Account Assistance for Birth Defect Reporters

Nebraska NX System (NE DHHS Vital Records Electronic Registration System)

Version 1.0

Last Updated: 08MAY2025

Accessing the Password Management System

Begin by navigating to the Nebraska NX system login page at https://vrers-dhhs.ne.gov/websvcvrers; from the login page, click the "Reset password" button at the bottom of the login dialogue box.

You will land on the DHHS External Password Management System, the platform for performing account maintenance in the NX System. Enter your User ID and, after reviewing the Privacy Policy & Terms of Use, click "I Agree".
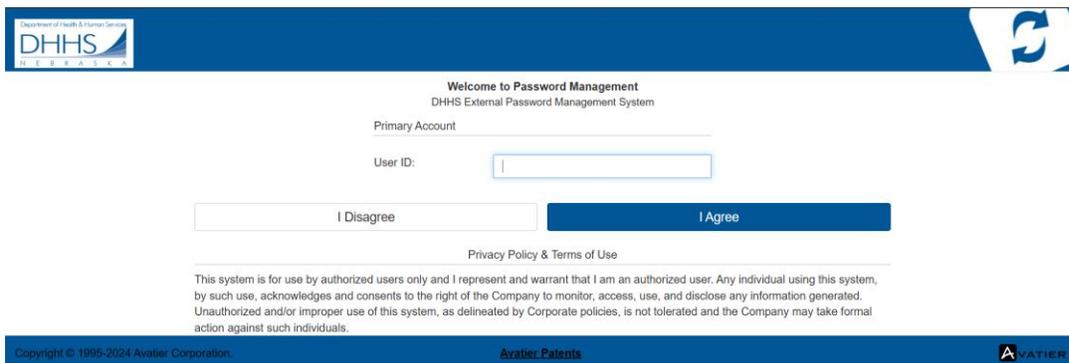
Once in the Password Management System, you will have four links available to you: "Forgot/Change Password", "Unlock Account", "Account Information", and "Enrollment".
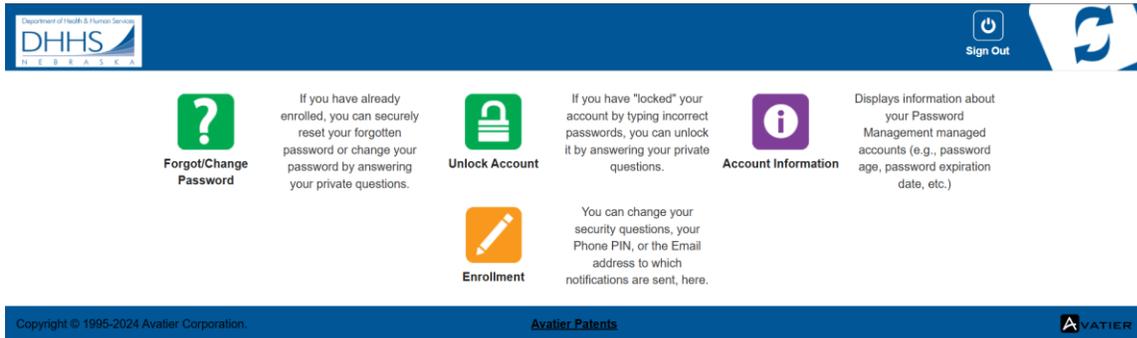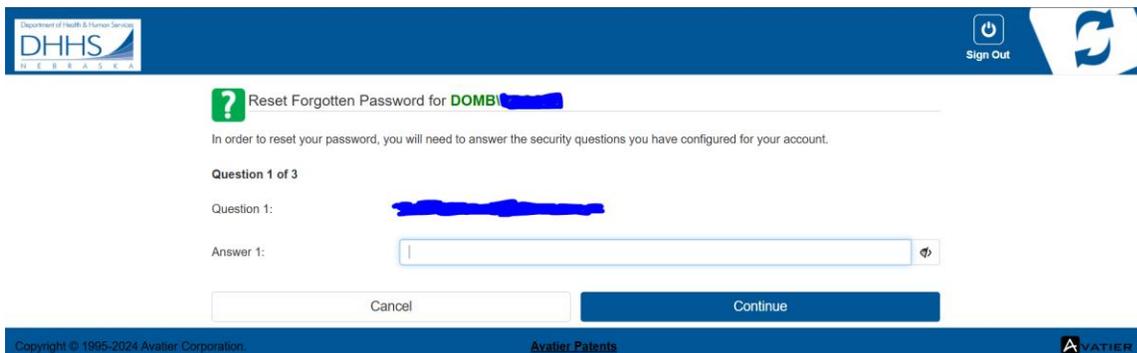

