

**EMPLOYMENT  
SECURITY DIVISION**

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**PRESS RELEASE**

For Immediate Release  
June 17, 2020

**State Unemployment Site and Call Centers Down Temporarily on Saturday, June 20<sup>th</sup> to Allow for State System Upgrade and Maintenance; PUA Site and Call Centers Not Impacted**

**CARSON CITY, NV** - The Nevada Department of Employment, Training and Rehabilitation (DETR) has announced the unemployment insurance website (<http://ui.nv.gov>) will be down on Saturday, June 20<sup>th</sup>, from 8 a.m. to 5 p.m., a period of lowest traffic, to allow for the state's Enterprise IT Services Division to perform a statewide network upgrade. This outage will impact most state agency sites. On Saturday, UInnv, its call centers and DETR's agency and JobConnect sites will not be functional. Filers will not be able to file a claim or access the resource materials on the sites on Saturday or contact the UI call centers. Filers are encouraged to visit the aforementioned site and contact the call centers on Sunday to file claims.

The Pandemic Unemployment Assistance (PUA) system and call center will not be impacted by the outage. Individuals will be able to file online at [www.employnv.gov](http://www.employnv.gov) or call the PUA Call Center at (800) 603-9681 on Saturday between 8 a.m. and noon.

"We will work and collaborate with state technical staff during and post outage in order to address and resolve any issues should they arise," said DETR director, Heather Korbulic. "We know how important our claim sites are for filers, and our staff is committed to working to ensure our systems are up and running post outage in order to assist hard-working Nevadans who are in need of our agency's services and unemployment insurance benefits."

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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) 486-7923 • Fax (702) 486-6426  
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<https://detr.nv.gov>

After the 20<sup>th</sup>, filers for state unemployment insurance benefits should use the online application available 24/7 at <http://ui.nv.gov/css.html>. People unable to file online may file via telephone by calling a UI Claims Call Center between 8 a.m. and 8 p.m., Monday through Friday and Saturday between 8 a.m. and noon. Northern UI Call Center: (775) 684-0350; Southern UI Call Center: (702) 486-0350; Rural areas and Out-of-State: (888) 890-8211. Claimants are highly encouraged to use the internet to file their UI claims, as it is the fastest and most convenient way to file and reserves the phone lines for individuals who are not able or do not have the necessary resources to file online. Online filing during non-peak hours, such as early mornings, at night or weekends is also highly recommended. To continue to receive benefits, claimants must file weekly.

Claimants are encouraged to visit <http://ui.nv.gov/css.html> and at [detr.nv.gov/coronavirus](http://detr.nv.gov/coronavirus) to view important announcements and access essential resources. For further information regarding the PUA program visit [detr.nv.gov/pua#](http://detr.nv.gov/pua#). Online tutorial videos are also available in both English and Spanish and can be viewed on the [Nevada Unemployment Insurance YouTube](#) page.

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