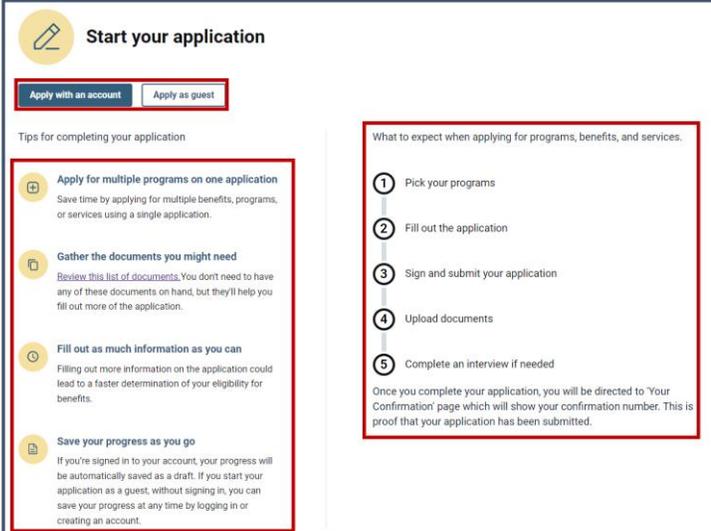
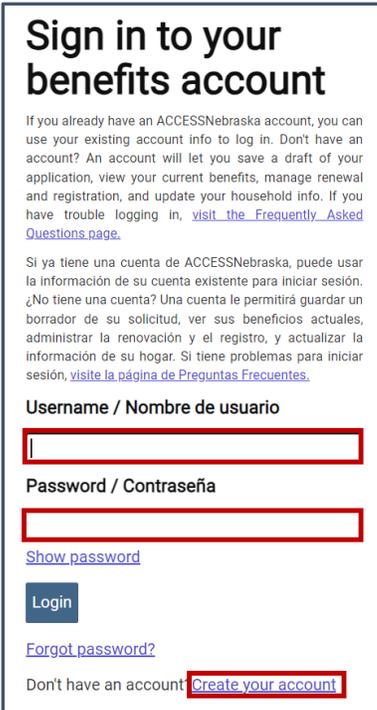




HOW TO APPLY FOR BENEFITS AND SAVE OR PRINT THE APPLICATION

Description: This guide provides the steps required to gain a basic knowledge of how to apply for benefits and services offered 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>On the Portal landing page, click the Apply for Benefits button.</p> <div data-bbox="381 1438 1356 1816" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Apply for benefits and find the help you need</p> <p>iServe Nebraska is a convenient new way for Nebraskans to apply to get help with food, utilities, healthcare, childcare, and other essential needs.</p> <p>Nebraskans can apply for a single benefit, or several at the same time.</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid black; background-color: #00728f; color: white; padding: 5px 15px; text-align: center;">Explore Benefits</div> <div style="border: 2px solid red; background-color: #00728f; color: white; padding: 5px 15px; text-align: center;">Apply for Benefits</div> <div style="border: 1px solid black; background-color: #00728f; color: white; padding: 5px 15px; text-align: center;">Manage Benefits</div> </div> <p style="text-align: center; margin-top: 10px;">Continue Application</p> </div>

Step #	Procedure
3.	<p>The Start your application page displays. Review the Tips and What to Expect sections. Then, click the Apply with an account or Apply as guest button.</p> 
4.	<p>If you choose to Apply with an account, you will be routed to the Sign in to your benefits account page to log in. Note: If you do not have an iServe Nebraska account yet, click on the Create your account link to begin account creation.</p> 

