



Where can I go for help?

[Locate DWSS Offices](#)

Frequently Asked Questions

1. **Why am I having problems connecting?**
 - ACCESS Nevada is available on the Division of Welfare and Supportive Services Home Page (<http://dwss.nv.gov>)
 - Turn off the Pop-Up Blockers. They can interfere with the signing on process.
 - Make sure you have JavaScript enabled in your browser.
 - The preferred browser is Internet Explorer version 6.X or higher.
 - This web application is best viewed using a screen resolution of at least 1024 x 768 pixels.
 - If a "Certificate" message window appears click "Yes" and the sign in process will continue.

2. **What if I have system problems with the online application?**
 - Click on the link to "Locate DWSS Offices" at the top of this page. You will be directed to the "Contact Us - DWSS State of Nevada" web page where you can locate the community resource centers that can assist you in completing the ACCESS Nevada application.

3. **Why can't I submit the application online or print the application?**
 - All mandatory questions (identified by a red *) have to be completed.

4. **Does the completed application need to be printed and mailed or hand delivered to the local office?**
 - The completed application will automatically be submitted for processing by clicking on the "Submit Application Online" button on the "Signature" page of the application.
 - When the "My Applications" page displays, you will have the option to print the application. We recommend that you print a copy of the application for your records.
 - When the "My Applications" page displays, you will have the option to print the verification forms. Once these forms have been completed you can submit them to your local DWSS office.
 - There will be another document that prints with the verification forms. This is a list of required information you will need to bring to your scheduled appointment.

5. **When will an appointment be scheduled?**
 - Once the "Submit Application Online" button has been selected on the "Signature" page, the application will be forwarded to a Division of Welfare and Supportive Services office for processing.
 - If you applied for Medical Assistance only, you will be notified by mail of required verifications; no appointment is needed.
 - If you applied for TANF or the Supplemental Nutrition Assistance Program (SNAP) you will receive an appointment letter within 10 days.