



Partner Advisory Group FAQs

December 2022

Q: What is the iServe Nebraska Explore Benefits tool?

A: The iServe Nebraska Explore Benefits tool is a completely anonymous, mobile-friendly, pre-screening tool that will assist Nebraskans in identifying benefits for which they may qualify.

Q: When will the Explore Benefits tool be available?

A: January 27, 2023.

Q: Where do I find the iServe Nebraska Explore Benefits Tool?

A: On the iServe Nebraska Portal home page: <https://iserve.nebraska.gov/>

Q: If I am assisting someone to determine their eligibility and apply, will I be directly linked to the iServe Nebraska application from the Explore Benefits results page?

A: Not yet. The Explore Benefits tool will provide information about benefits for which a potential applicant may qualify. Once complete, the applicant will be routed to ACCESSNebraska to complete a benefits application.

Q: When will the iServe Nebraska integrated application be available?

A: Summer of 2023.

Q: Is there a limit to the number of household members I can input when completing the Explore Benefits questionnaire?

A: No. You can add as many additional household members as applicable.

Q: Are you required to set up an account to use the Explore Benefits tool?

A: No. You can use the Explore Benefits tool as a guest. You do not need to login or create an account.

Q: What reading level is the iServe Nebraska Portal developed for?

A: The iServe Nebraska Portal has been developed with a guideline of fifth-grade reading level and the use of 'plain language' where possible. There are areas where government policy requires language that does not fit this pattern.

Q: What are password requirements for an account on the iServe Nebraska Portal?

A: Passwords must be between 12 and 64 characters, contain at least one lower case letter, at least one number, and at least one special character. User names can be values or an email. The applicant may use their existing ACCESSNebraska user name and password if it was converted successfully. Accounts that do not migrate because they no longer meet the user name and password standards will be prompted to create a new account.

Q: What about phantom accounts? i.e. one person setting up multiple accounts?

A: There is no rule against having multiple accounts, though each applicant's identity will be verified as part of the application process. We are also conducting penetration testing to ensure that no viruses or strings of code are entered into the system.

Q: How will the system verify I am actually a human? CAPTCHA?

A: We use ReCAPTCHA – a service that helps protect websites from spam and viruses.

Q: How many languages will be available on the Portal?

A: The first release of the Portal will be available in English and Spanish. We will add more languages in later versions of the Portal. Once on the Portal, the option to change from English to Spanish is located at the bottom of the screen on the homepage.

Q: How will translation services be provided?

A: When we go live, the Portal will be available in English and Spanish. The Call Center will also be available to help individuals with various other languages.

Q: If a language other than English is chosen, will future correspondence be in that language?

A: Your selected correspondence preference is recorded in the benefits eligibility system (N-FOCUS) and is referenced by your case worker. Ongoing correspondence from that system is supported in English and Spanish.

Q: Will the iServe Nebraska Portal be user friendly?

A: Our goal is to create a better experience for Nebraskans and build a system that is user friendly, seamless, and easy to navigate. We have been incorporating feedback from community partners and Nebraskans as we go along to ensure we meet that goal.

Q: How would this work for people who don't have phones or computers?

A: Nebraskans can come to a community partner organization to contact the DHHS Call Center who will assist them with accessing the Portal. Or they can call the call center directly. It is also possible for them to use their community partner's contact information as their own.

Q: What options are there for applicants who don't know how to read or write and/or have language challenges?

A: Nebraskans have the option to come into any State local office for in-person assistance. The individual or community partner can also send an email to DHHS or contact the Call Center for assistance on the individual's behalf.