

HOW TO NAVIGATE THE "MY BENEFITS DASHBOARD"

Description:

The "My Benefits Dashboard" provides you with a straightforward and user-friendly platform to manage your existing benefit accounts, enabling you to view your current benefits and find helpful links to manage your benefits programs.

This guide provides step-by-step instructions on how to navigate the "My Benefits Dashboard" on the iServe Nebraska portal to view and take action on your benefits account.

Step #	Procedure					
1.	Access the iServe Nebraska Portal directly at http://www.iserve.nebraska.gov					
	iServe Nebraska					
	This is a site of the Nationals Department of Health and Human Services.					
	Enhance your experience by logging into iServe Nebraska					
	Apply for benefits and find the help you need Iserve Nebraska is a convenient new way for Nebraskans to apply to get help with food, utilities, healthcare, childcare, and other essential needs. Nebraskans can apply for a single benefit, or several at the same time. Explore Benefits Apply for Benefits Apply for Benefits Continue Application					
2.	Click the Manage Benefits button.					
	Apply for benefits and find the help you need IServe Nebraska is a convenient new way for Nebraskans to apply to get help with food, utilities, healthcare, childcare, and other essential needs. Nebraskans can apply for a single benefit, or several at the same time. Explore Benefits Apply for Benefits Extend Your Benefits Continue Application					



Step #	Procedure				
3.	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 create an account.				
		Sign in to your bencefits account use your existing account info to log in Don't have account? An account will let you save a draft of y application, view your current benefits, manage rene and registration, and update your household info. If have trouble logging in, visit the Frequently As Ouestions page. Si ya tiene una cuenta de ACCESSNebraska, puede la información de su cuenta existente para iniciar ses ayto tiene una cuenta? Una cuenta le permitirá guarda borrador de su solicitud, ver sus beneficios actura ainformación de su hogar. Si tiene problemas para in sestón, visite la página de Preguntas Frecuentes. Username / Nombre de usuario Show password Login Eorgot password? Don't have an account Create your account	can e an your ewal usar sión. Ir un ales, ir la iciar		
4.	Your My Benefits Dashboard will attention, a summary of your curr My Benefits Dashboard Welcome to your Benefits Dashboard. Access your benefits detail	display. From here, you can vie rent benefits, and case detail in ils in one place. For a tour, <u>click here</u> . Senefit Summary Active Programs: 1 Pending Programs: 1 Supplemental Nutrition Assistance Program (SNAP) Medicaid (Med)	w action it formation Name: Status: Program ID:	ems that require your Select a case Marcy Darcy Sr - Case 14303 •	

iServe Nebraska Portal – My Benefits Dashboard



Step #	Procedure				
Note:	If you have multiple cases associated with your login, a box will pop up asking you to select the case you wish to access. Click the desired case to proceed.				
	Select your case				
	You have permission to view multiple benefit cases, please select the case you wish to access.				
	Harry T Potter - Case 916				
	Hermione Potter - Case 14447				
	Sally Andersen - Case 14611				
5.	A tour of the My Benefits Dashboard is available at the top of the page. Click the Click Here link to view the tour.				
	My Benefits Dashboard Welcome to your Benefits Dashboard. Access your benefits details in one place. For a tour click here.				
6.	Alerts that require your attention are located on the top left side of your Benefits Dashboard. Active alerts will show in the Action Alert Preview box. Click on the Arrow icon to view the action alert details.				
	My Benefits Dashboard Welcome to your Benefits Dashboard. Access your benefits deta				



7.	When finished, click	on the X ic	on in the corner	of the Action D	etails box t	o return to your default
		Action Details				×
		Take action on pend	ling items. Avoid delays to your ben	efits. <u>More info</u> ~		
		Document	t Update Notice ke up to 15 days once documer	its are received to track and v	alidate them on this	display.
		Date Sent	Content	Program Impacted	Sent To	File
		06/06/2024	Request For Verification	Medicaid	Marcy Darcy Sr	
		06/06/2024	Request For Verification	SNAP	Marcy Darcy Sr	
8.	The Action Details p	rovide you	with information	n about actions	that are re	quired to avoid delays
	related to your case.		e File icon to vie			
		Take action on per	nding items. Avoid delays to your be	nefits. <u>More Info</u> ~		~
		Docume it may t	nt Update Notice ake up to 15 days once docume	ints are received to track and	validate them on this	display.
		Date Sent	Content	Program Impacted	Sent To	File
		06/18/2024	Request For Verification	SSCF	Harry T Potter	
		06/06/2024	Request For Verification	cc	Harry T Potter	6



