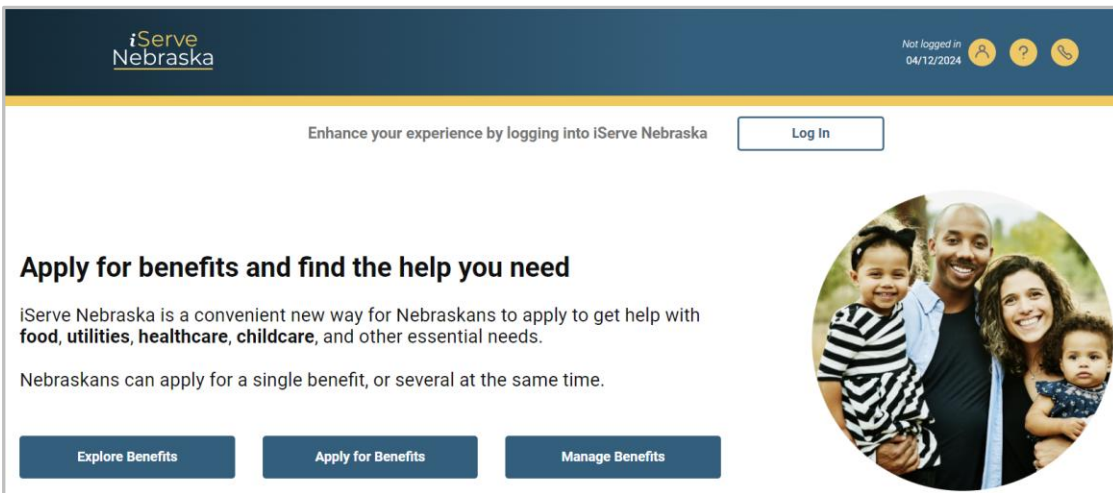
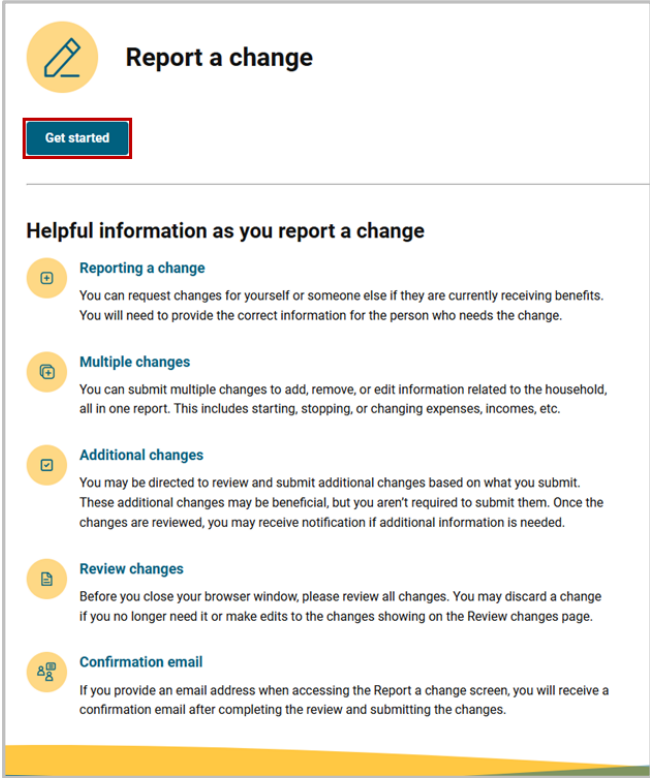
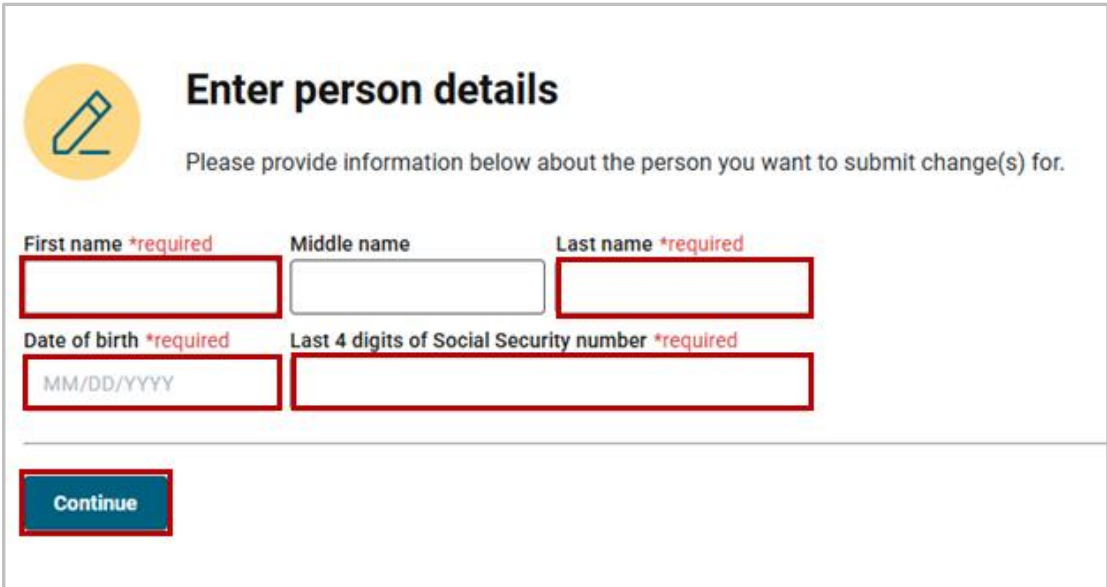


