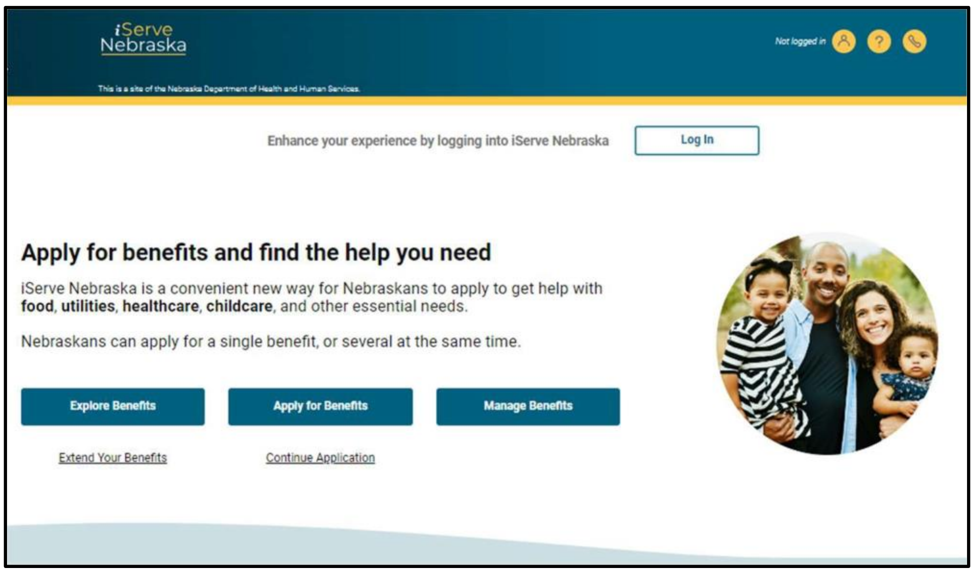
HOW TO NAVIGATE THE "MY BENEFITS DASHBOARD"

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.

<table>
<tr><th>Step #</th><th>Procedure</th></tr>
<tr><td>1.</td><td>Access the iServe Nebraska Portal directly at http://www.iserve.nebraska.gov


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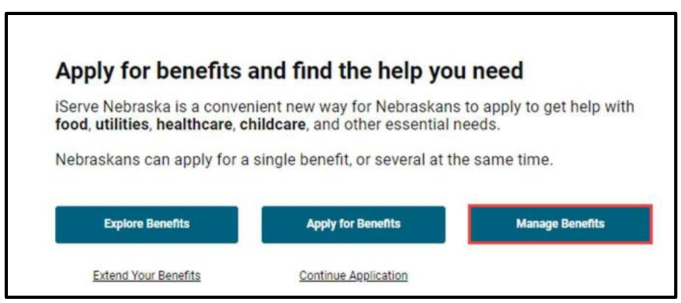
<tr><td>2.</td><td>Click the Manage Benefits button.


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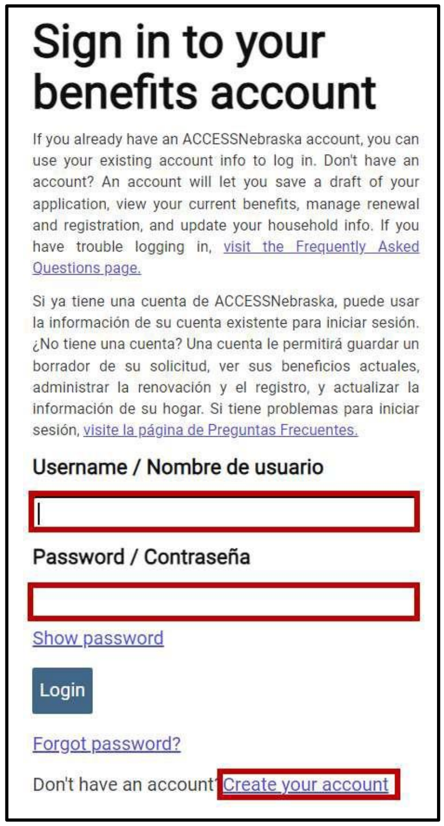
<tr><td>3.</td><td>You will be routed to the Sign in to your benefits account page to log in.
Note: If you do not have an iServe Nebraska account yet, click on the Create Your Account link to create an account.



