



iServe Nebraska Update

Dear Community Partners:

Phase 1 of the iServe Nebraska Portal homepage launched on April 25, 2022, providing Nebraskans and community partners the opportunity to become familiar with the look and feel of the new benefit application homepage and account management features. In addition, the project team successfully moved more than 250,000 existing ACCESSNebraska user accounts to iServe Nebraska. This ensures that Nebraskans can login with their same user ID and password.

Since this initial launch, the project team continue to improve the benefit application in order to prepare for future releases. Accomplishments over the last few months include:

- Completed Spanish translations to ensure that users can view all Portal information in English and Spanish.
- Corrected a formatting error that impacted users with Apple mobile devices accessing iServe Nebraska via Safari or Chrome.
- The “Continue a Saved Application” link on the Account Profile page is now correctly routing users to ACCESSNebraska to complete their draft application.
- The “More Resources” section has been updated to show the correct name and website information for the 988 Suicide Lifeline.

Although the number of issues identified have been minimal, the project team has worked to address issues as quickly as possible while continuing to focus on the development of the combined application that will be available when Phase 2 is launched.

What’s Next?

The project team is working on benefit discovery, which will replace the current “Do I Qualify” process and further streamline the number of questions Nebraskans answer to identify benefits for which they may qualify.

Phase 2 is scheduled to be released mid-2023 and will open the iServe Nebraska benefit application to a select group of community partners. Keep an eye out for more information coming soon!

Questions? Contact us at iServeNebraskaOCM@nebraska.gov.