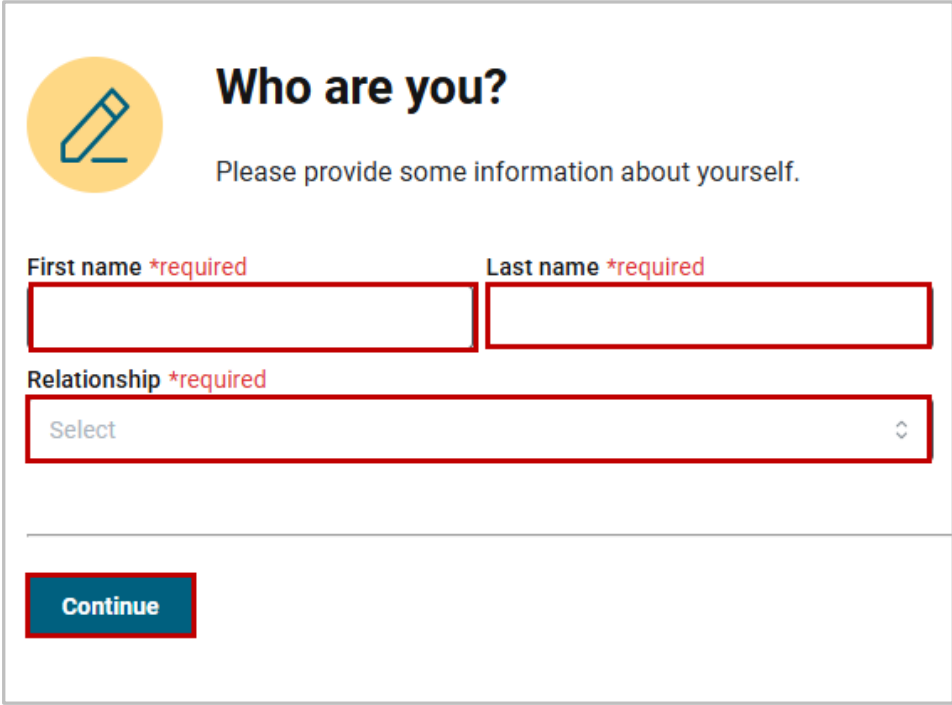
HOW TO REPORT A CHANGE TO YOUR SITUATION ON ISERVE NEBRASKA

Description: This quick reference guide outlines the steps for reporting changes to household details, sources of income, or other information using the Change Reporting feature on the iServe Nebraska Portal.

