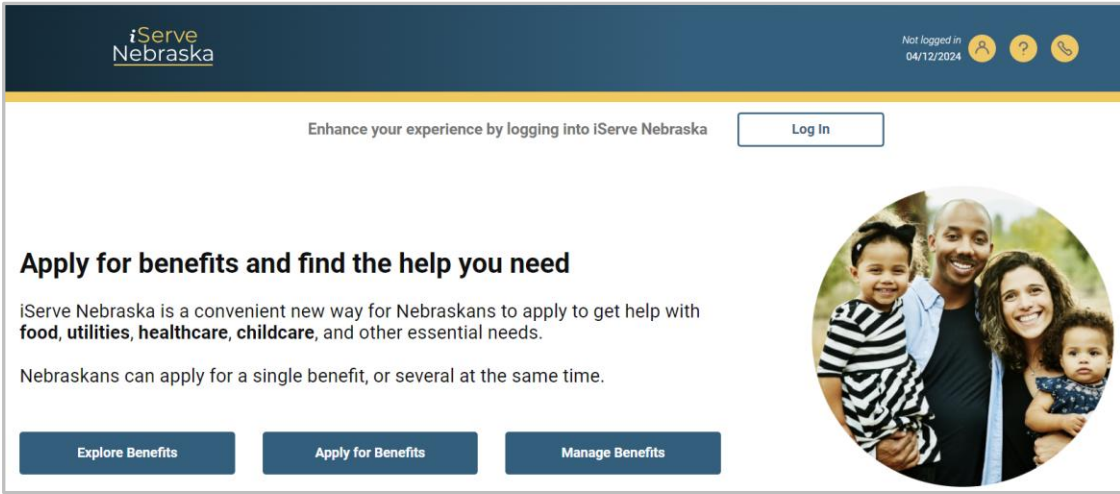

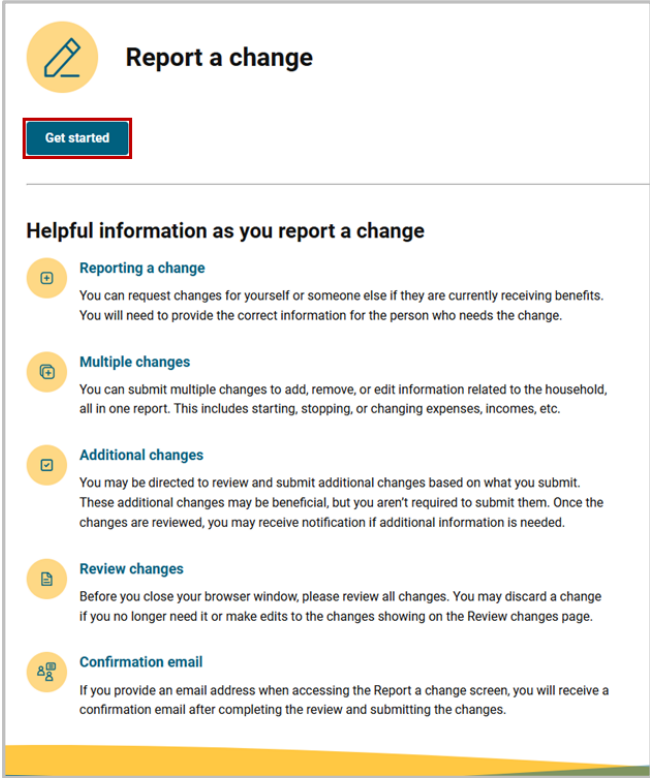
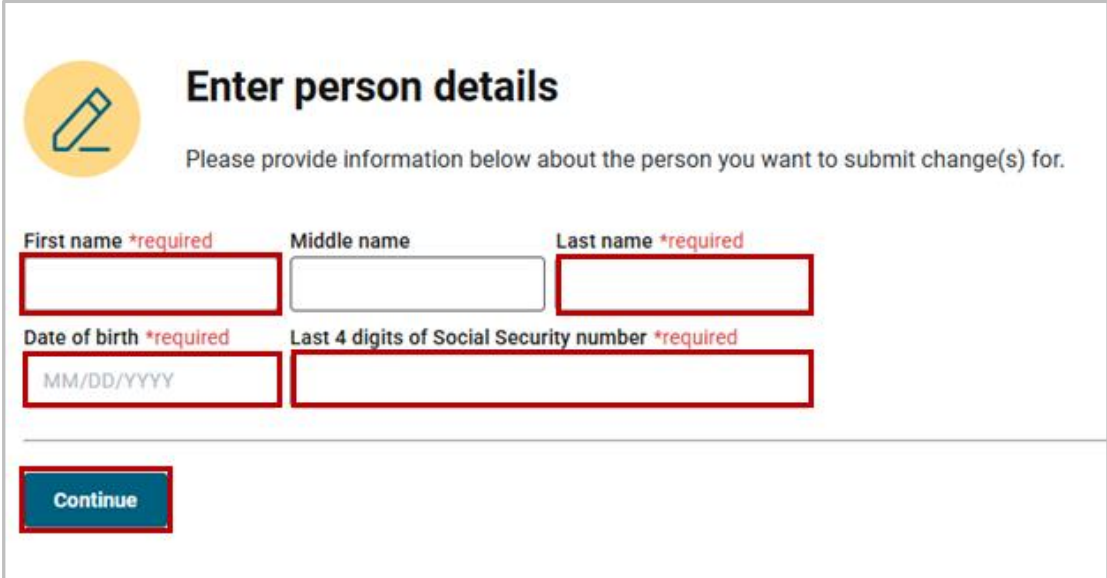



