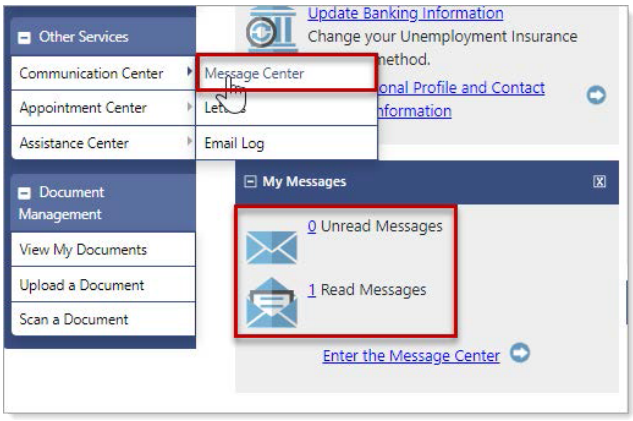
You can check your Message Center to view all claim notifications and correspondence sent to you regarding your claim determination.

To check your Message Center:

1. From the Other Services menu group in the left navigation pane, click **Communication Center ▸ Message Center**.

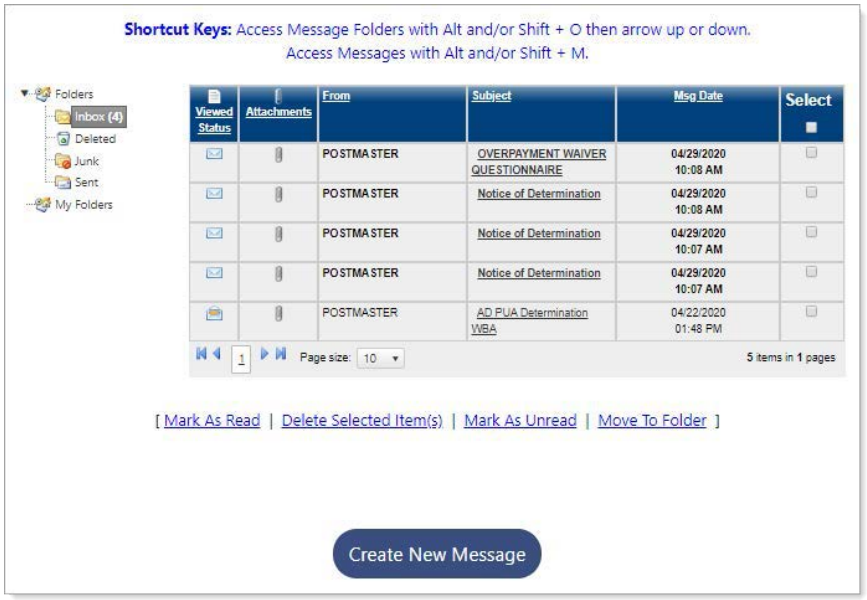
   OR…

   From the My Messages widget on the dashboard, click any of the links to access your messages (see figure below).



Accessing Your Message Center from Your Dashboard

Your Message Center displays (see figure below).



Message Center

2. Click on the messages and other links to read, reply, move, or delete your messages.

For More Information:

More information regarding the PUA program can be found by accessing the Nevada Department of Employment Training and Rehabilitation webpage.

Call Center Operations:

The PUA call center operations are 8:00am PST – 8:00 PST Monday – Friday; and 8:00am PST – 12:00 PST on Saturday.

You can reach the PUA call center at: **1-800-603-9681**

Password Resets:

If you are having issues resetting your password with the Forgot Username/Password feature please email: DETRPUASupport@detr.nv.gov