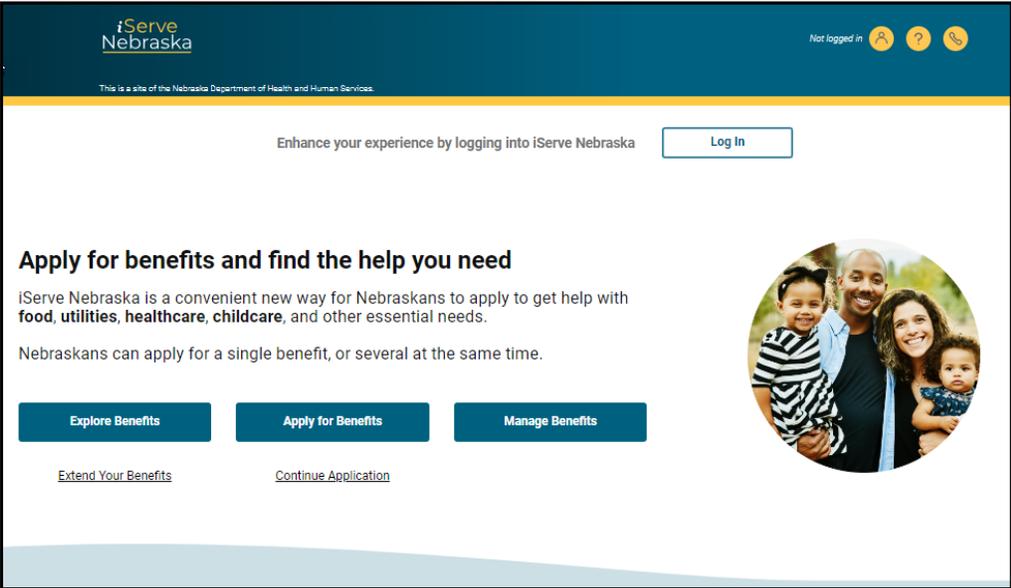
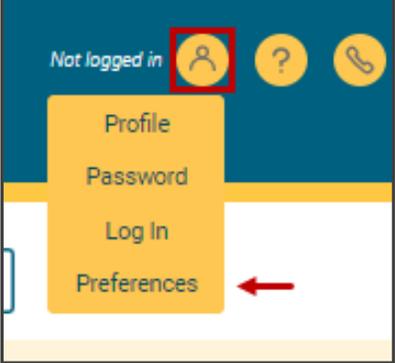


## HOW TO NAVIGATE “MY PREFERENCES”

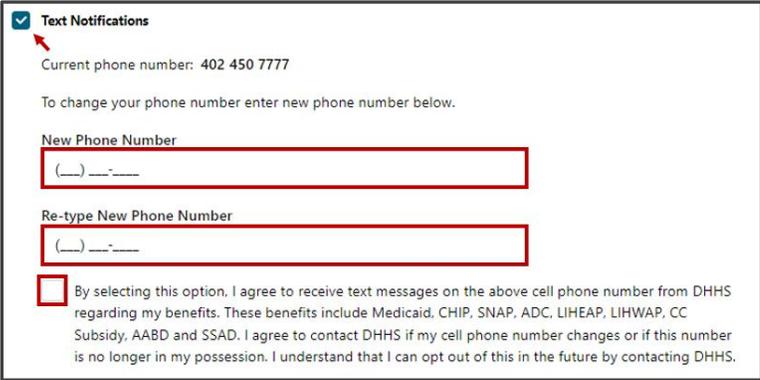
### Description:

The “My Preferences” option allows you to select a notification method for your correspondence and other messages from DHHS. You can choose to be notified via email, text message, USPS mail, or a combination of these methods.

This quick guide provides step-by-step instructions on how to navigate the “My Preferences” feature on the iServe Nebraska Portal to update your preferred contact methods.