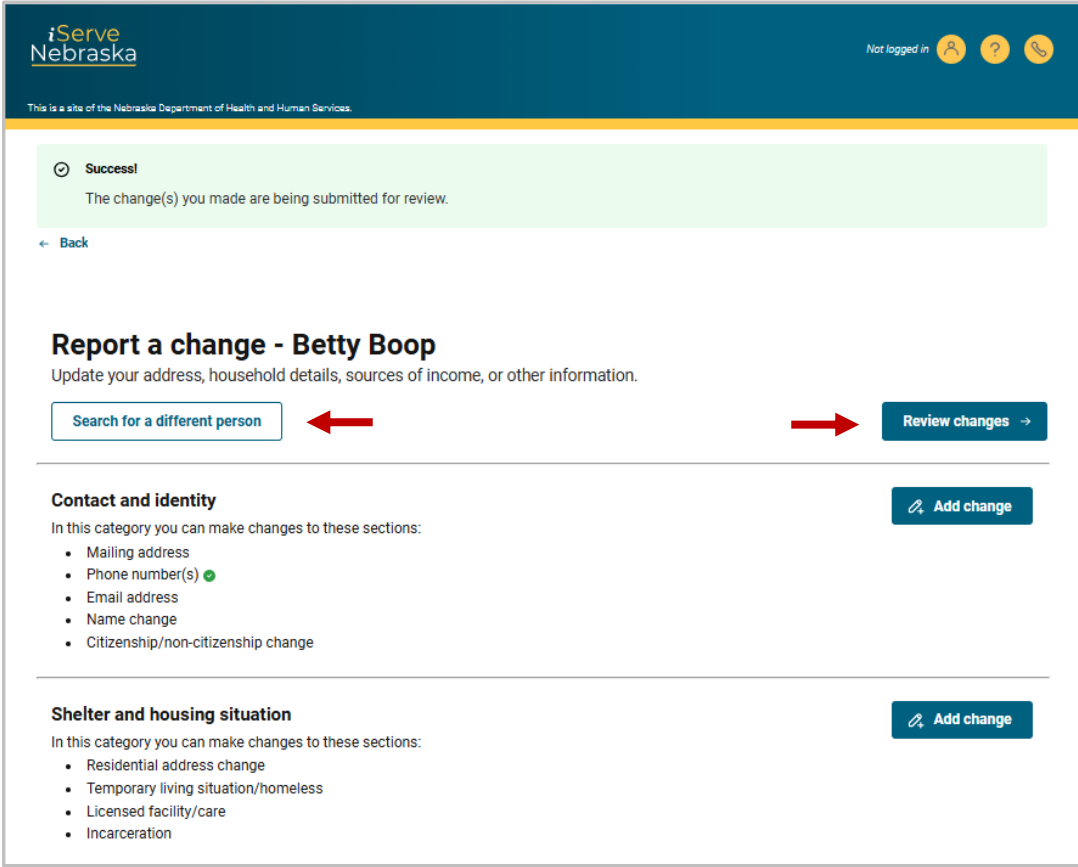
Note: Nebraskans currently receiving DHHS benefits are required to report changes to their information within 10 days of the change.

Step #	Procedure
1.	Access the iServe Nebraska Portal directly at iserve.nebraska.gov. 
2.	Scroll down the iServe Nebraska homepage. In the Quick links to take action on existing or pending benefits section, click Report changes to your situation. 

Step #	Procedure
3.	The Report a change page displays. Review the Helpful information section. Then, click Get started.  Report a change Get started Helpful information as you report a change Reporting a change You can request changes for yourself or someone else if they are currently receiving benefits. You will need to provide the correct information for the person who needs the change. Multiple changes You can submit multiple changes to add, remove, or edit information related to the household, all in one report. This includes starting, stopping, or changing expenses, incomes, etc. Additional changes You may be directed to review and submit additional changes based on what you submit. These additional changes may be beneficial, but you aren't required to submit them. Once the changes are reviewed, you may receive notification if additional information is needed. Review changes Before you close your browser window, please review all changes. You may discard a change if you no longer need it or make edits to the changes showing on the Review changes page. Confirmation email If you provide an email address when accessing the Report a change screen, you will receive a confirmation email after completing the review and submitting the changes.
4.	The Enter person details page will display. Enter the required information for the individual the changes are being submitted for, then click the Continue button.  Enter person details Please provide information below about the person you want to submit change(s) for. First name *required Middle name Last name *required Date of birth *required Last 4 digits of Social Security number *required Continue