## HOW TO REPORT A CHANGE TO YOUR SITUATION ON ISERVE NEBRASKA

**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.

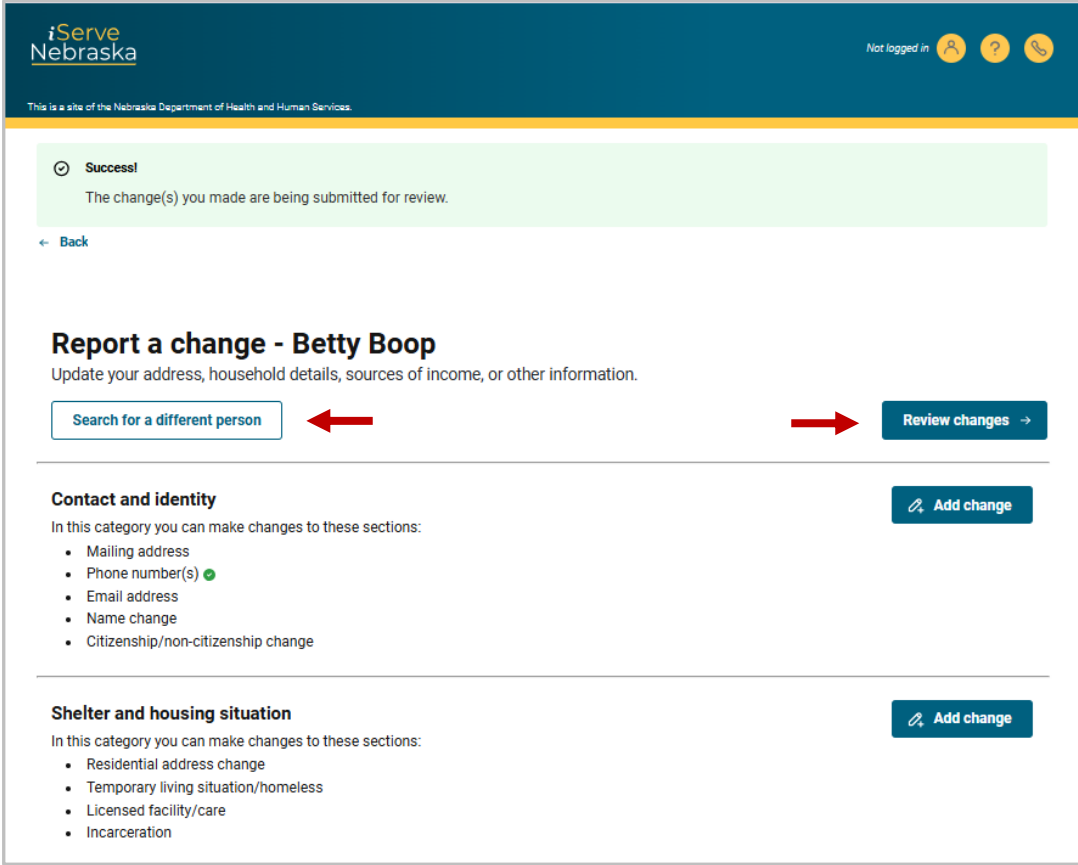



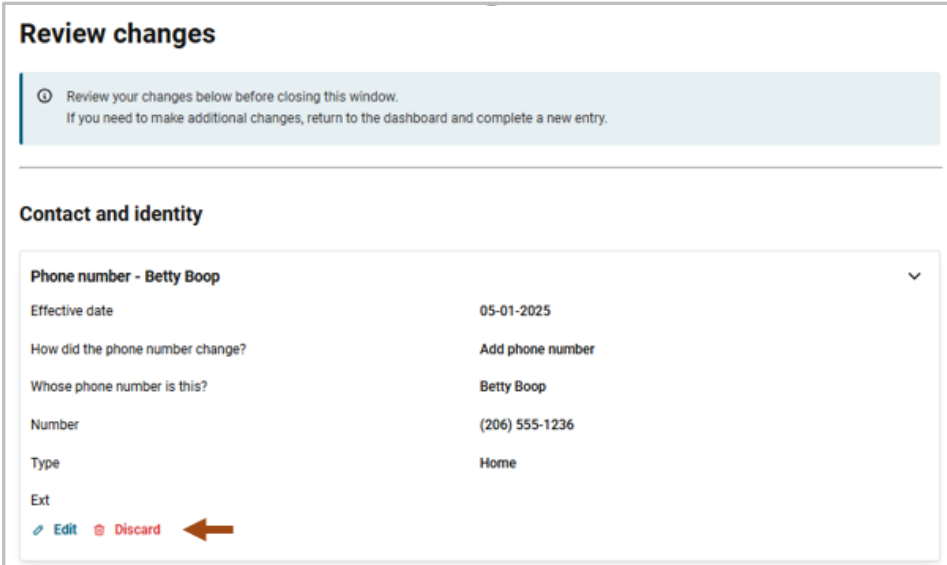

**Note:** Nebraskans currently receiving DHHS benefits are required to report changes to their information within 10 days of the change.

Step #	Procedure
1.	<p>Access the <b>iServe Nebraska Portal</b> directly at <a href="https://iserve.nebraska.gov">iserve.nebraska.gov</a>.</p> 
2.	<p>Scroll down the iServe Nebraska homepage. In the <b>Quick links to take action on existing or pending benefits</b> section, click <b>Report changes to your situation</b>.</p> 

Step #	Procedure
3.	<p>The <b>Report a change</b> page displays. Review the <b>Helpful information</b> section. Then, click <b>Get started</b>.</p> <div data-bbox="240 394 886 1167" style="border: 1px solid #ccc; padding: 10px;">  <p>The screenshot shows the 'Report a change' page. At the top left is a pencil icon and the title 'Report a change'. Below it is a blue 'Get started' button. A section titled 'Helpful information as you report a change' contains five items, each with a pencil icon: 'Reporting a change', 'Multiple changes', 'Additional changes', 'Review changes', and 'Confirmation email'. Each item has a short explanatory paragraph.</p> </div>
4.	<p>The <b>Enter person details</b> page will display. Enter the required information for the individual the changes are being submitted for, then click the <b>Continue</b> button.</p> <div data-bbox="240 1266 1341 1839" style="border: 1px solid #ccc; padding: 10px;">  <p>The screenshot shows the 'Enter person details' page. It features a pencil icon and the title 'Enter person details'. Below the title is the instruction: 'Please provide information below about the person you want to submit change(s) for.' There are five input fields: 'First name *required', 'Middle name', 'Last name *required', 'Date of birth *required' (with a placeholder 'MM/DD/YYYY'), and 'Last 4 digits of Social Security number *required'. A blue 'Continue' button is at the bottom left.</p> </div>