Step #	Procedure
1.	<p>Access the <b>iServe Nebraska Portal</b> directly at <a href="http://www.iserve.nebraska.gov">http://www.iserve.nebraska.gov</a></p> 
2.	<p>Click the <b>Profile</b> icon on the top right side of the screen. Select <b>Preferences</b> on the drop-down menu.</p> 

Step #	Procedure
<p><b>3.</b></p>	<p>You will be routed to the <b>Sign in to your benefits account page</b> to log in.</p> <p><b>Note:</b> If you do not have an iServe Nebraska account yet, click on the <b>Create Your Account</b> link to begin account creation.</p> <div data-bbox="695 443 1062 1129" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <h3 style="text-align: center;">Sign in to your benefits account</h3> <p>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, <a href="#">visit the Frequently Asked Questions page</a>.</p> <p>Si ya tiene una cuenta de ACCESSNebraska, puede usar la información de su cuenta existente para iniciar sesión. ¿No tiene una cuenta? Una cuenta le permitirá guardar un borrador de su solicitud, ver sus beneficios actuales, administrar la renovación y el registro, y actualizar la información de su hogar. Si tiene problemas para iniciar sesión, <a href="#">visite la página de Preguntas Frecuentes</a>.</p> <p><b>Username / Nombre de usuario</b></p> <input style="width: 100%; border: 1px solid red;" type="text"/>  <b>Password / Contraseña</b> <input style="width: 100%; border: 1px solid red;" type="password"/>  <a href="#">Show password</a>  <input type="button" value="Login"/>  <a href="#">Forgot password?</a>                      Don't have an account <a href="#">create your account</a> </div>
<p><b>4.</b></p>	<p>The <b>Delivery Preferences</b> page displays. Click the <b>Edit</b> button at the bottom of the page to make changes.</p> <div data-bbox="623 1236 1133 1850" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <h4>Delivery Preferences</h4> <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><b>Note:</b> Click <b>Edit</b> on the Correspondence Delivery page to specify your notification preferences and the best way to contact you. Once finished, click <b>Save</b>.</p> <p><input checked="" type="checkbox"/> <b>Email Notifications</b> <b>off</b></p> <p>Current email: TYLER.A.JORGENSEN@GMAIL.COM (Unverified)</p> <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> <p><input checked="" type="checkbox"/> <b>USPS Mail</b> <b>on</b></p> <p>Mailing Address: 1826 LINCOLN AVE LINCOLN, NE 68508</p> <p><a href="#">Report Address Change</a></p> <p>This option indicates receiving communication from DHHS at the USPS mailing address on your account record.</p> <p><input type="checkbox"/> <b>Text Messages</b> <b>off</b></p> <p>Current phone number: 402 450 7777</p> <p>This option indicates receiving text notifications in addition to either email notifications or USPS delivery. Text notifications 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> <p style="text-align: right;"><input type="button" value="Edit"/></p> </div>

Step #	Procedure
<p>5.</p>	<p>Click on the button next to <b>Email Notifications</b> to update your email preferences. Add your new or updated email address, then click the checkbox to confirm that you want to receive correspondence through email.</p> <p><b>Note:</b> You will receive a verification email to confirm your email address. Follow the steps in the verification email to complete the process.</p> 
<p>6.</p>	<p>Click on the button next to <b>USPS Mail</b> to view or update your mailing address. To edit your mailing address, Click the <b>Report Address Change</b> link. You will be directed to ACCESSNebraska to update your mailing address with DHHS.</p> 
<p>7.</p>	<p>Click the checkbox to opt-in for <b>Text Notifications</b>. Add your mobile phone number, then click the checkbox below to confirm that you want to receive correspondence through text.</p> 

Step #	Procedure
8.	<p>When finished updating your preferences, click <b>Save</b> at the bottom of the page.</p> <div data-bbox="498 359 1263 533" style="border: 1px solid black; padding: 10px;"><p>Once you choose to receive text notifications and save your preferences, you will receive a text at that number. Follow the steps inside the validation text to complete the update process.</p><p>Updating this information will stop notification delivery to previously listed phone numbers.</p><p style="text-align: right;"><input type="button" value="Cancel"/> <input type="button" value="Save"/></p></div>
9.	<p>A pop-up box will display to confirm that your preferences have been saved. Click the <b>Close</b> button to return to your <b>Benefit Preferences</b> page.</p> <div data-bbox="664 640 1096 798" style="border: 1px solid black; padding: 10px;"><p>Preferences have been saved! Your Correspondence Delivery preferences have been saved.</p><p style="text-align: right;"><input type="button" value="Close"/></p></div>