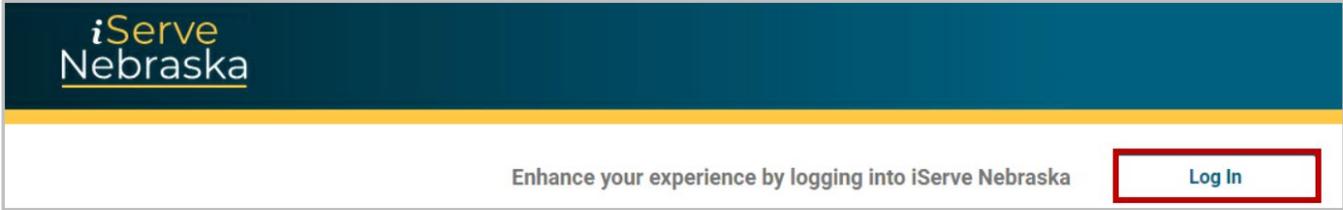


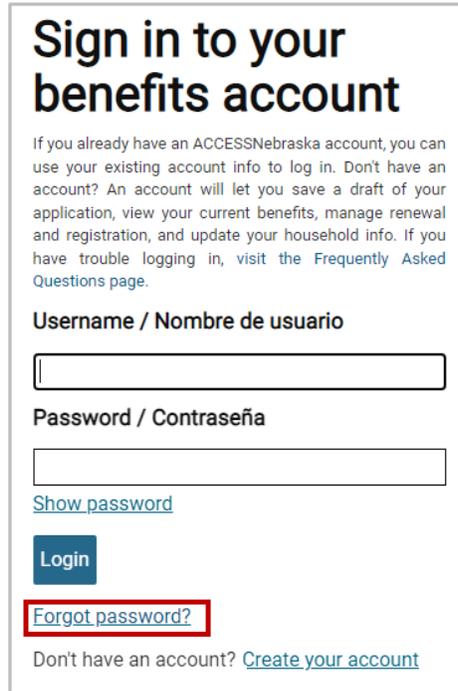
HOW TO RESET YOUR ISERVE NEBRASKA PORTAL PASSWORD

Description: Users who forget their password can access the Portal and reset their own password.

This quick guide provides step-by-step guidance on how to reset your password on the iServe Nebraska Portal.

Step #	Procedure
1.	<p>Access the iServe Nebraska Portal landing page directly from the DHHS homepage at https://www.dhhs.ne.gov/.</p> 
2.	<p>Click the Log in button.</p> 

3. Click **Forgot Password**.



Sign in to your benefits account

If you already have an ACCESSNebraska account, you can use your existing account info to log in. Don't have an account? An account will let you save a draft of your application, view your current benefits, manage renewal and registration, and update your household info. If you have trouble logging in, visit the [Frequently Asked Questions](#) page.

Username / Nombre de usuario

Password / Contraseña

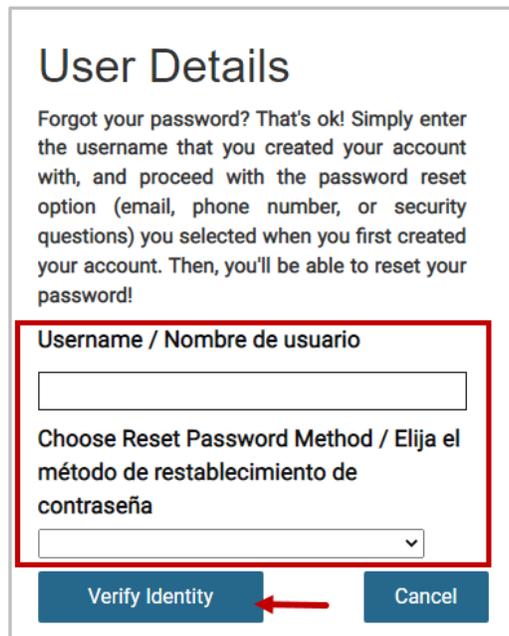
[Show password](#)

Login

[Forgot password?](#)

Don't have an account? [Create your account](#)

4. Enter your username or email address, select your reset password method, then click **Verify Identity**.



User Details

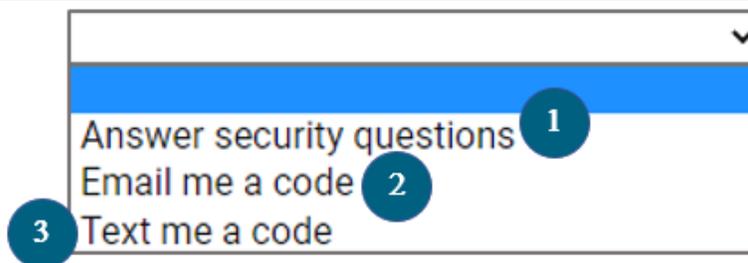
Forgot your password? That's ok! Simply enter the username that you created your account with, and proceed with the password reset option (email, phone number, or security questions) you selected when you first created your account. Then, you'll be able to reset your password!

Username / Nombre de usuario

Choose Reset Password Method / Elija el método de restablecimiento de contraseña

Verify Identity **Cancel**

Note:



1. **Answer security questions:** You will be asked to answer the three security questions you selected for your account.
2. **Email me a code:** A code will be sent to the email address you entered on your account.
3. **Text me a code:** A code will be sent to the phone number you entered on your account.