9.	The Take Actions on Your Case section is on the left below the Action Details section.				
	There are buttons to report a Change in Circumstance, Extend your Existing Benefits, Continue a Saved Application, Upload Documents, Find Information on your Benefit Payment Card, and Requered Additional Benefits.				
	Click the applicable button for the action you would like to complete.				
	Note: The system will route you directly to either iServe Nebraska or ACCESSNebraska to complete the action.				
	Take Actions on Your Case				
	After reviewing your benefit case, use the links below to request changes or provide requested materials.				
	Change in circumstance If your household is currently receiving benefits. click here to report changes to your household or living circumstances.				
	© Extend your existing benefits Click here to renew, review, or recertify your benefits to continue receiving support.				
	Continue a saved application Click here to finish and submit an application form that you started and saved but did not complete.				
	Upload documents Click here to provide documents that have been requested for your application or other submitted changes.				
	My Bank Card Click here to find more information on your benefit payment card (ReliaCard or EBT card). including how to report lost. or stolen cards and how to find your balance.				
	Request additional benefits Click here to apply for benefits in addition to those you are already receiving.				



10. Nex	t is the Benefits Summary section at the top	o of the My Ber	efits Dashboar	d.
You Mo	r Benefit Summary shows your program info nth, and your next Review Due date.	ormation, inclu	ding Status, Pro	ogram ID, Next Paymer
	S Benefit Summary Active Programs: 1 Pending Programs: 1 Supplemental Nutrition Assistance Program (SNAP) Medicaid (Med)	Name: Status: Program ID:	Marcy Darcy Sr Pending 16057660	^
11. Circ	Con the program name to show the details f Benefit Summary Active Programs: 1 Pending Programs: 1 Supplemental Nutrition Assistance Program (SNAP) Medicaid (Med)	OF THAT DENERIT Name: Status: Program ID: Next Review Due:	Marcy Darcy Sr Active 81403799 May 2024	^
12. You	r Case Details section is next on the My Ben	efits Dashboar	d.	



13.	Click the People tab to find details on participants and other people tied to your case.				
	Click the drop-down menu to sort your view by Contact Information , Details by Person , Other Roles by Program , or Participants by Program .				
	Note: If you or a household member's contact information has changed, click on that person's name on the Contact Information view, then click Edit in the top right corner of the Contact Details box.				
	This action will automatically route you to the ACCESSNebraska website to update your information with DHHS.				
	Case Details People Benefits Correspondence				
	Find details on participants and other people tied to this case. <u>More Info</u> ~ Contact Information				
	Contact Details Marcy Darcy Name Marcy Darcy Sr Edit				
	Bill Blue Molting Address: 1826 Lincoln Ave Doctor House Address: 1826 Lincoln Ave Lincoln, NE 65508 Mailing Address: Cell: 402-450-7777				
	Frome: 402-484-9465 Email: tylerajorgeneer@gmail.com				
Note:	Click the More Info link in each section to view additional information.				
	Action Details ×				
	Take action on pending items. Avoid delays to your benefits. More info ~				
	Document Update Notice It may take up to 15 days once documents are received to track and validate them on this display.				
	Date Sent Content Program Impacted Sent To File				
14.	Click the Benefits tab to track past benefits and review benefits scheduled for the next two months.				
	Click the drop-down menu to sort your view by Authorized Services, Distribution History by Month or				
	Program, Medicald Details, Other Assistance, of Scheduled Benefits.				
	Case Details People Benefits Correspondence				
	Track past benefits and review benefits scheduled for the next two months. More test				
	Scheduled Benefits : June 2024				
	Program Status Benefit Amount Schedule Date Amount You Pay Recipient				
	SNAP Pending 50.00 EBT card July 2024 ^				
	Program Status Benefit Amount Schedule Date Amount You Pay Becipient Medicael Scheduled 500 07/2024				
	5NAP Pending 50.00 EBT card				
	Program Stations Benefit Amount Schedule Date Amount You Pay Recipient				
	Medical Strike-Sked Strike S				



Click the **Correspondence** tab to review documents and letters sent to you from DHHS. 15. Click the drop-down menu to sort your view by Correspondence Date, Program, Pending Application/Renewal, or Verification Request. Click on the File icon to open a specific item of correspondence. Case Details People Benefits Correspondence Review documents and letters sent to you from DHHS. More info-Correspondence by Date ç File Date Sent Content Action 📀 Sent To Program Marcy Darcy Sr 06/06/2024 **Request For Verification** Medicaid Yes ۵ 06/06/2024 **Request For Verification** Yes SNAP Marcy Darcy Sr ۵ **Request For Verification** 06/06/2024 Yes Medicaid Doctor House 05/28/2024 **Request For Verification** Yes Medicaid Marcy Darcy Sr ۵ Verif - Earned Income-Medicaid 05/28/2024 Yes Mcdonalds 05/21/2024 Notice - Generic Medicaid Bill Blue Sr 05/21/2024 Notice - Generic Medicaid Marcy Darcy Sr 05/20/2024 Request For Verification Yes Medicaid Bill Blue Sr ۵