

AmericanJobCenter[®] Of Nevada



Guide Includes:

ID.me Step-by-Step Guide

How to Log Into an Email Guide

How to Save a Document (s) from an Email Guide

ID.me Step-by-Step Guide

Complete process using Google Chrome.

Step 1.

Go to the AJCN front desk and request to have the front and back of your IDs scanned and sent to your email. Save them to computer desktop

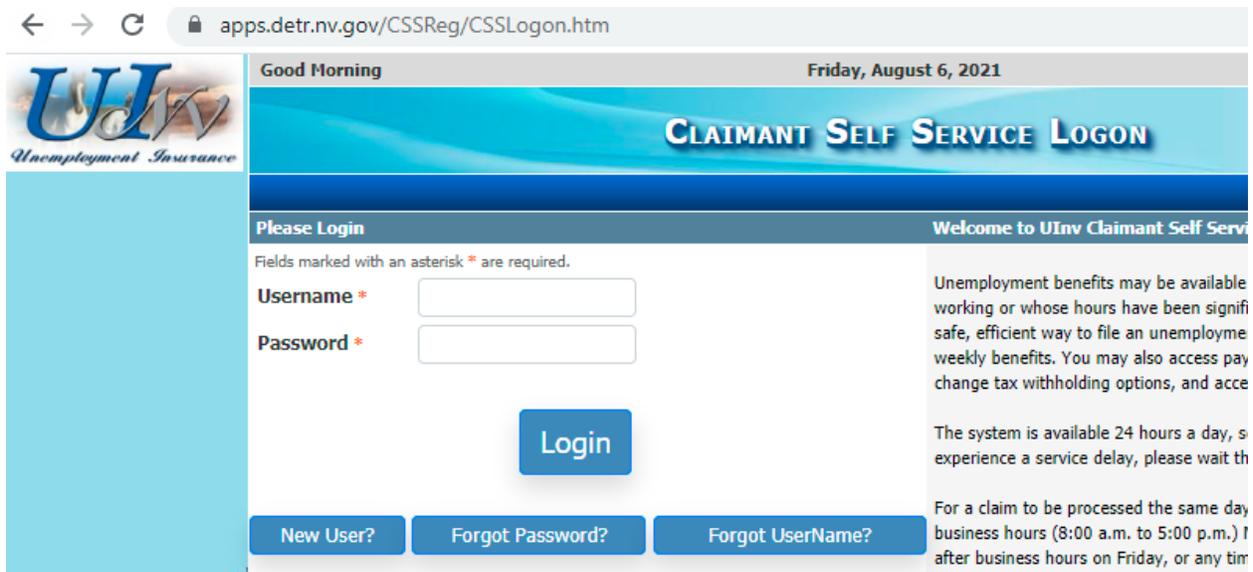
Tip: Follow steps in how-to-save-a-document-from-email-guide to save these images to the computer.

Tip: Before you get started you can visit YouTube.com and search ID.me Tutorial videos.

Step 2.

Log into your Unemployment Insurance (UI) account. If unable to log in please contact UI Security Help Desk in Northern NV 775.687.6838 or Southern NV 702.486.3293.

Tip: If you are not registered with online UI call Security Help Desk at number above.



The screenshot shows a web browser window with the URL apps.detr.nv.gov/CSSReg/CSSLogon.htm. The page header includes "Good Morning" and "Friday, August 6, 2021". The main heading is "CLAIMANT SELF SERVICE LOGON". Below this, there is a "Please Login" section with a note: "Fields marked with an asterisk * are required." The login form contains two input fields: "Username *" and "Password *". A blue "Login" button is positioned below the fields. At the bottom of the login section, there are three buttons: "New User?", "Forgot Password?", and "Forgot UserName?". On the right side of the page, there is a "Welcome to UInv Claimant Self Servi" message and a block of text: "Unemployment benefits may be available working or whose hours have been signifi safe, efficient way to file an unemploye weekly benefits. You may also access pay change tax withholding options, and acce". Below this, it states: "The system is available 24 hours a day, s experience a service delay, please wait th". At the bottom right, it says: "For a claim to be processed the same day business hours (8:00 a.m. to 5:00 p.m.) ! after business hours on Friday, or any tim".

ID.me Step-by-Step Guide

Once logged in to the UI website, it will prompt you to “Verify with ID.me”. Please see image below.

IMPORTANT INSTRUCTIONS - PLEASE READ BEFORE CONTINUING

You will need to have your drivers license or state issued identification and your Social Security number available. Depending on the length of time it takes you to complete the ID.me verification, your claimant self service session may time out. You should finish the ID.me verification and log back into your claimant self service account again. You will then be directed to log in to ID.me again. ID.me will provide you with a verification code via text or phone call, which you can use to complete your ID.me sign in. You will NOT need to re-verify your identification. If you have an existing ID.me account and you already verified your identity through ID.me in the past, even if it was for a purpose unrelated to UI, you do not need to verify your identity again. When you click the ID.me link below, you should log in to ID.me with your existing ID.me credentials. ID.me will provide you with a verification code via text or phone call, which you can use to complete your ID.me sign in. In order to allow ID.me to share your verified identity information with DETR, you MUST click 'Allow' on the screen titled 'AUTHORIZE NV DETR'. If you do not click 'Allow', you will be required to contact DETR to verify your identity and you will not be able to access your claimant self service account until you have done so.



[ID.me Help](#)

[ID.me FAQ](#)

You must verify your identity using this service in order to access your claimant self service account. If you are unable to verify your identity with ID.me, you can choose to call the UI Claim Center at (775) 684-0350 (Northern Nevada) or (702) 486-0350 (Southern Nevada). Due to high call volumes, not completing the ID.me process online could delay your claim.

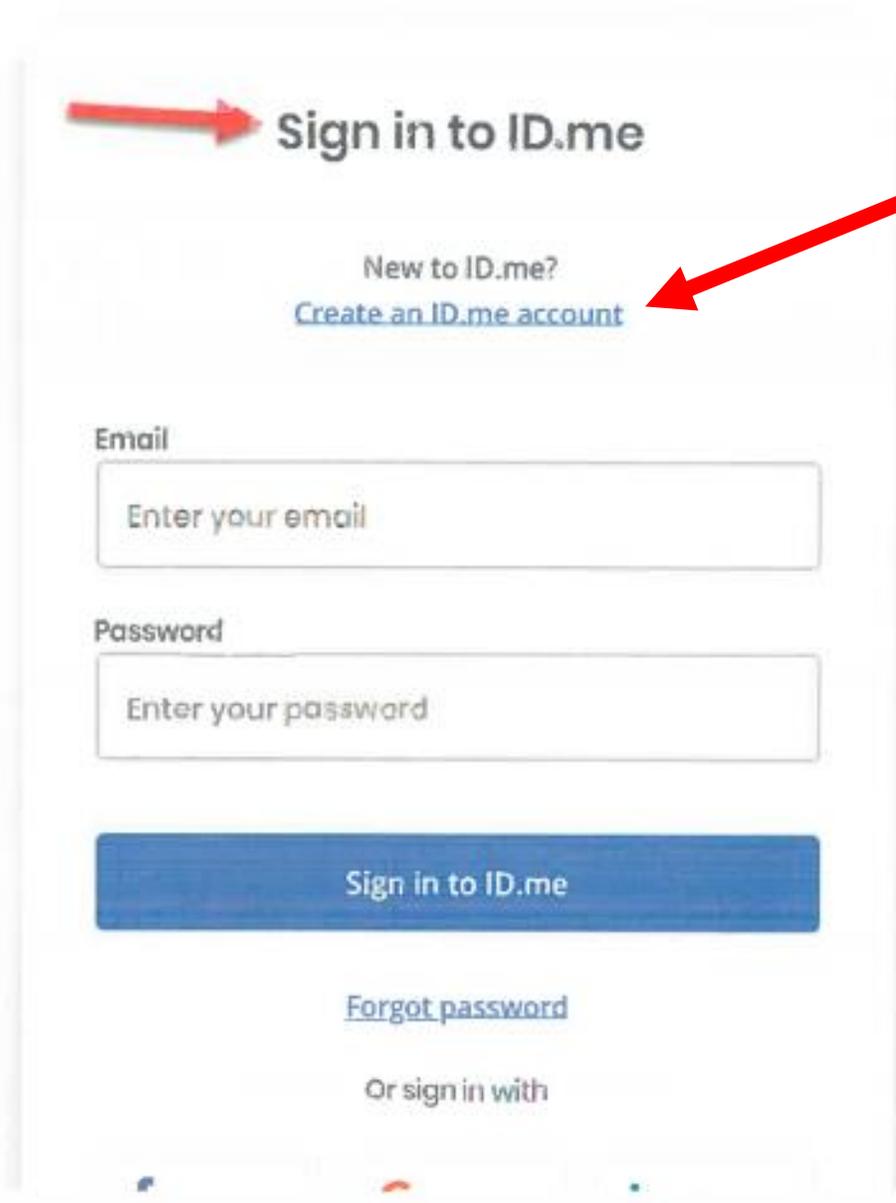
Logoff

ID.me Step-by-Step Guide

Step 3.

If you already have an ID.me account, enter your email address and password, and skip to Step 8.

If you do not have an ID.me account, click “Create an ID.me account” and continue following steps.