Changing Your Password

In the instance that you have forgotten your password, your password has expired, your password is no longer secure, etc., you will need to click the "Forgot/Change Password" button to set a new password.
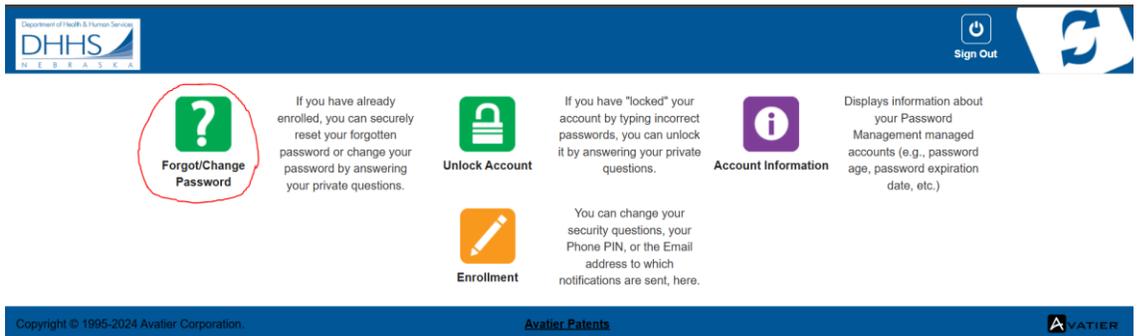
Before changing your password, you will need to answer the three security questions you set during the original account setup process (see "Changing Your Security Questions" section for help resetting these three questions).

After successfully answering your security questions, you will be directed to set a new password for the NX system. Please keep in mind that the criteria for this password are **very strict**; your password must be at least 16 characters in length, and contain at least three of the four following character types:

- An upper-case letter
- A lower-case letter
- A number
- A special character (i.e. @#$%)

Enter your password and re-enter it to confirm, then press the "Continue" button.

If your password **does not** meet the requirements as previously discussed, you will receive the following error screen and your password will not be reset; you will also receive an email notifying you of a failed attempt to reset your password.

If your password **does** meet the requirements as previously discussed, you will see the following screen confirming your password was reset; you will also receive an email confirming your password was reset. You can now use your new password to access the Nebraska NX system at https://vrers-dhhs.ne.gov/websvcvrers.
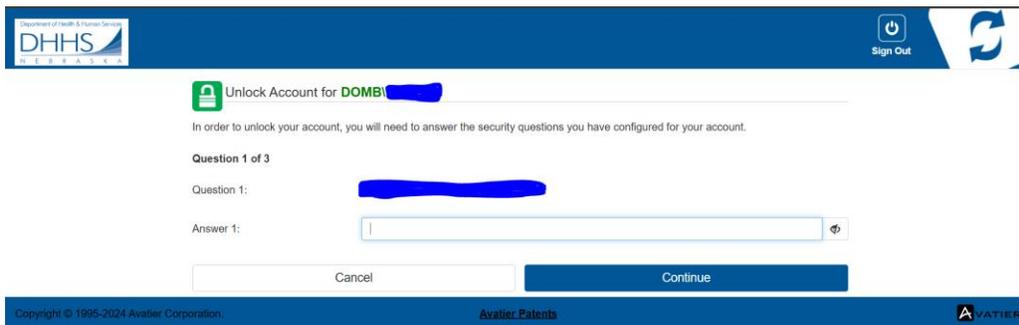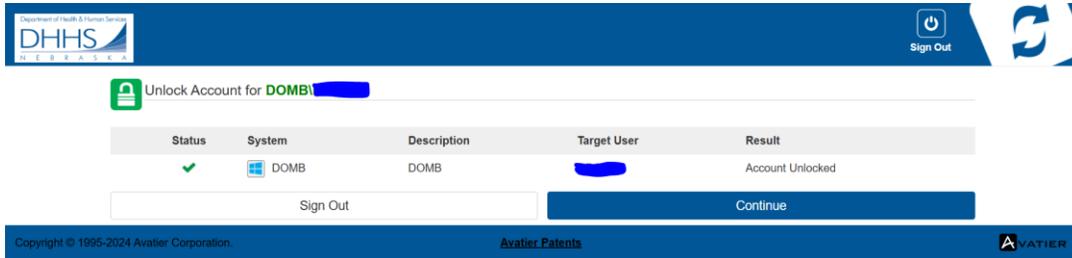