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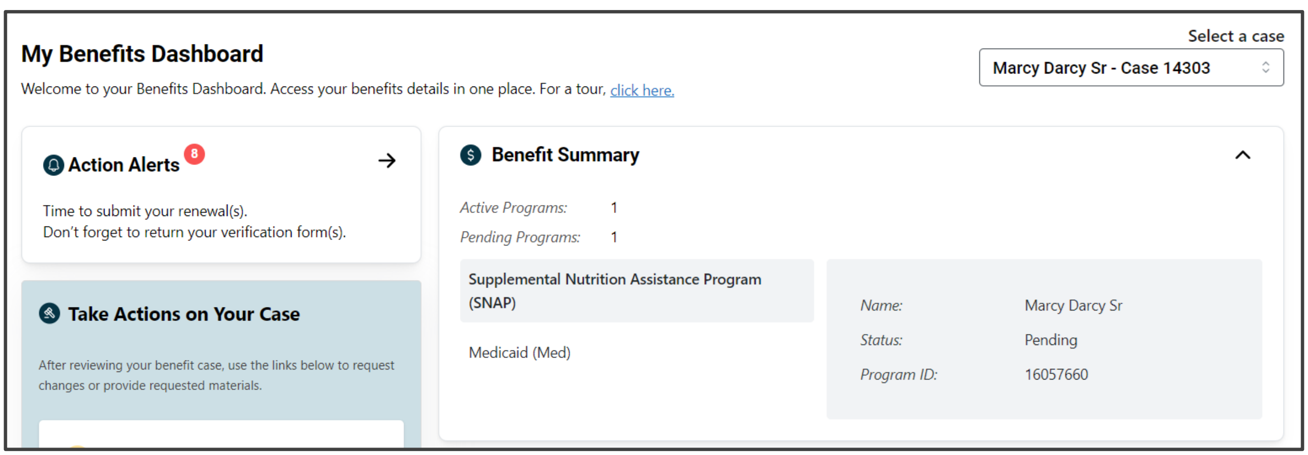
<tr><td>4.</td><td>Your My Benefits Dashboard will display. From here, you can view action items that require your attention, a summary of your current benefits, and case detail information.



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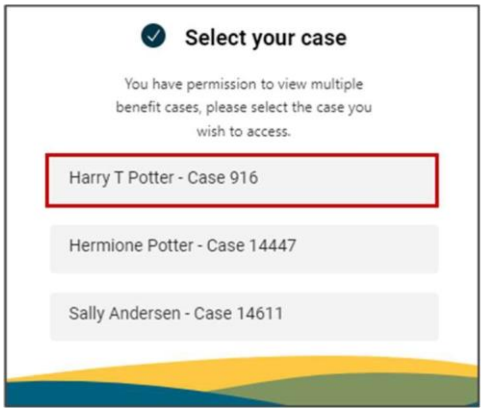
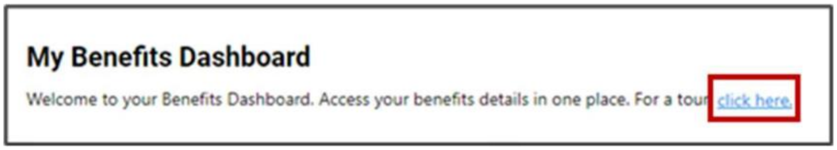
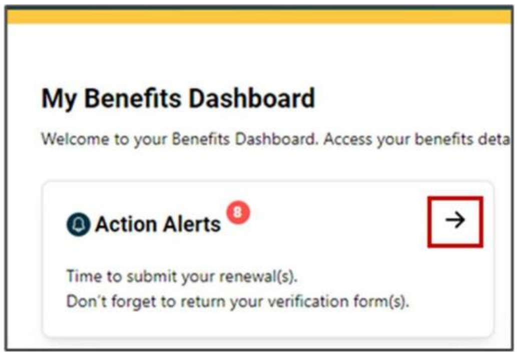
Step #	Procedure
Note:	If you have multiple cases associated with your login, a box will pop up asking you to select the case you wish to access. Click the desired case to proceed. 
5.	A tour of the **My Benefits Dashboard** is available at the top of the page. Click the **Click Here** link to view the tour. 
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. 