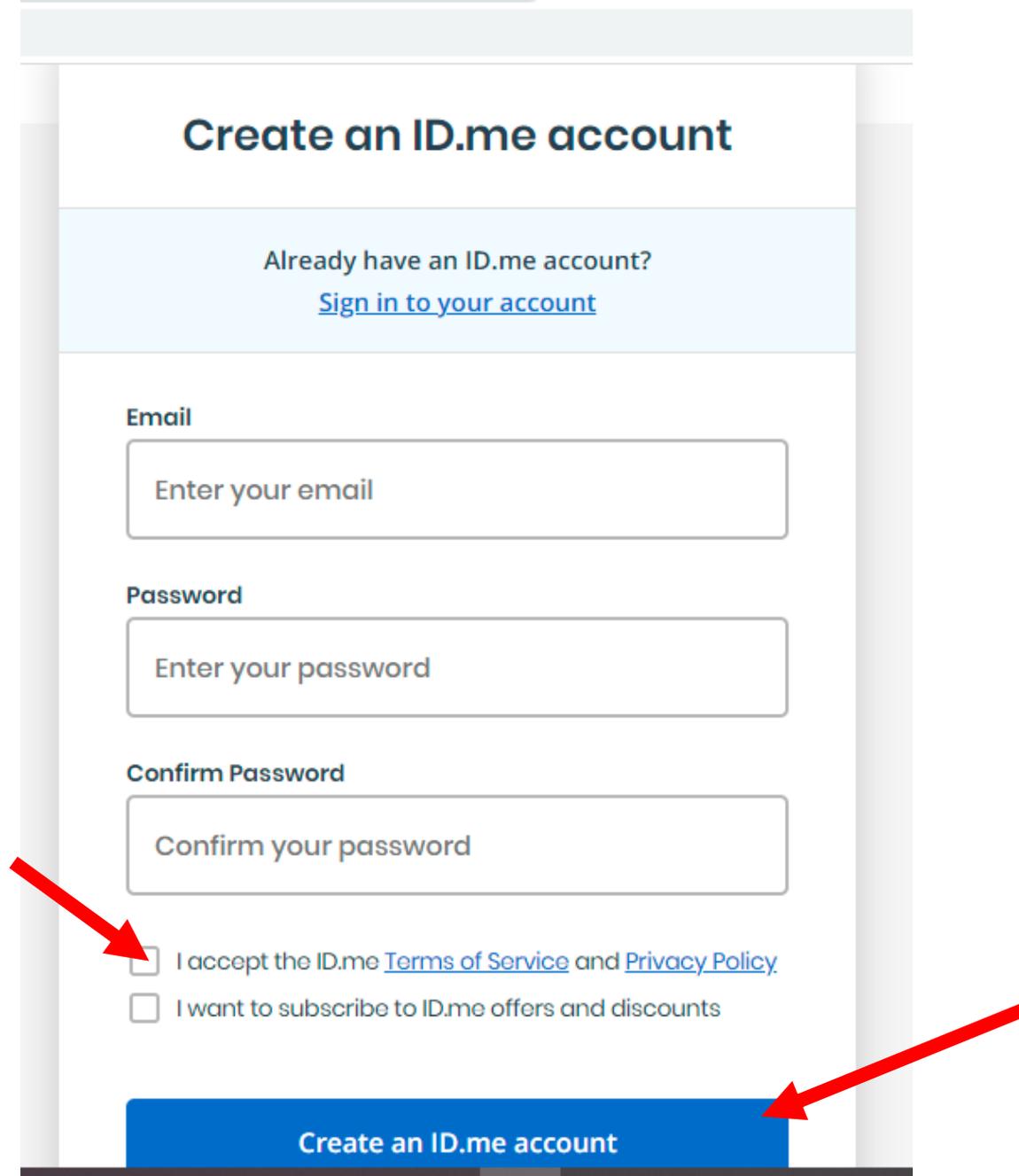
The screenshot shows the ID.me sign-in interface. At the top, the text "Sign in to ID.me" is displayed in a large, bold font. A red arrow points to this text from the left. Below this, the text "New to ID.me?" is shown, followed by a blue, underlined link "Create an ID.me account". A second red arrow points to this link from the right. Below the link are two input fields: "Email" with the placeholder text "Enter your email" and "Password" with the placeholder text "Enter your password". At the bottom of the form is a large blue button labeled "Sign in to ID.me". Below the button is a blue, underlined link "Forgot password". At the very bottom, the text "Or sign in with" is visible, followed by three small, partially obscured icons.

ID.me Step-by-Step Guide

Step 4.

To create a new ID.me account, enter requested information, check the “Terms and Conditions” box then click “Create an ID.me account”.

Tip: It is easier to use the same email address that you use for your UI account. If your email needs updated on your UI account, please call Security Help Desk in Northern NV 775.687.6838 or Southern NV 702.486.3293.



Create an ID.me account

Already have an ID.me account?
[Sign in to your account](#)

Email
Enter your email

Password
Enter your password

Confirm Password
Confirm your password

I accept the ID.me [Terms of Service](#) and [Privacy Policy](#)

I want to subscribe to ID.me offers and discounts

Create an ID.me account

ID.me Step-by-Step Guide

Step 5.

You will be sent an email from ID.me to “Confirm Your Email”. Log in to your email account to access this email.

Tip: See how-to-guide for logging into email account.

CONFIRM YOUR EMAIL ADDRESS



We sent an email to
americanjobcenter1234@gmail.com.

If you cannot find the email, please check your
spam folder. It can take up to 10 minutes to
receive the email.



After your email is confirmed, return to this page
to continue.

Didn't receive the email? [Send it again](#)

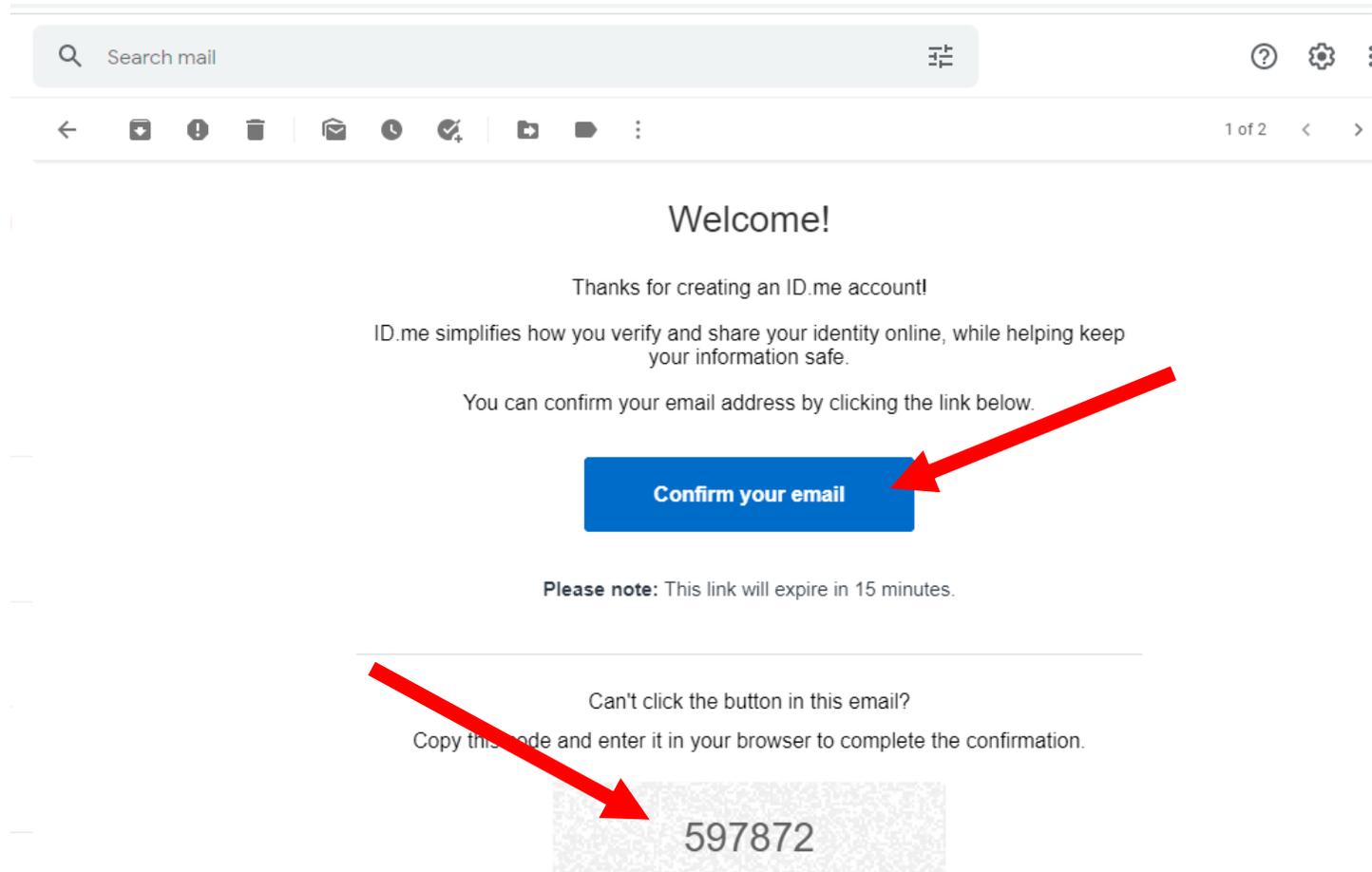
Can't click on the button in your email?

Enter the 6-digit code from the email below.

ID.me Step-by-Step Guide

Step 6.

Click “Confirm your email” or enter code into ID.me if unable to click blue button.



ID.me Step-by-Step Guide

Step 7.

The next screen will notify you that your email has been confirmed.

3f0c89e0944413bf15309128b41ccf0/success



Your email has been confirmed!

Thank you for confirming your email.
Please return to the other window or tab to
continue with **ID.me**.

You may now close this browser window or tab.

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

ID.me Step-by-Step Guide

Step 8.

Once you are logged in to your ID.me account, you will be prompted to upload documents. Select the type of ID document you scanned and saved. The next screen will prompt you to upload an image. Repeat for additional documents if required.

ID.me + USA GA

VERIFY YOUR IDENTITY

There are several options for you to verify your identity and this process only takes a few minutes. You'll only need to verify your identity once.

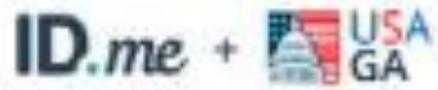
We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry that won't affect your credit score.

Choose a verification method:

- Driver's license or state ID**
Upload photos of your driver's license or state ID and enter your social security number. [Start Now](#)
- Passport**
Upload a photo of your passport and enter your social security number. [Start Now](#)
- Passport card**
Upload photos of your passport card and enter your social security number. [Start Now](#)

[I don't live in the United States](#)

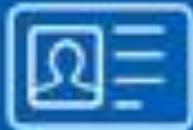
ID.me Step-by-Step Guide



VERIFY YOUR IDENTITY



Choose how to submit photos



 Take a photo with my device

Your mobile device must have a camera and a web browser.

OR

 Upload an image

[Go back](#)

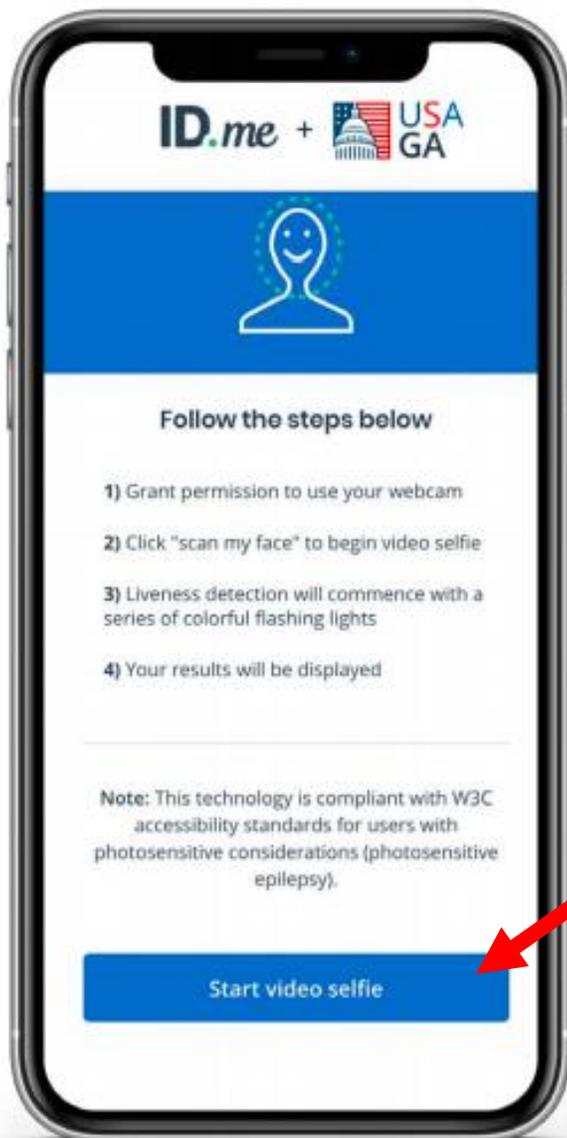


ID.me Step-by-Step Guide

Step 9.

