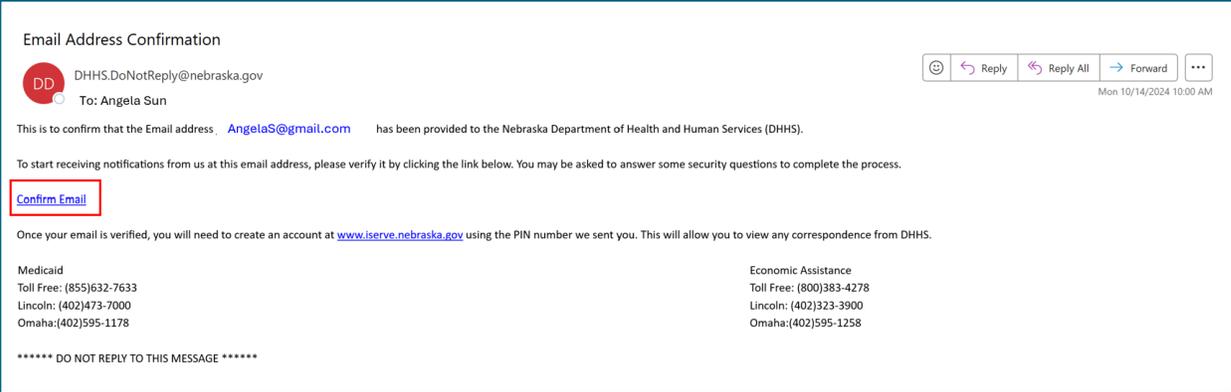


HOW TO COMPLETE EMAIL VERIFICATION

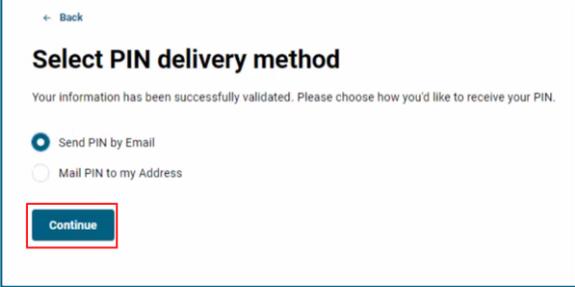
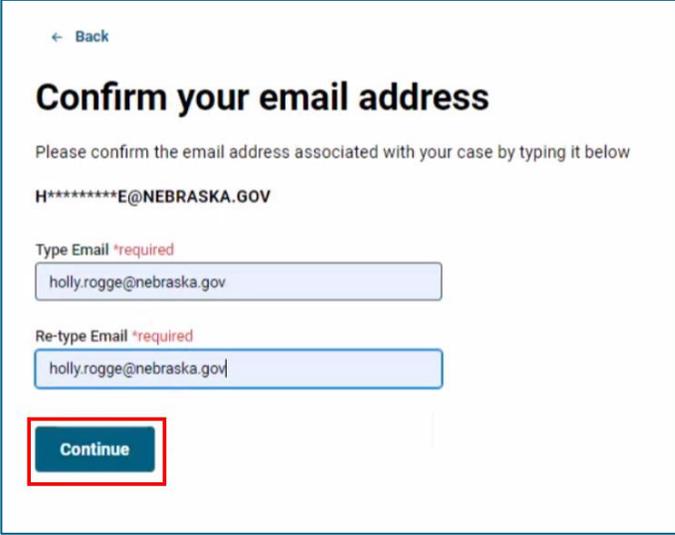
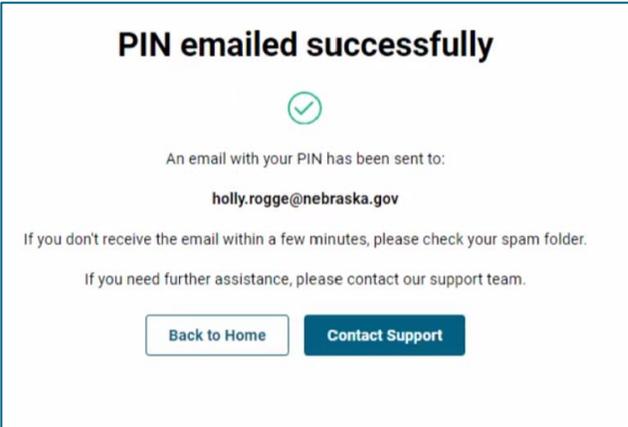
Description:

The email verification process formerly on ACCESSNebraska has now been moved to the iServe NE portal. Nebraskans applying for benefits will now see this enhanced self-service feature that allows them to verify their email via the Portal. There are several scenarios that may require the verification of an email address, including:

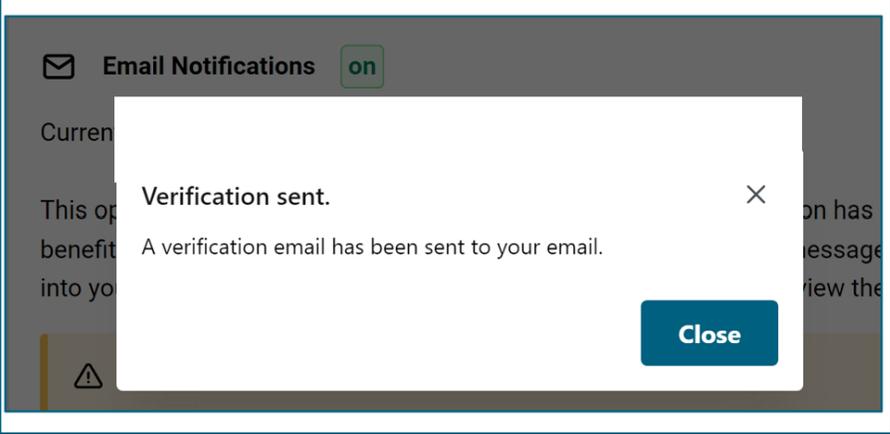
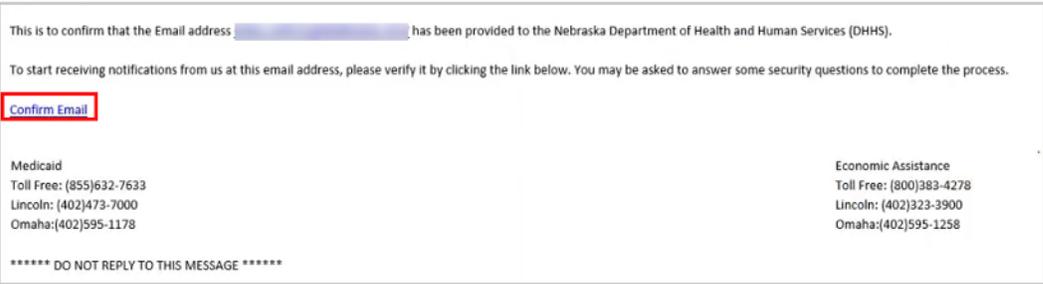
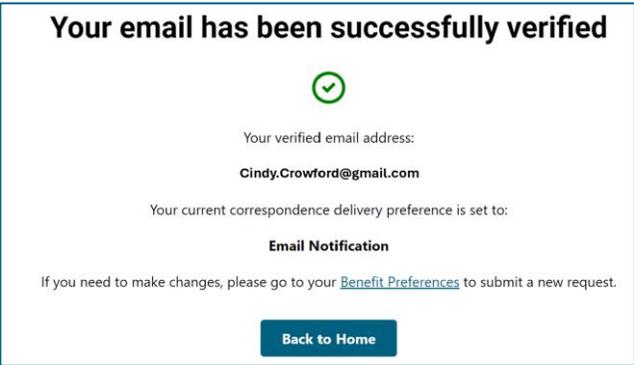
- User does not have an iServe Nebraska account or PIN and needs to create a new account
- User has an iServe Nebraska account but no PIN
- User has an iServe Nebraska account and PIN
- User needs to update their delivery preferences

Step #	Procedure
1.	<p>Once you have notified the DHHS team that you want to opt in to electronic communication and provided an email address, you will receive an email message asking you to confirm your email address.</p> <p>Click on Confirm Email.</p> 
2.	<p>You will be prompted to sign in or create a new account.</p> 
3.	<p>Once you have successfully signed in or created a new account, the Validate your PIN page appears.</p>

Step #	Procedure
4.	<p>Enter your PIN, date of birth and last 4 digits of your social security number, then click Continue. If you do not know your PIN, or have forgotten it, click on What's my PIN?</p> <div data-bbox="220 396 1438 1207" style="border: 1px solid black; padding: 10px;"><h3>Validate your PIN</h3><p>Please enter the PIN assigned by DHHS, along with your date of birth and the last four digits of your Social Security Number. Once the PIN is validated, you will be able to view benefits and apply online to extend existing benefit programs.</p><p>Press the 'Continue' button to complete the validation process. After this step, the PIN is no longer needed.</p><p><i>For new applicants, please allow 1-2 business days for the PIN to be assigned.</i></p><p>PIN *required</p><input data-bbox="232 709 721 762" type="text"/> Date of Birth *required<input data-bbox="232 821 721 873" type="text" value="MM/DD/YYYY"/> Last 4 digits of Social Security Number *required<input data-bbox="232 932 721 984" type="text"/> <div data-bbox="232 1031 604 1098" style="display: flex; justify-content: space-around;">Back to HomeContinue</div><p>If you are a new applicant or have forgotten your PIN and need to have it sent to you, click the link below.</p><a data-bbox="232 1163 391 1199" href="#">What is my PIN?</div> <p>Note: For additional help with validating or retrieving your PIN, review the PIN Recovery Quick Reference Guide.</p>
5.	<p>To recover your PIN, enter the required information on the What's my PIN? Page, then click Continue.</p> <div data-bbox="220 1362 870 1787" style="border: 1px solid black; padding: 10px;"><p>← Back</p><h3>Recover your PIN</h3><p>You've requested a PIN to be sent to you. If you have a pending or active case with DHHS, please complete the form below to receive your PIN.</p><p>Click 'Continue' to select if you want to receive the PIN by email or mail.</p><p><i>For mail, please allow 3-5 business days for delivery.</i></p><p>Last Name *required</p><input data-bbox="232 1566 496 1598" type="text" value="Crawford"/> Date of Birth *required<input data-bbox="232 1629 496 1661" style="border: 1px solid gray;" type="text" value="01/01/1970"/> Last 4 digits of Social Security Number *required<input data-bbox="232 1692 496 1724" type="text" value="1234"/> <div data-bbox="232 1738 321 1780" style="border: 1px solid red; padding: 2px; display: inline-block;">Continue</div></div>