Step #	Procedure
5.	The Who are you? Page will display. Enter the required information for yourself, as the person completing the change request, then click the Continue button.  The form titled "Who are you?" includes a pencil icon, a title, a subtitle "Please provide some information about yourself.", and three required fields: "First name", "Last name", and "Relationship". Each field has a red border and a red asterisk. The "Relationship" field is a dropdown menu with "Select" as the placeholder. A blue "Continue" button is at the bottom.
Note:	When you select a relationship, additional contact fields will appear. • If you select "Self," providing an email address is optional, though an email must be entered if you want to receive a confirmation. • For any other relationship, you must provide either an email address or a phone number. • If you select Agency Staff as relationship, you will also be prompted to enter Agency Name. If an email is provided, a confirmation email will be sent once the changes have been received. The confirmation email may take up to four hours to be sent.
6.	You will be routed to the Report a change page. Review the list of change categories, then click Add Change next to the change category you want to update.

Step #	Procedure
	Report a change - Betty Boop Update your address, household, details, sources of income, or other information. Search for a different person <input <="" div="" type="button" value="Review changes" →=""/> Contact and identity In this category you can make changes to these sections: - Mailing address - Phone number(s) - Email address - Name change - Citizenship/non-citizenship change  Add change
7.	Select the checkboxes for the items you want to change in this category. When you check a box, additional fields will appear on the same page. These fields vary based on the type of change and your previous answers. After you fill in the information for each item you selected, click Save at the bottom. Note: Use the Add option in each section to add additional details to that section. Contact and identity Please select all the items you would like to update: ☒ Mailing address Go to ☐ Phone number(s) ☐ Email address ☐ Name change ☐ Citizenship/non-citizenship change Mailing Address How did the mailing address change? <i>*required</i> ☐ Add mailing address ☐ Replace existing mailing address ☐ Remove mailing address + Add mailing address change Save
8.	A Submit changes popup window will display. Click the Submit button to continue, or Close to go back. Submit changes Are you sure you want to submit these changes? Close Submit

Step #	Procedure
9.	You will be returned to the Report a Change page, where a confirmation message -“Success! The changes you made are being submitted for review” will appear at the top. A green checkmark will also be displayed next to the change you completed. From this page, you can make additional changes, Search for a different person, or Review changes. 
Note:	Clicking on the Review Changes button will route you to the Review Changes screen, where you can easily see all the changes made, as well as Edit or Discard the changes if necessary. Click the Finish button when done reviewing to return to the Report a Change screen.

Step #	Procedure												
	Review changes ⓘ Review your changes below before closing this window. If you need to make additional changes, return to the dashboard and complete a new entry. Contact and identity Phone number - Betty Boop ▼ <table> <tr> <td>Effective date</td><td>05-01-2025</td></tr> <tr> <td>How did the phone number change?</td><td>Add phone number</td></tr> <tr> <td>Whose phone number is this?</td><td>Betty Boop</td></tr> <tr> <td>Number</td><td>(206) 555-1236</td></tr> <tr> <td>Type</td><td>Home</td></tr> <tr> <td>Ext</td><td></td></tr> </table> Edit Discard 	Effective date	05-01-2025	How did the phone number change?	Add phone number	Whose phone number is this?	Betty Boop	Number	(206) 555-1236	Type	Home	Ext	
Effective date	05-01-2025												
How did the phone number change?	Add phone number												
Whose phone number is this?	Betty Boop												
Number	(206) 555-1236												
Type	Home												
Ext													
10.	Want to make changes to another case, click the Search for a different person button. Report a change - Betty Boop Update your address, household details, sources of income, or other information. Search for a different person Review changes → Contact and identity In this category you can make changes to these sections: - Mailing address - Phone number(s) - Email address - Name change - Citizenship/non-citizenship change Add change Shelter and housing situation In this category you can make changes to these sections: - Residential address change - Temporary living situation/homeless - Licensed facility/care - Incarceration Add change												
11.	You will see a popup box asking if you want to submit changes for a different case. Click Continue to be taken back to the Enter Person Details page. Are you sure you want to submit changes for a different case? You won't be able to edit changes submitted for this case once you continue. Cancel Continue												