Ask AJCN front desk staff for the camera to take your video selfie.

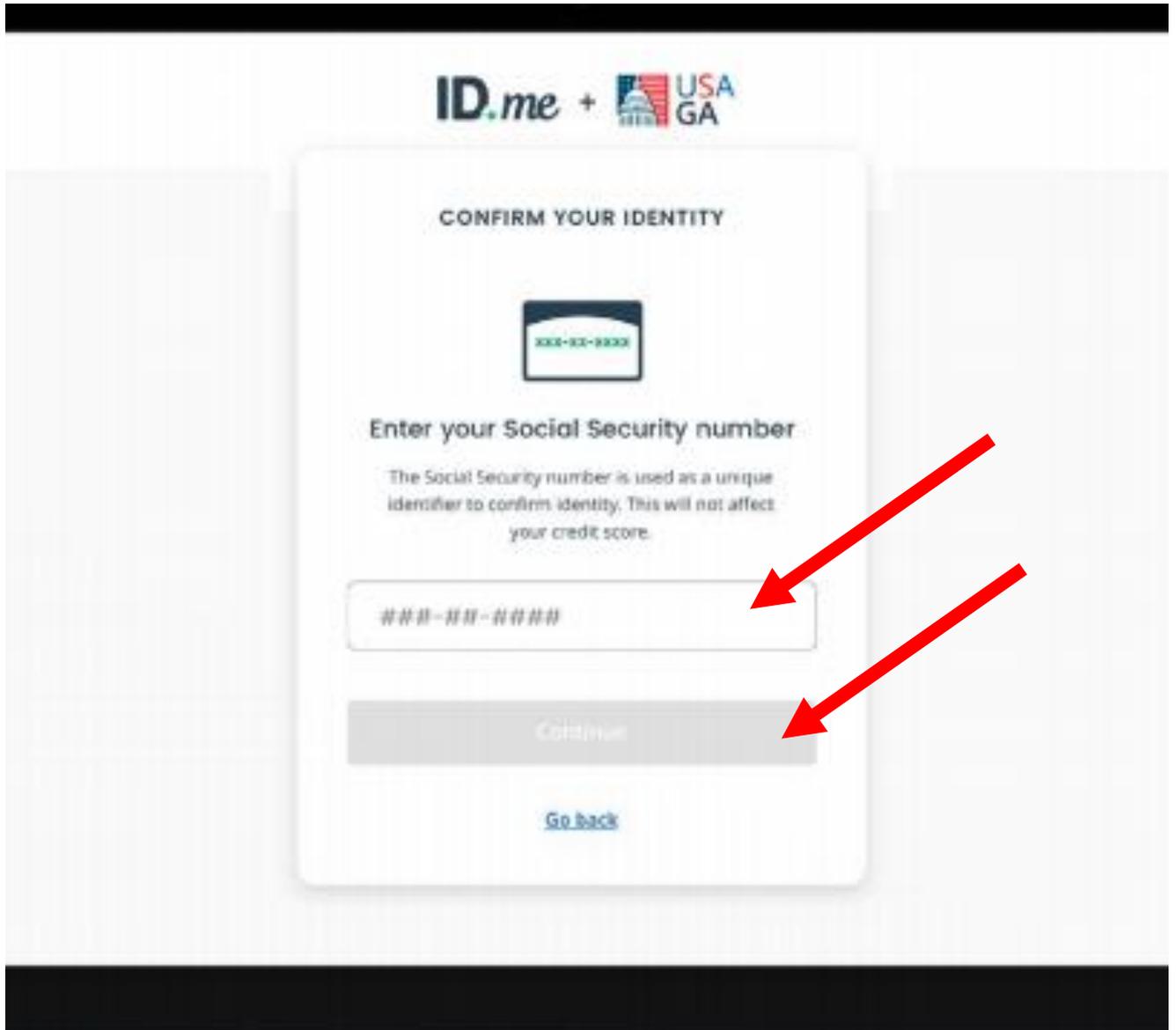
After installing camera click “Start Video Selfie”.



ID.me Step-by-Step Guide

Step 10.

Enter Social Security Number. Then click “continue”.



The screenshot shows a web interface for ID.me + USA GA. At the top, it says "CONFIRM YOUR IDENTITY". Below that is a graphic of a Social Security card with the number "XXX-XX-XXXX". The main heading is "Enter your Social Security number". A subtext explains: "The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score." There is a text input field containing the placeholder "###-##-####". Below the input field is a grey "Continue" button and a blue "Go back" link. Two red arrows point to the input field and the "Continue" button.

ID.me Step-by-Step Guide

Step 11.

Please review your information. If accurate, check the box at the bottom of the page attesting that the information is accurate and then click continue. If information is not accurate, hit the edit buttons to make changes.

ID.me + USA GA

VERIFY YOUR IDENTITY

Progress: 1 2 3 4 5

Confirm your information

We'll verify the information you've entered with details from your credit profile.

What does this mean?

Full legal name [Edit](#)

First name: Covey

Middle name

Last name: Owens

Birth date: 06/30/1972

Current home address [Edit](#)

Street address: 133 Main Avenue Southwest

City: Mclellan

State: VA

Zip code: 22454

Phone

Mobile phone #: (555) 456-7890

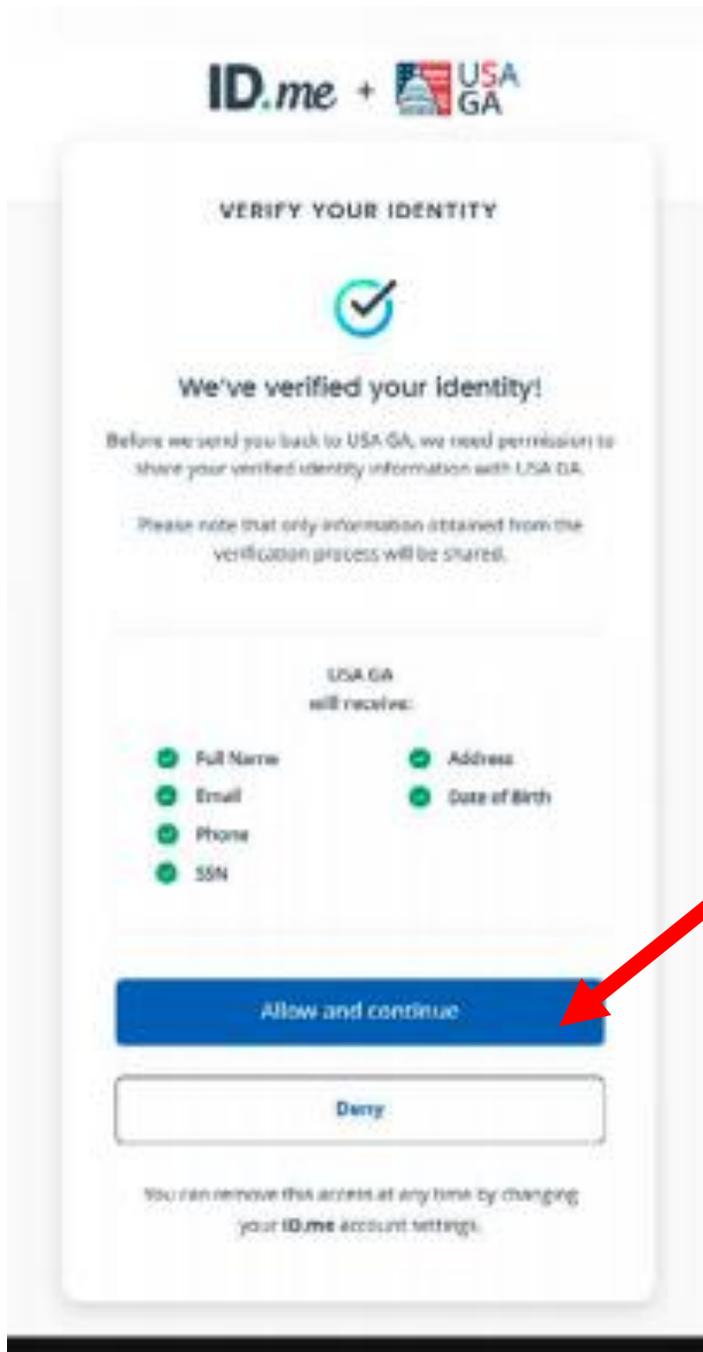
I attest that the information I have provided is correct and accept the use of Fair Credit Reporting Act data to verify my identity.

ID.me Step-by-Step Guide

Final Step:

By clicking “Allow and continue,” ID.me will be able to send your information to your UI account. You should also receive an email stating “We’ve verified your identity!” See below for video call assistance.

Once ID.me verification is completed, please return camera to AJCN front desk staff.



ID.me Step-by-Step Guide

FAQ's:

If you did not click “Allow and Continue” at Final Step:

- Log in to your UI account to be routed to ID.me
- Log in to your ID.me account
- Go to “Sign In & Security”
- Select “Privacy”
- Under “Websites Granted Access” ui.nv.gov will automatically be generated
- Click “Allow” for information to be shared to your UI account

Tip: If displays verification has already been shared with UI.NV please contact UI Claims Center in Northern NV 775.684.0350 or Southern NV 702.486.0350