Unlocking Your Account

Though not common, your NX account may become locked and inaccessible due to inactivity, too many failed login attempts, etc., and can subsequently only be unlocked by accessing the "Unlock Account" feature in the Password Management system.
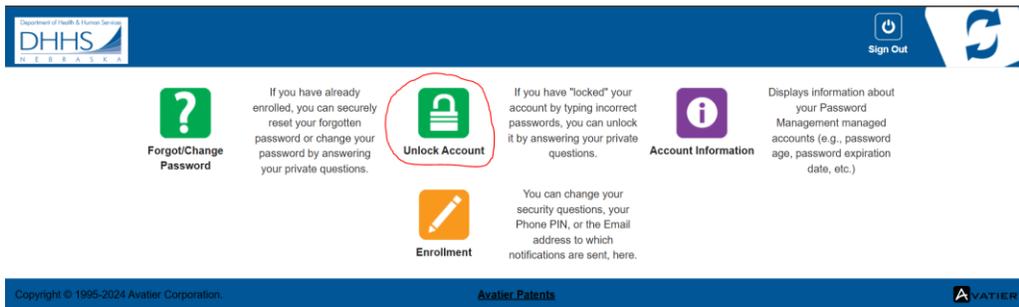
Before unlocking your account, you will need to answer the three security questions you set during the original account setup process (see "Changing Your Security Questions" section for help resetting these three questions).

A successful account unlock will result in the following screen; you will also receive an email notifying you that your account has been unlocked. You can now access the Nebraska NX system with your normal credentials.


NOTE: You can check whether your account is locked by accessing the "Account Information" feature; see the "Reviewing Your Account Information" section.

Changing Your Security Questions

If you want to reset your security questions to make updating your password or unlocking your account easier in the future (or for any other reason), you can change these questions in the "Enrollment" feature.
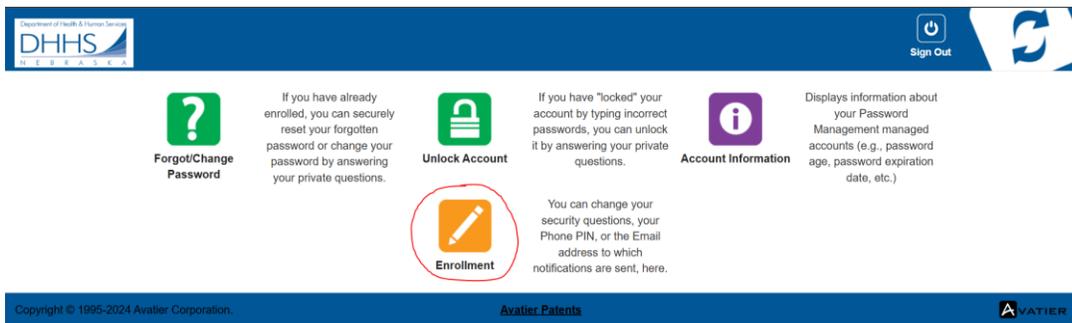
You will need to enter your password to make any changes to your security questions.
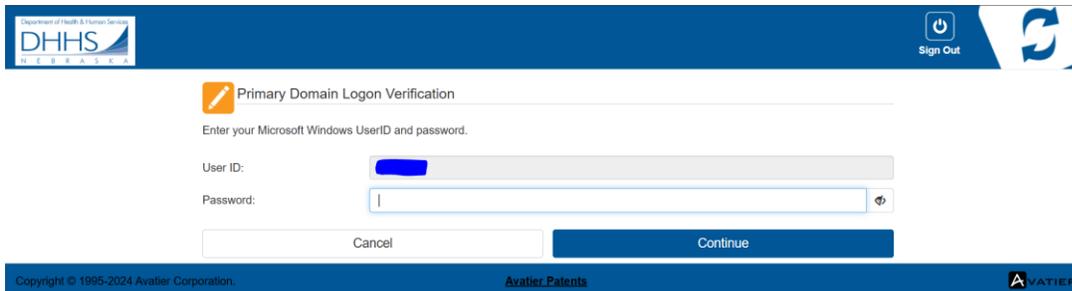
After entering your password correctly, you will be able to select new security questions and input the corresponding answers on the enrollment page. Pressing "Continue" after making your adjustments will finalize those changes.

Whether or not any changes are made, the following screen will appear confirming your enrollment details were saved. You will also receive an email regarding this.

Reviewing Your Account Information

You can review key information regarding your account at any time by accessing the "Account Information" feature of the Password Management system.

Before viewing your account information, you will need to answer the three security questions you set during the original account setup process (see "Changing Your Security Questions" section for help resetting these three questions).

In "Account Information", you'll be able to see important information such as if/when your account expires, if your account is disabled or locked (see "Unlocking Your Account" section), when your password will expire, and more!