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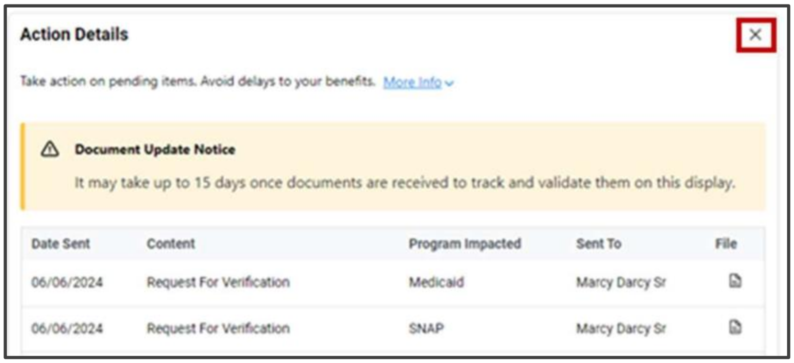
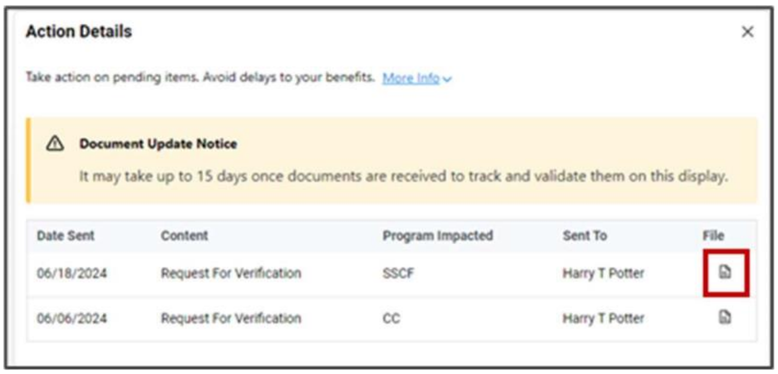
<tr><td>7.</td><td>When finished, click on the X icon in the corner of the Action Details box to return to your default view.

</td></tr>
<tr><td>8.</td><td>The Action Details provide you with information about actions that are required to avoid delays related to your case. Click on the File icon to view the associated correspondence.