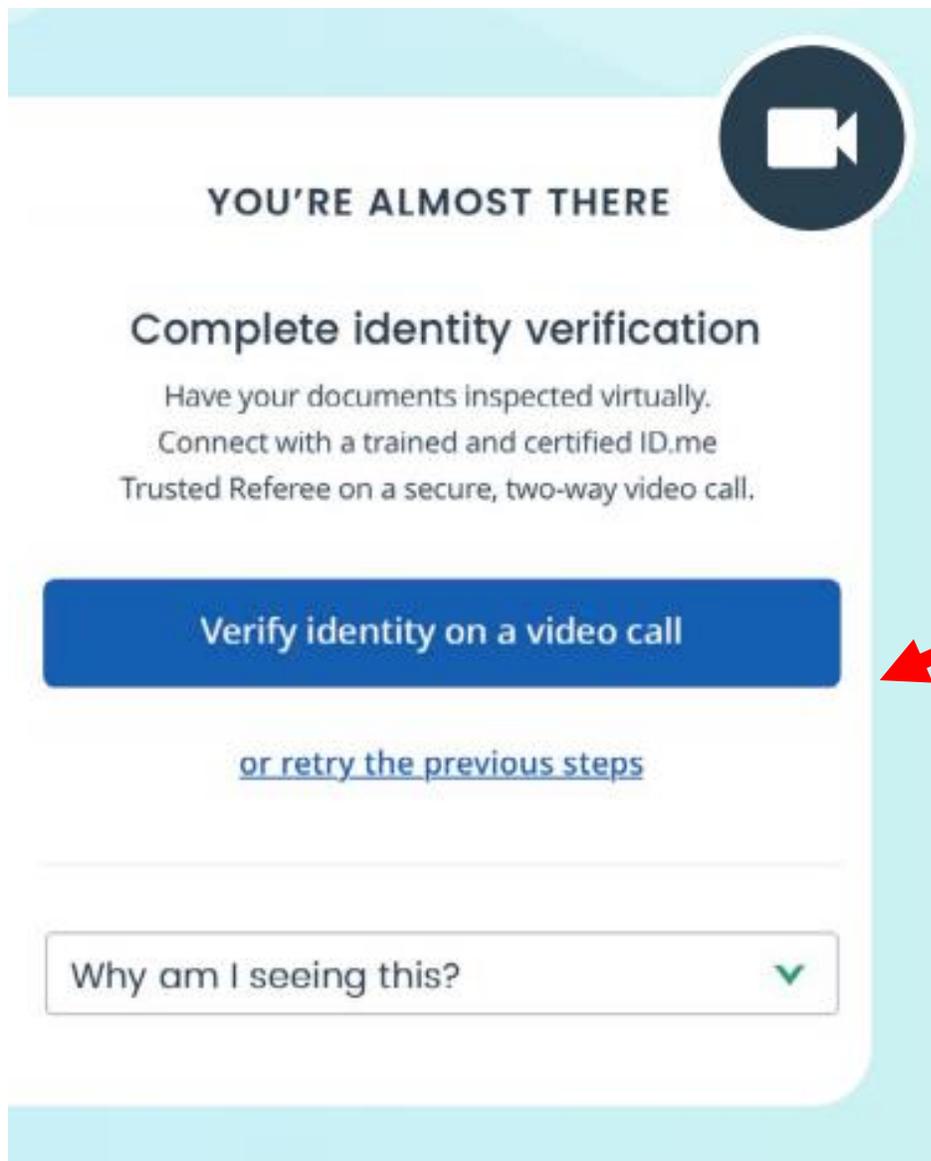
The screenshot shows the ID.me user interface. At the top, there are four tabs: OVERVIEW, PROFILE, SIGN IN & SECURITY, and MY WALLET. The 'SIGN IN & SECURITY' tab is selected and underlined in green. A red arrow points to this tab. On the left side, there is a vertical sidebar with four menu items: Security, Password, Privacy, and Logins. The 'Privacy' item is underlined in green, and a red arrow points to it. The main content area is titled 'Websites Granted Access' and contains a search bar with the placeholder text 'Search Keywords, URLs' and a magnifying glass icon. Below the search bar, there are two columns of headers: 'WEBSITE NAME' and 'ID USED'.

ID.me Step-by-Step Guide

Video Call Assistance:

If your information is unable to be verified you may be required to video chat with an ID.me referee. Click verify identity on a video call and wait for a referee. If advised to meet with an ID.me referee it is best to keep webpage active and occasionally refresh. If you cannot wait for referee at that time, you can relaunch video chat at a different time through ID.me

Once ID.me video call is completed, please return camera to AJCN front desk staff.



ID.me Step-by-Step Guide

Support:

Please visit **help.ID.me:** <https://help.id.me/hc/en-us/requests/new> to submit an email request for assistance if you encounter any of the below scenarios:

- If an account already exists with your email.
- If you are registered with another state.
- If your documents are not being accepted.
- Any additional issues.

For general ID.me FAQ's visit <https://help.id.me/hc/en-us>

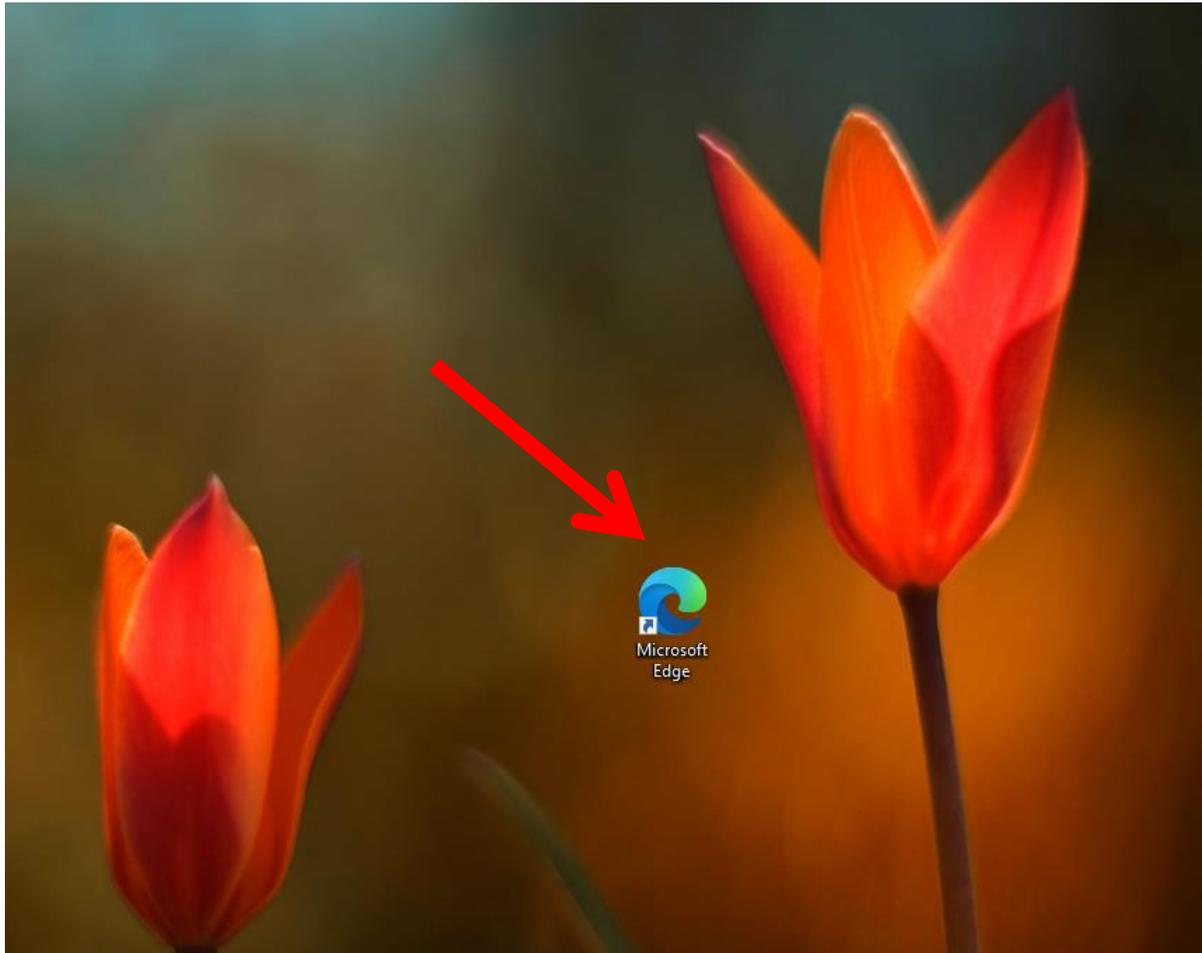
Guide to Log Into your Email Account



Guide to Log Into your Email Account

Step 1.

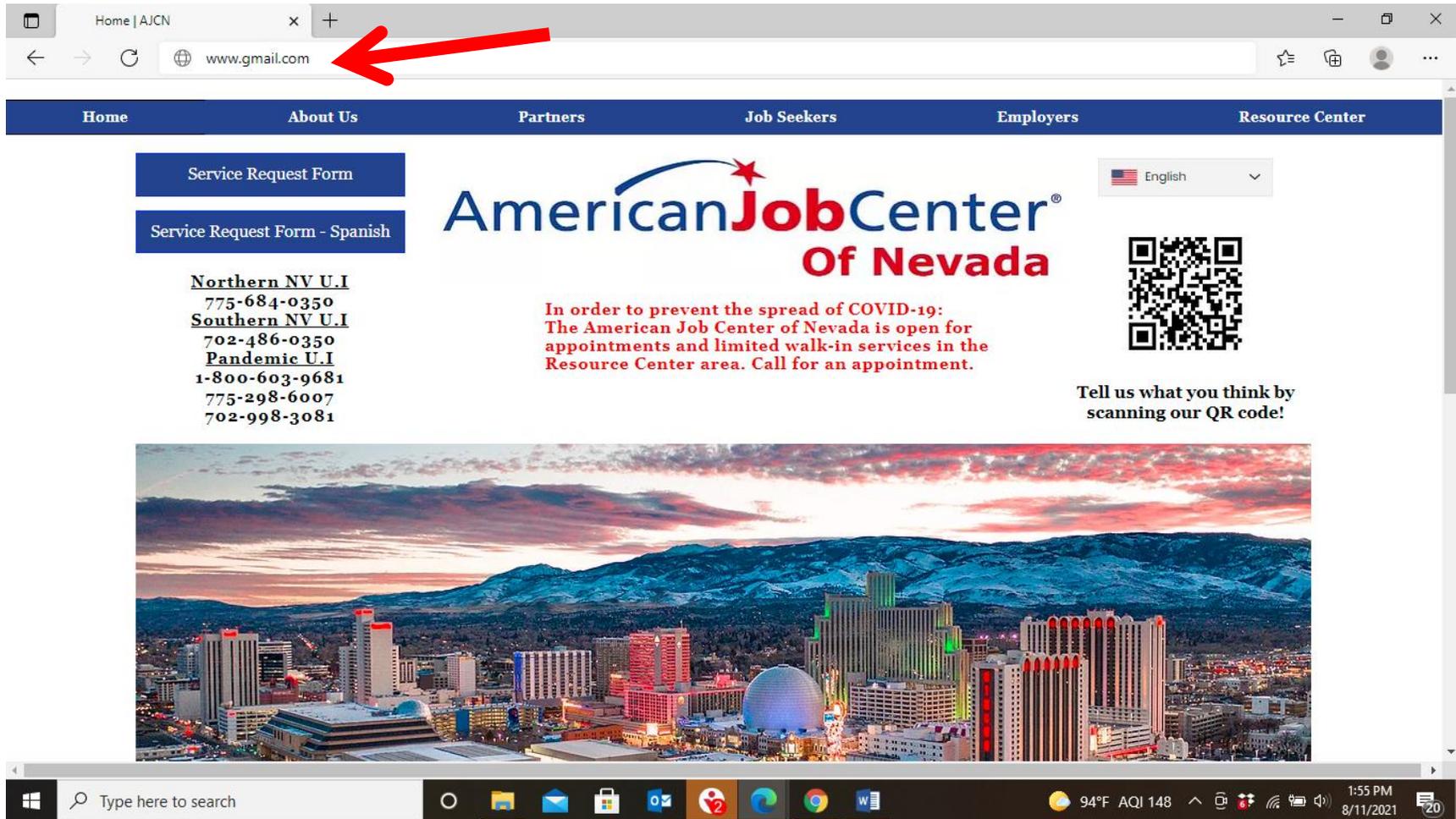
Open internet browser Microsoft Edge.