Step #	Procedure
5.	<p>If you choose to Apply as guest, you will see a pop-up screen asking you to confirm your choice. Click Yes, apply as a guest to continue.</p> <p>Note: It is not required to have an account to apply, though applying as a guest you risk losing your progress if you leave the site before completing the application or lose your connection.</p> <div data-bbox="586 464 1154 1045" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;">Do you want to apply as a guest?</p> <p>When you choose a guest experience, if you leave the site or lose connection you may lose your data that you previously entered in your application. With an account, you can save a draft of your application, view your current benefits, complete renewal and recertification, and flag any household changes. Basically, your account gives you better access to your current and future benefits.</p> <div style="display: flex; justify-content: center; gap: 20px;"> <div data-bbox="623 709 792 758" style="border: 1px solid red; padding: 2px 10px;">Yes, apply as a guest</div> <div data-bbox="802 720 976 747" style="border: 1px solid gray; padding: 2px 10px;">No, apply with an account</div> </div> <p style="font-size: small;">This is a government computer system.</p> <p style="font-size: x-small;">Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213(A), 7213A (the Taxpayer Browsing Protection Act), 7431 and Health Insurance Portability and Accountability Act of 1996. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. Additional information may be found at the Nebraska DHHS System Website Disclaimer under 'Disclaimer'.</p> </div>
Note:	<ul style="list-style-type: none"> • Creating an account and applying with that account is the preferred method. When you have an account, you can save your progress as you go. The draft application will remain on the portal for 30 days. • Completing the application as a guest requires that you complete the application in one sitting. You will not be able to save your progress.
6.	<p>The Select the programs you want to apply for page displays. Scroll down the page and click anywhere in each box that contains the program you want to apply for in the following categories:</p> <ul style="list-style-type: none"> ▪ Healthcare ▪ Food and Energy ▪ Refugee Assistance ▪ Family and Children ▪ Aged and Disabled
7.	<p>Review the programs you selected to ensure they are accurate. Then, click the Save and continue button.</p>

Step #	Procedure
8.	The next page will display the Notice of Information Privacy Practices and additional information you need when applying for benefits. Review the information displayed and click the applicable button at the bottom of the page to move forward.
9.	<p>At this point, you will complete all the required sections of the application. Click the Start button in the Personal Information section to begin completing the application.</p> <p>Note:</p> <ul style="list-style-type: none"> ▪ The questions that will display are relevant to the information you provide so the questions can vary for each individual completing an application. ▪ As you complete each section, it is marked as completed to help you track your progress. ▪ A review page displays after you complete each section. You will have the option to review/edit your entries on this page. ▪ You can return to any previous page by clicking the Back link at the top of each page.
10.	<p>After successfully completing all the required sections, you will be routed to the Finishing Up and Submission section. You will be presented with a series of optional questions such as:</p> <ul style="list-style-type: none"> • Additional information about your situation. • Their location when completing the application. • Voter Registration options. • Ethnicity and race demographics.
11.	Lastly, you will be required to read and agree or disagree with the Attestation statements, and the Rights and Responsibilities related to the type of benefits and services you are applying for.
12.	<p>On the final page of the application, you are required to type your full name which serves as your electronic signature. Then, click Sign and Submit and wait for the confirmation page to display.</p> <p>Note: Please be patient after clicking Sign and Submit. Clicking the Escape key or the Back button; could interfere with the application submission.</p>

Step #	Procedure
13.	<p>If you need to include supporting documentation with their application, click the Upload documents button on the confirmation page.</p> <div data-bbox="560 394 1193 1096" style="border: 1px solid black; padding: 10px;"> <p>What to expect next</p> <ol style="list-style-type: none"> <p>1 Provide documentation</p> <p>If further documentation is required for your application, the specific agencies will reach out to you via a phone call and/or postal mail/email. If you'd like to upload documents now, here's a list of documents and you can upload them here.</p> <div data-bbox="630 674 849 743" style="border: 2px solid red; padding: 2px; display: inline-block; background-color: #4a7c9c; color: white; text-decoration: none;">Upload documents</div> <p>2 Complete a caseworker interview (if applicable)</p> <p>If required for your application, you will receive a phone call and postal mail/email to set up an interview.</p> <p>3 Receive a final update on eligibility for benefits</p> <p>You'll receive your determination of eligibility via postal mail, or email if you selected that as your preferred method of communication.</p> </div>

Save or Print an Application

Step	Description
1.	<p>To save or print a copy of your completed application, click Download your application (PDF) on the Your confirmation page. This will open your application in a PDF document. To save click on the Download icon or to print click on the Printer icon.</p> <p>Note: Once you leave this page, these options are no longer available. If you want a copy of the application, you must make a selection before leaving the Your confirmation page.</p> <div data-bbox="505 1551 1230 1827" style="border: 1px solid black; padding: 10px;"> <p>Download a copy of your application</p> <p>Downloading your application could be useful for your own records or to have as reference during a caseworker interview (if applicable). This page won't be accessible after you leave.</p> <div data-bbox="537 1740 922 1808" style="border: 2px solid red; padding: 2px; display: inline-block; background-color: #4a7c9c; color: white; text-decoration: none;">Download your application (PDF)</div> <div data-bbox="935 1740 1138 1808" style="border: 2px solid red; padding: 2px; display: inline-block; background-color: #4a7c9c; color: white; text-decoration: none;">Print this page</div> </div>