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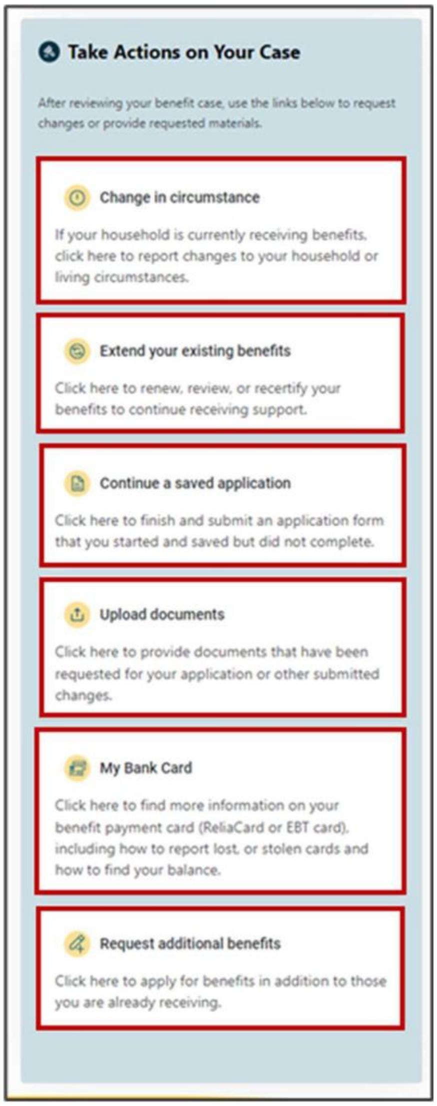
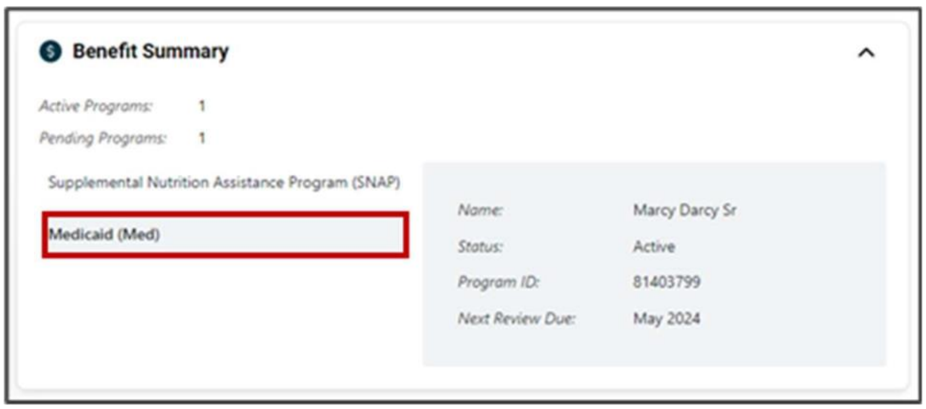
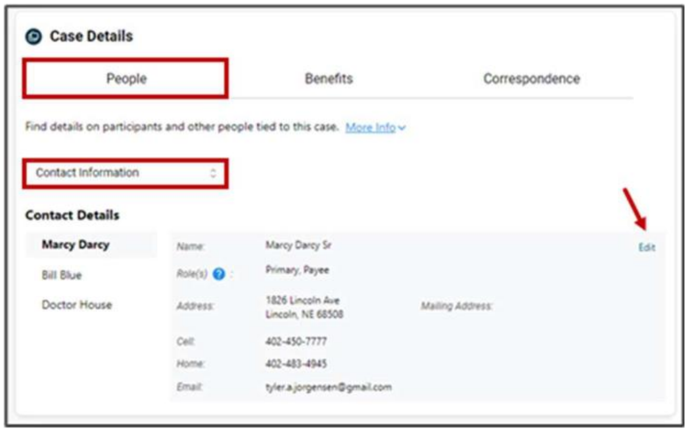
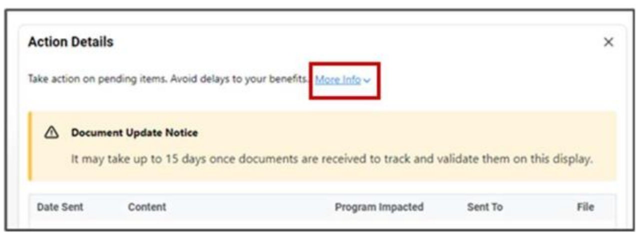
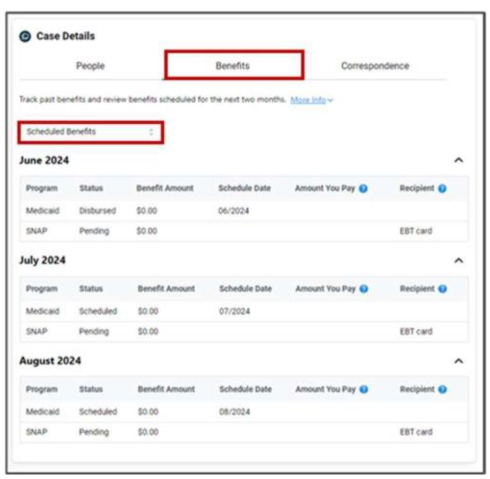
9.	The **Take Actions on Your Case** section is on the left below the **Action Details** section. There are buttons to report a **Change in Circumstance**, **Extend your Existing Benefits**, **Continue a Saved Application**, **Upload Documents**, **Find Information on your Benefit Payment Card**, and **Request 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. 

10.	Next is the **Benefits Summary** section at the top of the **My Benefits Dashboard.** Your **Benefit Summary** shows your program information, including **Status**, **Program ID**, **Next Payment Month**, and your next **Review Due** date. 
11.	Click on the program name to show the details for that benefit. 
12.	Your **Case Details** section is next on the **My Benefits Dashboard**.

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. 
Note:	Click the **More Info** link in each section to view additional information. 
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, Medicaid Details, Other Assistance,** or **Scheduled Benefits.** 

15. Click the **Correspondence** tab to review documents and letters sent to you from DHHS.
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.