Guide to Log Into your Email Account

Step 2.

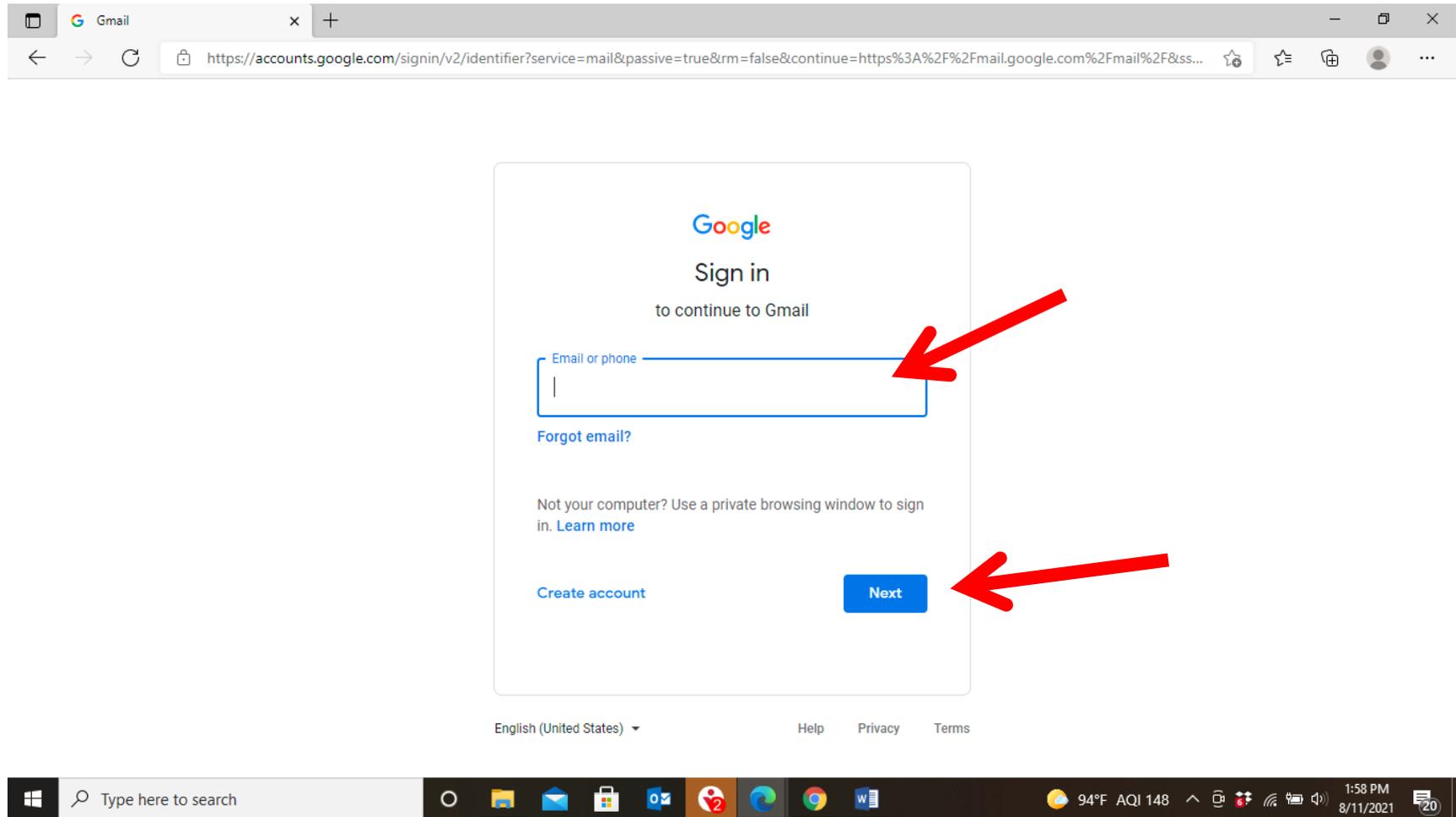
Enter email provider website into search bar, then press enter. Example: www.gmail.com or www.yahoo.com



Guide to Log Into your Email Account

Step 3.

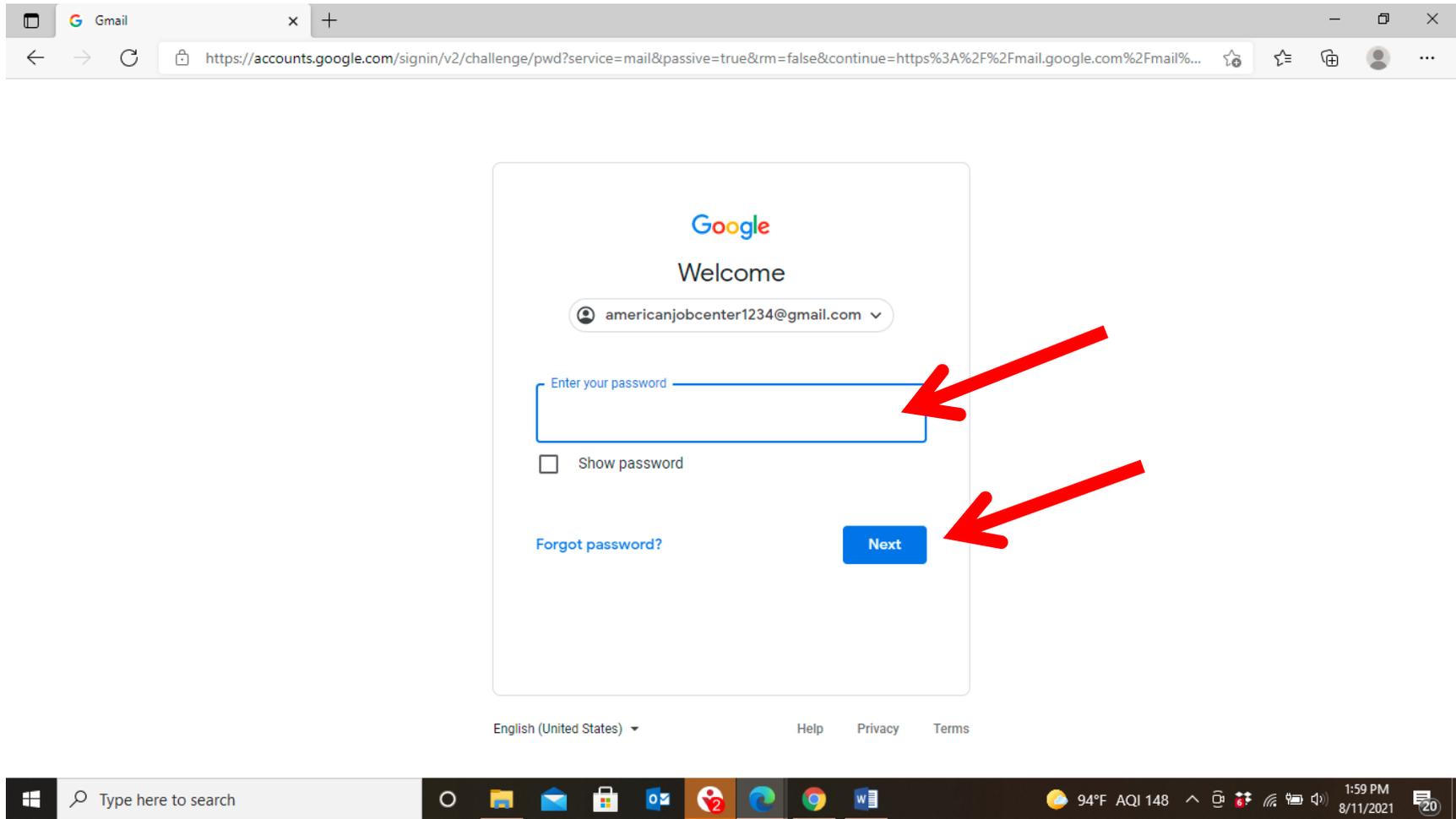
Enter email address and then click “Next”



Guide to Log Into your Email Account

Step 4.

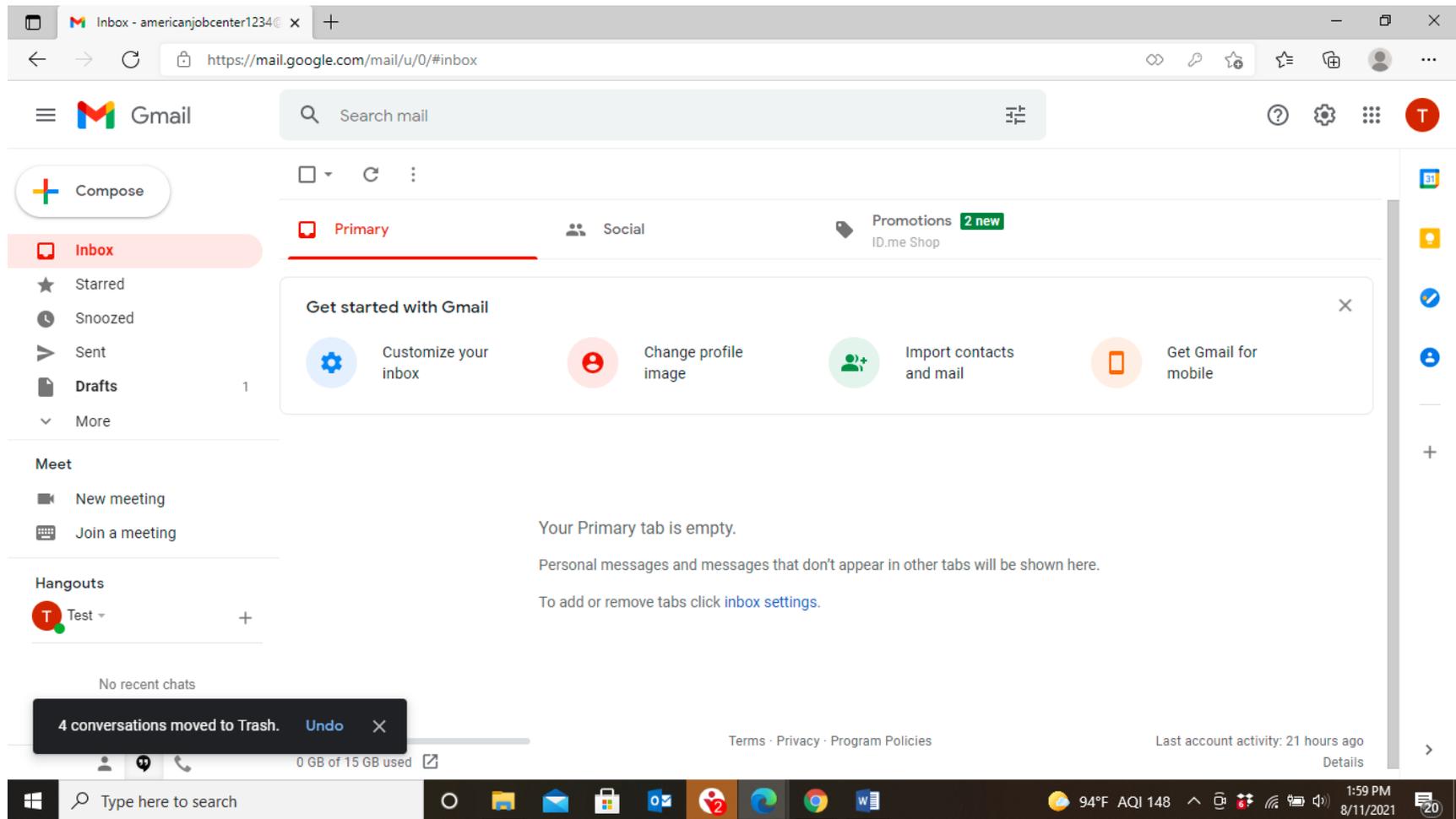
Enter your password then click “Next”



Guide to Log Into your Email Account

Step 5.