Step #	How to verify your account using the security questions method
<p>1.</p>	<p>If you opted to Answer Security Questions, you will be prompted to answer the three security questions on your account, then click Continue.</p> <div data-bbox="513 403 1149 884" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: 80%;"> <p>Username / Nombre de usuario</p> <input type="text"/> <input type="text"/> <p>Your answer to the security question. / Su respuesta a la pregunta de seguridad.</p> <input type="text"/> <div style="display: flex; justify-content: space-between; align-items: center;"> Continue Cancel </div> </div>
<p>2.</p>	<p>If you enter the answers correctly, you will be taken to a confirmation page. Click Continue. Enter a new password and confirm that password, then click Continue.</p> <div data-bbox="498 1003 1162 1388" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: 80%;"> <p>New Password / Nueva contraseña</p> <input type="password"/> <p>Confirm New Password / Confirmar nueva contraseña</p> <input type="password"/> <div style="display: flex; justify-content: space-between; align-items: center;"> Continue Cancel </div> </div> <p>Note: Password Criteria: Your new password must conform to specific restrictions:</p> <ol style="list-style-type: none"> 1. Your password cannot contain the phrase 'huskers' or 'password'. 2. Your password must be between 12 and 64 characters. 3. Your password must contain the following: 4. an uppercase letter 5. a number 6. a special character
<p>3.</p>	<p>Once you have selected a new password, you will be prompted to login with that new password.</p>

Step #	How to verify your account using the email method
1.	<p>If you opted for “email me a code,” you will be asked to verify your email address in order to receive the code. Click Send verification code and the code is sent to your email address.</p> <div data-bbox="467 405 1195 787" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: 80%;"> <p>Verified Email Address / Dirección de correo electrónico verificada</p> <input data-bbox="500 541 1003 594" type="text" value="dhxxxxxxxx@nxxxxxxxxx"/> <div data-bbox="483 604 797 688" style="border: 2px solid red; padding: 5px; display: inline-block; margin: 5px 0;">Send verification code</div> <div data-bbox="500 709 686 762" style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin: 5px 0;">Continue</div> <div data-bbox="1076 709 1162 741" style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin: 5px 0;">Cancel</div> </div>
2.	<p>Enter the code received in the Verification Code box and click Verify code.</p> <div data-bbox="500 867 1162 1354" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: 80%;"> <p>Verification code has been sent. Please copy it to the input box below.</p> <p>Verified Email Address / Dirección de correo electrónico verificada</p> <input data-bbox="548 1035 1003 1077" type="text" value="dhxxxxxxxx@nxxxxxxxxx"/> <p>Verification Code / Código de verificación</p> <input data-bbox="548 1150 1003 1192" type="text"/> <div data-bbox="532 1203 699 1276" style="border: 2px solid red; padding: 5px; display: inline-block; margin: 5px 0;">Verify code</div> <div data-bbox="743 1224 914 1255" style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin: 5px 0;">Send new code</div> <div data-bbox="548 1287 784 1339" style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin: 5px 0;">Continue</div> <div data-bbox="1060 1287 1146 1329" style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin: 5px 0;">Cancel</div> </div> <p>Note: You can also click “Send New Code” if the email does not appear.</p>
3.	<p>If your verification is successful, you will be taken to the following page. Click Continue.</p> <div data-bbox="451 1491 1211 1854" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: 80%;"> <p>The code has been verified. You can now continue.</p> <p>Verified Email Address / Dirección de correo electrónico verificada</p> <input data-bbox="492 1665 1024 1717" type="text" value="dhxxxxxxxx@nxxxxxxxxx"/> <div data-bbox="475 1749 784 1833" style="border: 2px solid red; padding: 5px; display: inline-block; margin: 5px 0;">Continue</div> <div data-bbox="1092 1770 1195 1801" style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin: 5px 0;">Cancel</div> </div>

Step #	How to verify your account using the text method
1.	<p>If you opted for “Text me a code,” click Send verification code.</p> <div data-bbox="443 365 1221 709"><p>Phone Number / Número de teléfono</p><input data-bbox="472 464 1024 516" type="text" value="XXXXXXXX8713"/> <input data-bbox="459 527 792 621" type="button" value="Send verification code"/> <input data-bbox="472 632 760 705" type="button" value="Continue"/> <a data-bbox="1101 646 1198 678" href="#">Cancel</div>
2.	<p>Enter the provided code and click Verify code.</p> <div data-bbox="492 783 1170 1276"><p>Verification code has been sent. Please copy it to the input box below.</p><p>Phone Number / Número de teléfono</p><input data-bbox="516 919 997 972" type="text" value="XXXXXXXX8713"/> <p>Verification Code / Código de verificación</p><input data-bbox="509 1041 1008 1094" type="text"/> <input data-bbox="509 1104 667 1178" type="button" value="Verify code"/> <a data-bbox="727 1125 906 1157" href="#">Send new code <input data-bbox="516 1188 768 1251" type="button" value="Continue"/> <a data-bbox="1068 1203 1149 1234" href="#">Cancel</div> <p>Note: You can also click “Send New Code” if the code was not delivered or has expired.</p>