Step #	Procedure
5.	<p>The <b>Who are you?</b> Page will display. Enter the required information for yourself, as the person completing the change request, then click the <b>Continue</b> button.</p> <div data-bbox="240 394 1187 1094" style="border: 1px solid #ccc; padding: 10px;">  <h2 style="margin: 0;">Who are you?</h2> <p style="margin: 0;">Please provide some information about yourself.</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <p><b>First name</b> *required</p> <input style="width: 90%; border: 1px solid #ccc; border-bottom: 2px solid #f00;" type="text"/> </div> <div style="width: 45%;"> <p><b>Last name</b> *required</p> <input style="width: 90%; border: 1px solid #ccc; border-bottom: 2px solid #f00;" type="text"/> </div> </div> <div style="margin-top: 10px;"> <p><b>Relationship</b> *required</p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> <span>Select</span> <span>⌵</span> </div> </div> <div style="margin-top: 20px; text-align: center;"> <div style="border: 2px solid #0070c0; padding: 5px 15px; display: inline-block; background-color: #0070c0; color: white; font-weight: bold;">Continue</div> </div> </div>
<p><b>Note:</b></p>	<p>When you select a relationship, additional contact fields will appear.</p> <ul style="list-style-type: none"> <li>If you select <b>"Self,"</b> providing an email address is optional, though an email must be entered if you want to receive a confirmation.</li> <li>For <b>any other relationship,</b> you must provide both an email address and a phone number.</li> </ul> <p>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.</p>
6.	<p>You will be routed to the <b>Report a change</b> page. Review the list of change categories, then click <b>Add Change</b> next to the change category you want to update.</p> <div data-bbox="240 1472 1177 1801" style="border: 1px solid #ccc; padding: 10px;"> <h3 style="margin: 0;">Report a change - Betty Boop</h3> <p style="margin: 0; font-size: small;">Update your address, household, details, sources of income, or other information.</p> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <input style="border: 1px solid #ccc; padding: 2px 5px; font-size: small;" type="text" value="Search for a different person"/> <div style="border: 1px solid #ccc; padding: 2px 5px; font-size: small; background-color: #f0f0f0;">Review changes →</div> </div> <hr style="border: 0.5px solid #ccc;"/> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <div style="width: 60%;"> <p><b>Contact and identity</b></p> <p style="font-size: x-small; margin: 0;">In this category you can make changes to these sections:</p> <ul style="list-style-type: none"> <li>Mailing address</li> <li>Phone number(s)</li> <li>Email address</li> <li>Name change</li> <li>Citizenship/non-citizenship change</li> </ul> </div> <div style="width: 35%; text-align: center;"> <span style="font-size: 2em; color: #0070c0; margin-right: 10px;">→</span> <div style="border: 2px solid #0070c0; padding: 5px 10px; display: inline-block; background-color: #0070c0; color: white; font-weight: bold; font-size: small;">Add change</div> </div> </div> </div>

Step #	Procedure
7.	<p>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 <b>Save</b> at the bottom.</p> <p><b>Note:</b> Use the <b>Add</b> option in each section to add additional details to that section.</p> <div data-bbox="240 512 842 1205" style="border: 1px solid #ccc; padding: 10px;"> <p><b>Contact and identity</b></p> <hr/> <p>Please select all the items you would like to update:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Mailing address <span style="float: right; color: #0070c0;">Go to</span></li> <li><input type="checkbox"/> Phone number(s)</li> <li><input type="checkbox"/> Email address</li> <li><input type="checkbox"/> Name change</li> <li><input type="checkbox"/> Citizenship/non-citizenship change</li> </ul> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p><b>Mailing Address</b> <span style="float: right;">×</span></p> <p>How did the mailing address change? <i>*required</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Add mailing address</li> <li><input type="checkbox"/> Replace existing mailing address</li> <li><input type="checkbox"/> Remove mailing address</li> </ul> <div style="margin-top: 5px;"> <span style="border: 1px solid #0070c0; padding: 2px 5px; color: #0070c0;">+ Add mailing address change</span> </div> </div> <div style="margin-top: 10px;"> <span style="border: 1px solid #0070c0; padding: 5px 10px; background-color: #0070c0; color: white; display: inline-block;">Save</span> </div> </div>
8.	<p>A <b>Submit changes</b> popup window will display. Click the <b>Submit</b> button to continue, or <b>Close</b> to go back.</p> <div data-bbox="240 1304 966 1493" style="border: 1px solid #ccc; padding: 10px;"> <p><b>Submit changes</b></p> <p>Are you sure you want to submit these changes?</p> <div style="text-align: right; margin-top: 10px;"> <span style="border: 1px solid #0070c0; padding: 5px 10px; color: #0070c0;">Close</span> <span style="border: 1px solid #0070c0; padding: 5px 10px; background-color: #0070c0; color: white; margin-left: 10px;">Submit</span> </div> </div>
9.	<p>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.</p> <p>From this page, you can make additional changes, <b>Search for a different person</b>, or <b>Review changes</b>.</p>