You have now logged into your email account.



How to Save a Document from an Email

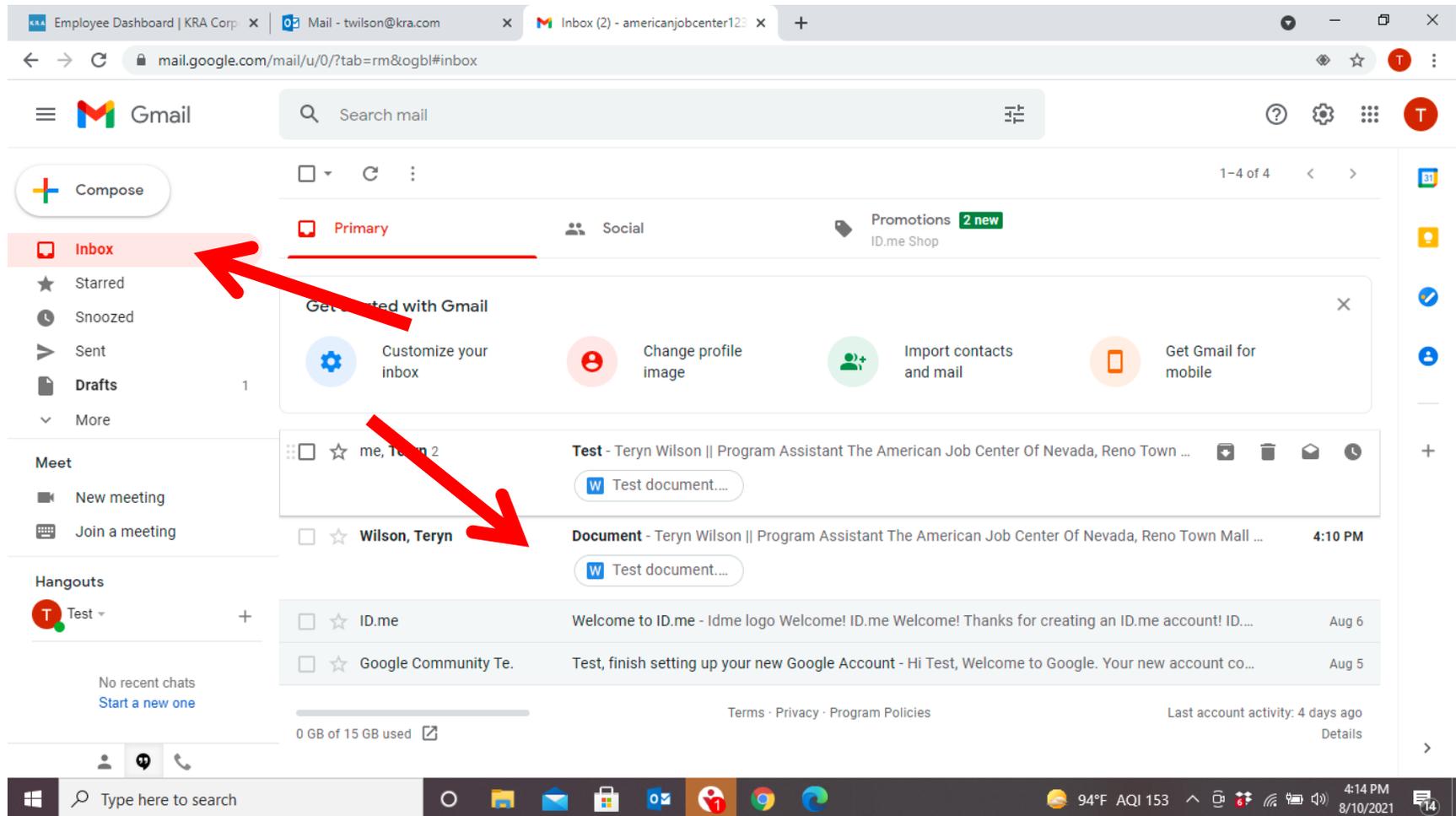


How to Save a Document from an Email

Step 1.

Log into email and open up your inbox. Open the email that contains your document.

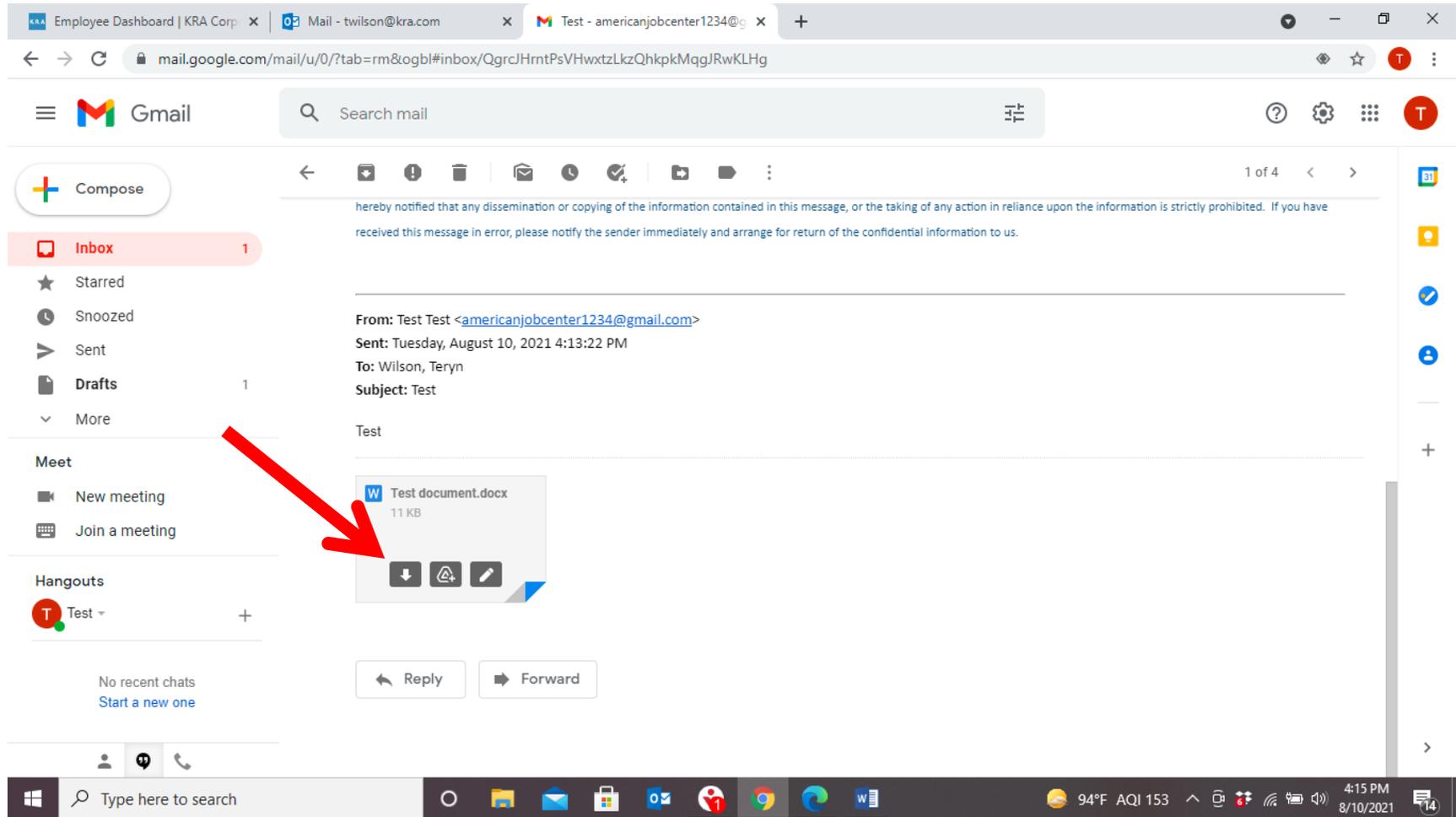
**If you do not know how to log into your email, see guide for logging into emails*



How to Save a Document from an Email

Step 2.