Step #	Procedure
6.	<p>Select your PIN delivery method, then click Continue.</p>  <p>The screenshot shows a mobile interface with a back arrow at the top left. The title is "Select PIN delivery method". Below the title, it says "Your information has been successfully validated. Please choose how you'd like to receive your PIN." There are two radio button options: "Send PIN by Email" (which is selected) and "Mail PIN to my Address". At the bottom left, there is a blue "Continue" button highlighted with a red box.</p>
7.	<p>Confirm your email address, then click Continue.</p>  <p>The screenshot shows a mobile interface with a back arrow at the top left. The title is "Confirm your email address". Below the title, it says "Please confirm the email address associated with your case by typing it below". There is a text field containing "H*****E@NEBRASKA.GOV". Below that, there are two input fields: "Type Email *required" and "Re-type Email *required", both containing "holly.rogge@nebraska.gov". At the bottom left, there is a blue "Continue" button highlighted with a red box.</p>
8.	<p>A PIN Emailed Successfully message is displayed.</p>  <p>The screenshot shows a success message with a green checkmark icon. The title is "PIN emailed successfully". Below the title, it says "An email with your PIN has been sent to:" followed by the email address "holly.rogge@nebraska.gov". Below that, it says "If you don't receive the email within a few minutes, please check your spam folder." and "If you need further assistance, please contact our support team." At the bottom, there are two buttons: "Back to Home" and "Contact Support".</p>

Step #	Procedure
9.	<p>You will also receive an email notification with your PIN. Use the PIN provided to validate your account.</p> <div data-bbox="220 401 1549 705" style="border: 1px solid black; padding: 5px;"> <p>From: dhhs.donotreply@nebraska.gov <dhhs.donotreply@nebraska.gov> To: Angela Sun <AngelaS@gmail.com> Subject: iServe Nebraska Notification</p> <p>E-mail confirmation: PIN Recovery</p> <p>Your PIN: 24639834</p> <p>Use this PIN to complete the validation process.</p> <p>You've requested a PIN be sent to you, if you did not make the request, please call DHHS Production Support: 402-471-9698 or 888-281-6629 during business hours or email: dhhs.nfocusproductionsupport@nebraska.gov</p> <p>{DO NOT REPLY TO THIS MESSAGE}</p> </div>
<h3>Update your Email Address via My Preferences</h3>	
10.	<p>Once logged in to your iServe Nebraska account, navigate to the Delivery Preference page.</p> <p>Note: For help navigating the “My Preferences” page, click on the following link for a Quick Reference Guide or video.</p>
11.	<p>On the delivery preferences page, if your email address is denoted with (Unverified), first confirm your Email Notifications is set to “On” and the email address on your account is correct. Update the information if needed, then select the Click here to send another verification email link to start the email verification process.</p> <div data-bbox="220 1087 1135 1759" style="border: 1px solid gray; padding: 10px;"> <p>Delivery Preferences</p> <p>There are several options you can choose from to show the Department of Health and Human Services (DHHS) how you prefer to have information about your benefits delivered to you. In most cases, communication sent from DHHS will use the delivery method you select. There may be some items sent by the United States Postal Service (USPS) due to federal regulations.</p> <p>Note: Click Edit on the Correspondence Delivery page to specify your notification preferences and the best way to contact you. Once finished, click Save.</p> <div data-bbox="240 1398 743 1507" style="border: 2px solid red; padding: 5px;"> <p><input checked="" type="checkbox"/> Email Notifications on</p> <p>Current email: ECE@NEBRASKA.GOV (Unverified)</p> </div> <p>This option indicates receiving an email telling you that communication has been delivered to your online benefit account. Email sent to you will not include the details of the message from DHHS. You will need to sign into your benefit account and go to the “Correspondence” section to view the full document.</p> <div data-bbox="256 1612 1123 1747" style="border: 2px solid red; padding: 5px; background-color: #fff3e0;"> <p>⚠ Email unverified!</p> <p>Your email address has yet to be verified. Please check in your inbox for the verification email and click the link inside to finish verification process. Click here to send another verification email.</p> </div> </div>

Step #	Procedure
12.	<p>An email will be sent to the email address on file.</p> 
13.	<p>Click the Confirm Email link to complete the email verification process.</p> 
14.	<p>After clicking on the link, you will be routed back to the portal to log in. When you log back into your iServe Nebraska account, you will see a notification stating that your email address has been successfully verified.</p>  <p>Note: If you choose to have email as your primary method for correspondence, you must have a validated PIN on your account. Otherwise, you will be asked to validate your PIN to complete the email verification process.</p>