Step #	Procedure														
	 <p><b>Success!</b> The change(s) you made are being submitted for review.</p> <p><a href="#">← Back</a></p> <h3>Report a change - Betty Boop</h3> <p>Update your address, household details, sources of income, or other information.</p> <p><a href="#">Search for a different person</a>  <a href="#">Review changes →</a> </p> <h4>Contact and identity</h4> <p>In this category you can make changes to these sections:</p> <ul style="list-style-type: none"><li>Mailing address</li><li>Phone number(s) </li><li>Email address</li><li>Name change</li><li>Citizenship/non-citizenship change</li></ul> <p><a href="#">Add change</a></p> <h4>Shelter and housing situation</h4> <p>In this category you can make changes to these sections:</p> <ul style="list-style-type: none"><li>Residential address change</li><li>Temporary living situation/homeless</li><li>Licensed facility/care</li><li>Incarceration</li></ul> <p><a href="#">Add change</a></p>														
<b>Note:</b>	<p>Clicking on the <b>Review Changes</b> button will route you to the Review Changes screen, where you can easily see all the changes made, as well as <b>Edit</b> or <b>Discard</b> the changes if necessary. Click the <b>Finish</b> button when done reviewing to return to the <b>Report a Change</b> screen.</p>  <h3>Review changes</h3> <p><b>Review your changes below before closing this window.</b> If you need to make additional changes, return to the dashboard and complete a new entry.</p> <h4>Contact and identity</h4> <table border="1"><thead><tr><th colspan="2">Phone number - Betty Boop</th></tr></thead><tbody><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></tbody></table> <p><a href="#">Edit</a> <a href="#">Discard</a> </p>	Phone number - Betty Boop		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	
Phone number - Betty Boop															
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Number	(206) 555-1236														
Type	Home														
Ext															

Step #	Procedure
<p><b>10.</b></p>	<p>Want to make changes to another case, click the <b>Search for a different person</b> button.</p> <div data-bbox="245 348 1370 947" style="border: 1px solid #ccc; padding: 10px;"> <p><b>Report a change - Betty Boop</b> Update your address, household details, sources of income, or other information.</p> <p><b>Search for a different person</b> <span style="float: right;">Review changes →</span></p> <hr/> <p><b>Contact and identity</b> <span style="float: right;">Add change</span></p> <p>In this category you can make changes to these sections:</p> <ul style="list-style-type: none"> <li>Mailing address</li> <li>Phone number(s)</li> <li>Email address</li> <li>Name change</li> <li>Citizenship/non-citizenship change</li> </ul> <hr/> <p><b>Shelter and housing situation</b> <span style="float: right;">Add change</span></p> <p>In this category you can make changes to these sections:</p> <ul style="list-style-type: none"> <li>Residential address change</li> <li>Temporary living situation/homeless</li> <li>Licensed facility/care</li> <li>Incarceration</li> </ul> </div>
<p><b>11.</b></p>	<p>You will see a popup box asking if you want to submit changes for a different case. Click <b>Continue</b> to be taken back to the <b>Enter Person Details</b> page.</p> <div data-bbox="250 1056 881 1297" style="border: 1px solid #ccc; padding: 10px;"> <p><b>Are you sure you want to submit changes for a different case?</b></p> <p>You won't be able to edit changes submitted for this case once you continue.</p> <p style="text-align: center;"> <span>Cancel</span> <span style="margin-left: 20px;">Continue</span> </p> </div>