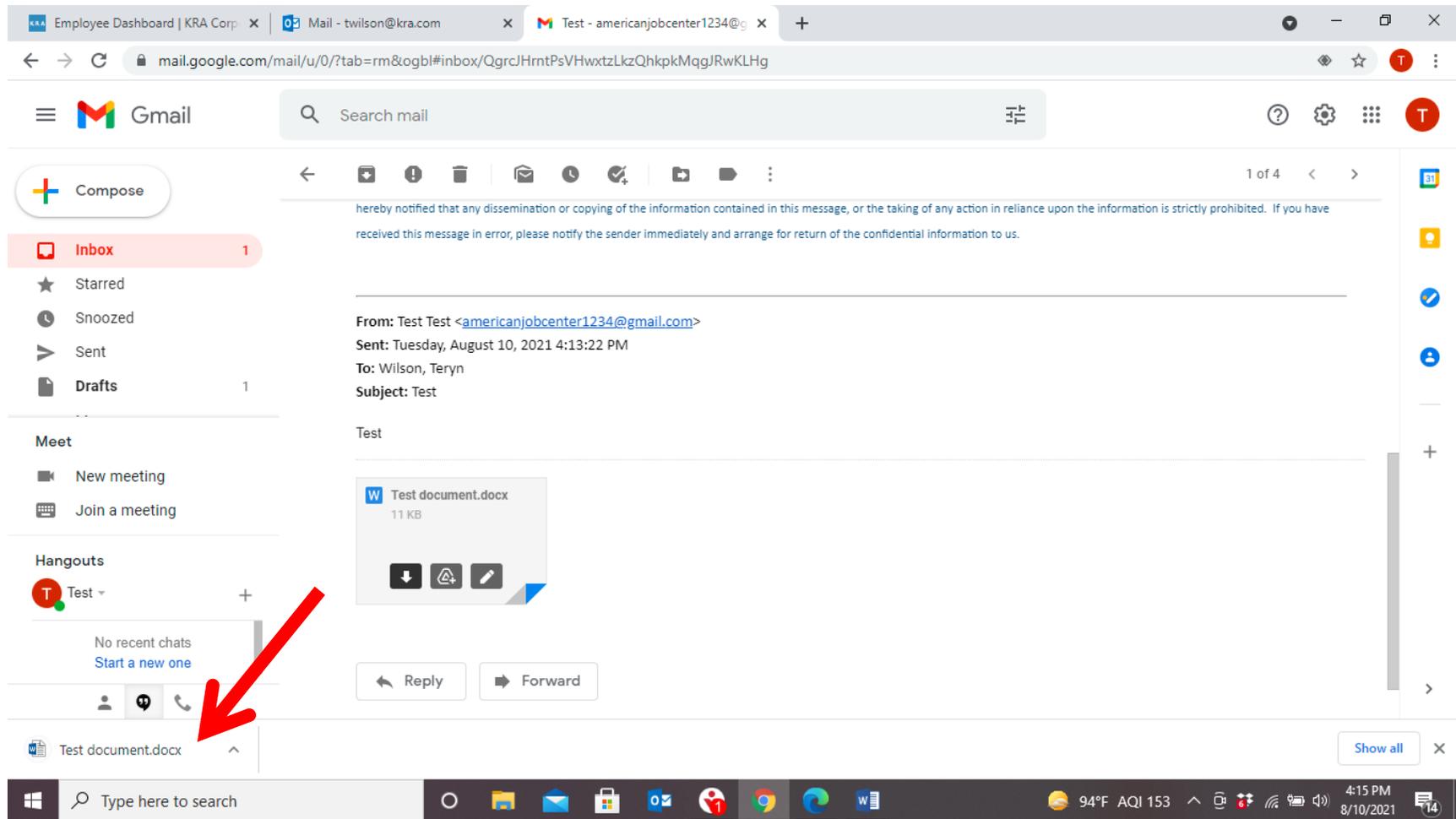
Click the downward arrow to download your document.



How to Save a Document from an Email

Step 3.

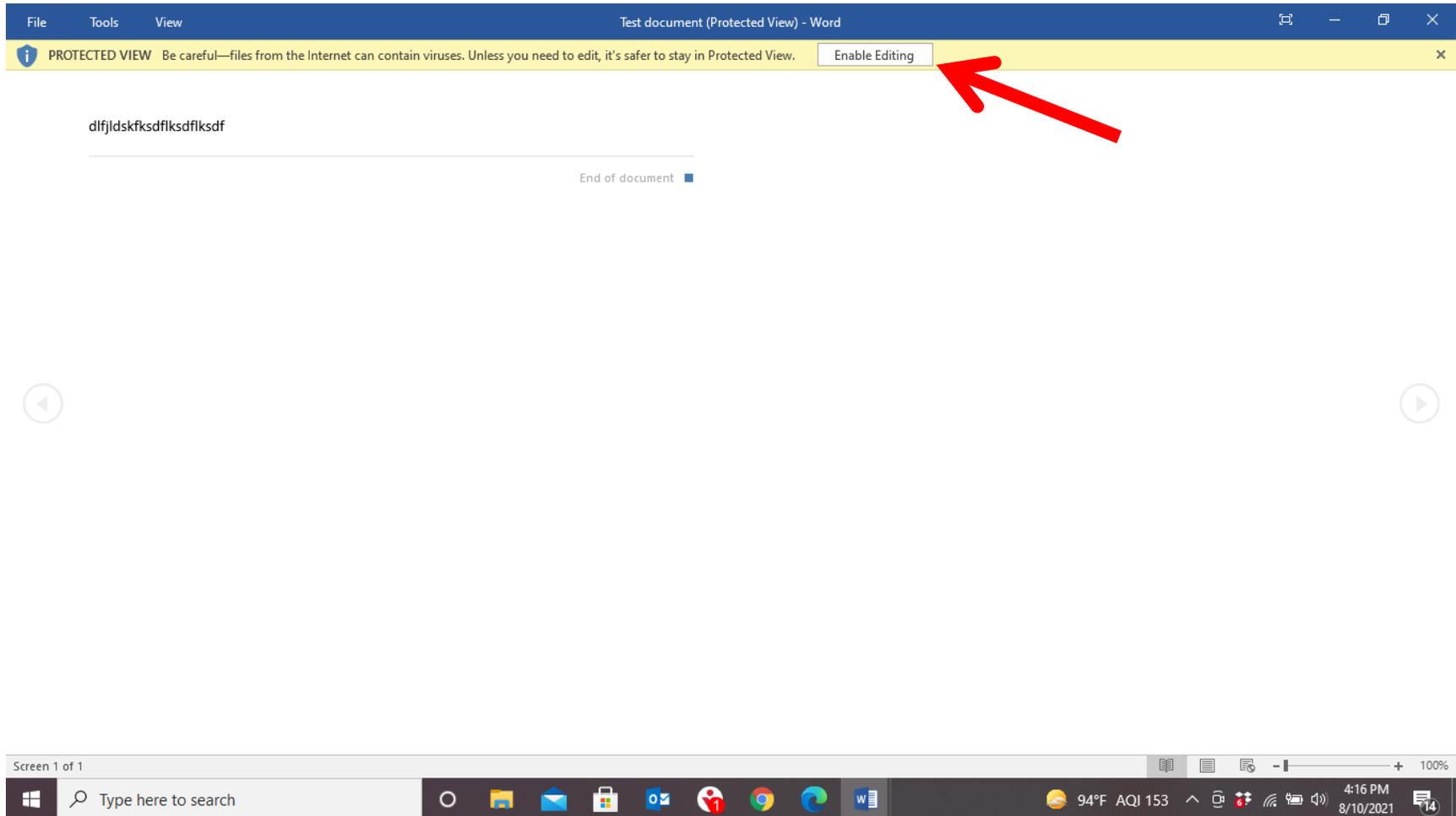
Click the document on the bottom left to open the document when it appears.



How to Save a Document from an Email

Step 4.

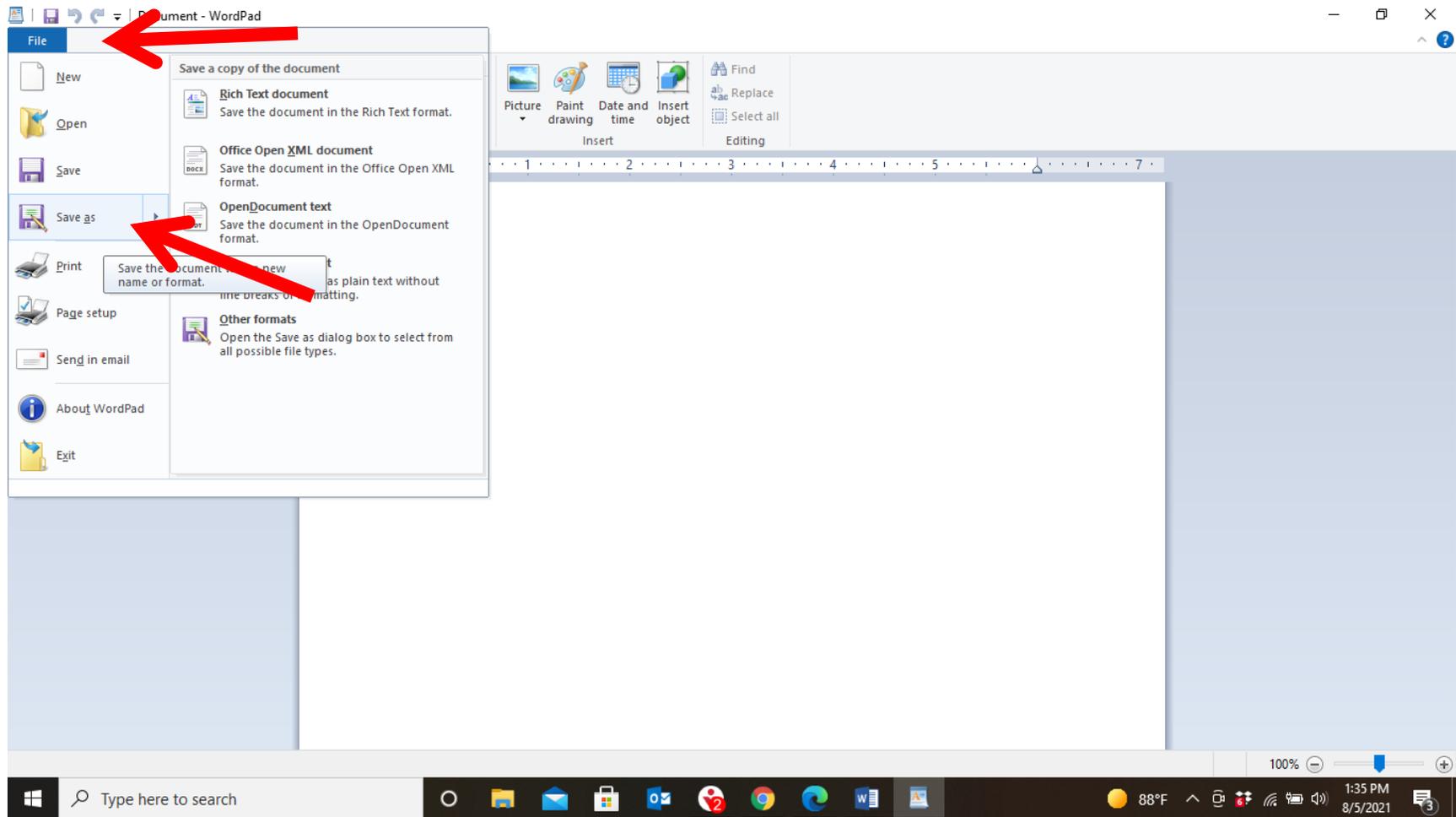
Click the “Enable Editing”



How to Save a Document from an Email

Step 5.

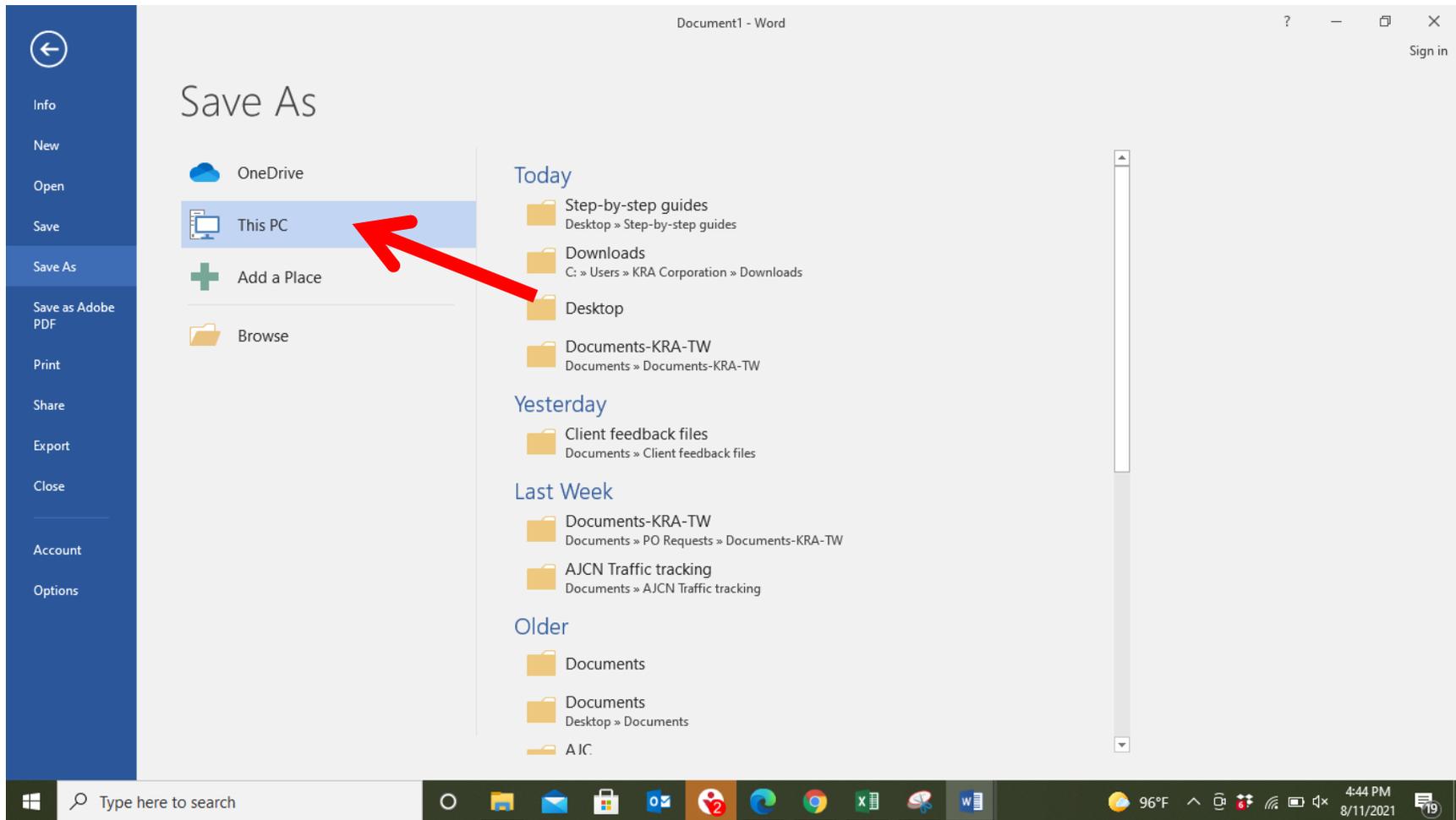
Click “File” then click “Save As”



How to Save a Document from an Email

Step 6.

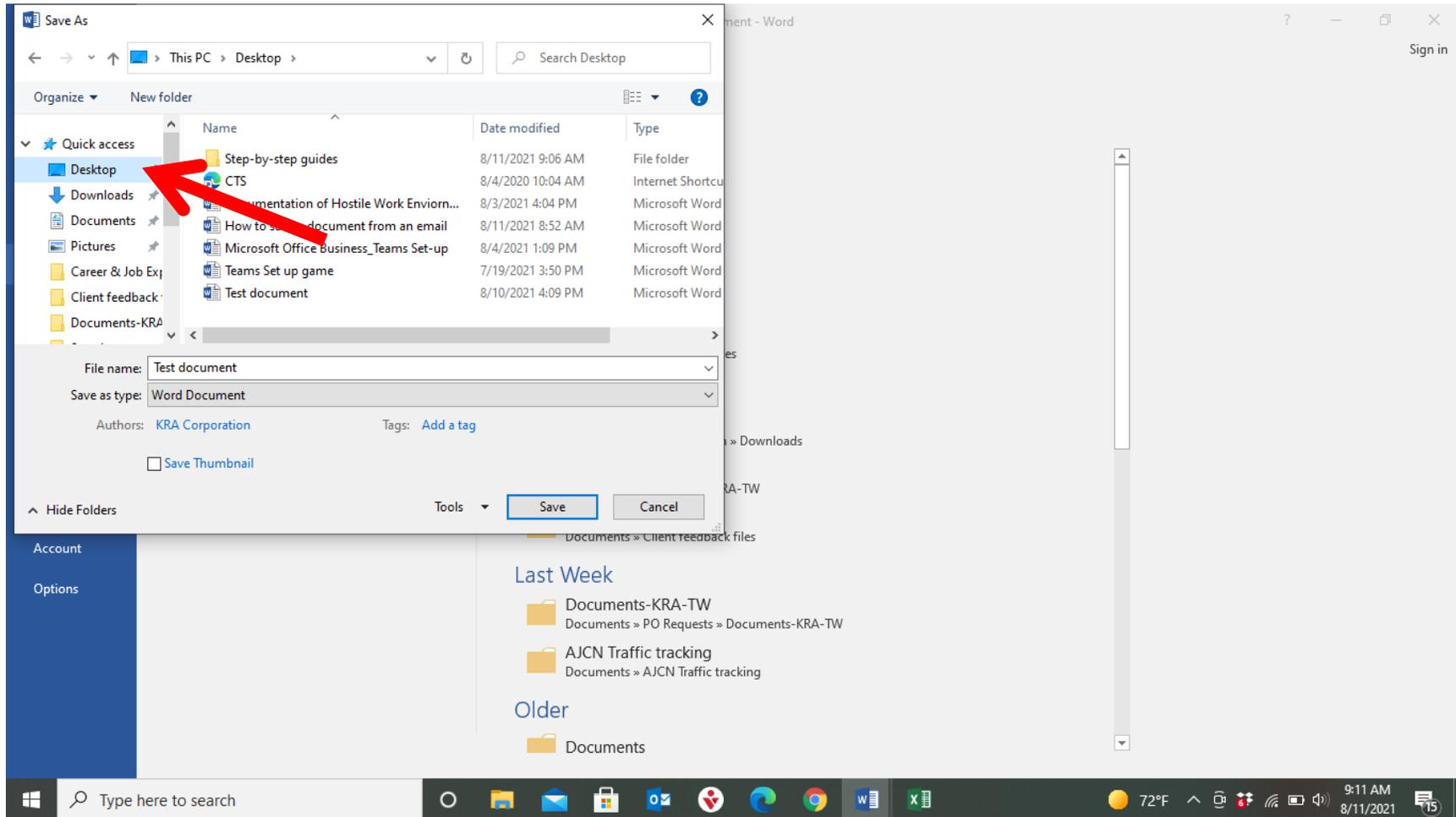
Click “This PC”



How to Save a Document from an Email

Step 7.

Click “Desktop”

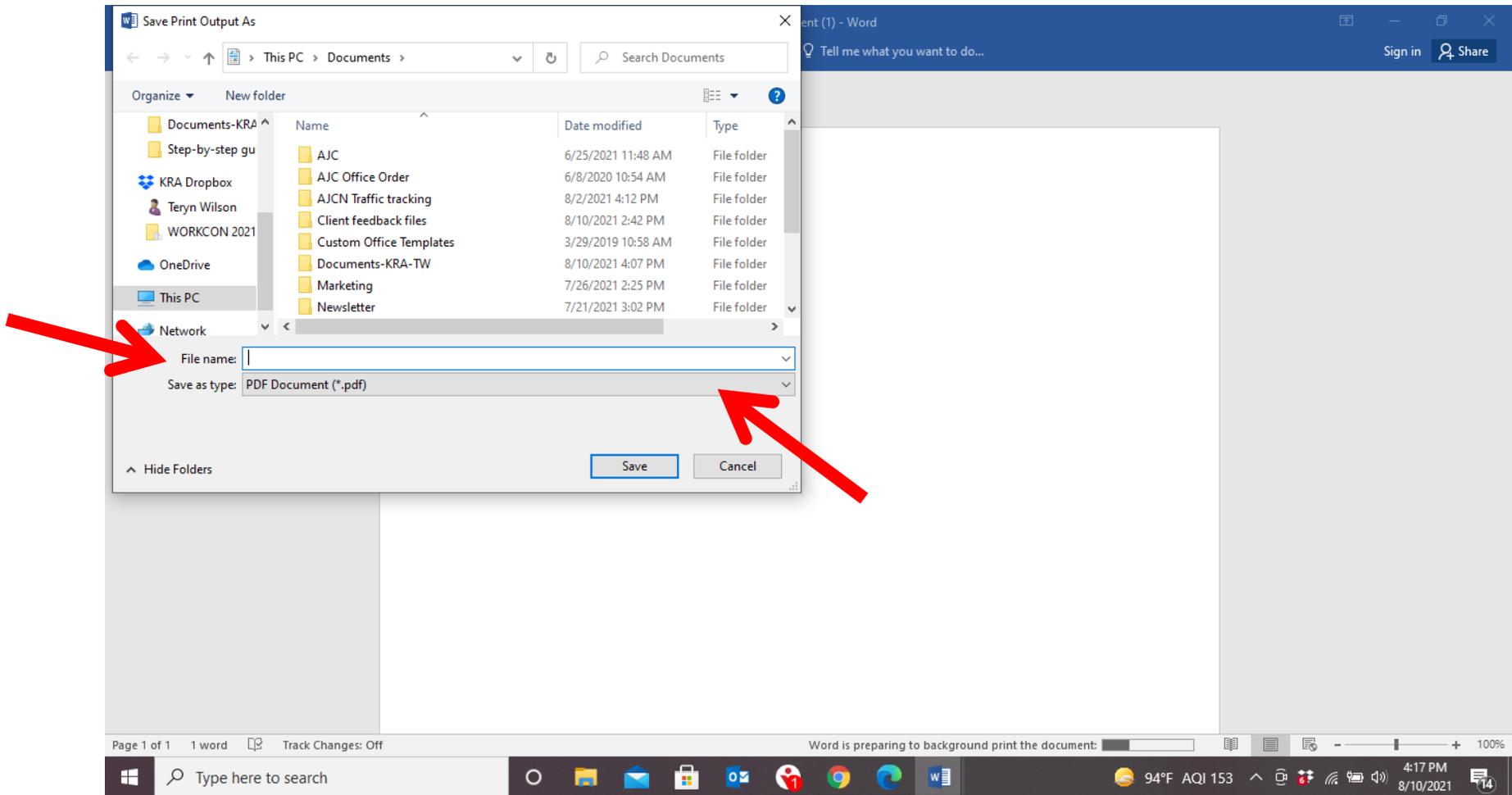


How to Save a Document from an Email

Step 8.

Name your document in “File name”. Change file type as needed: PDF, Word.

Click “Save”



How to Save a Document from an Email

Step 9. Click “Save”

