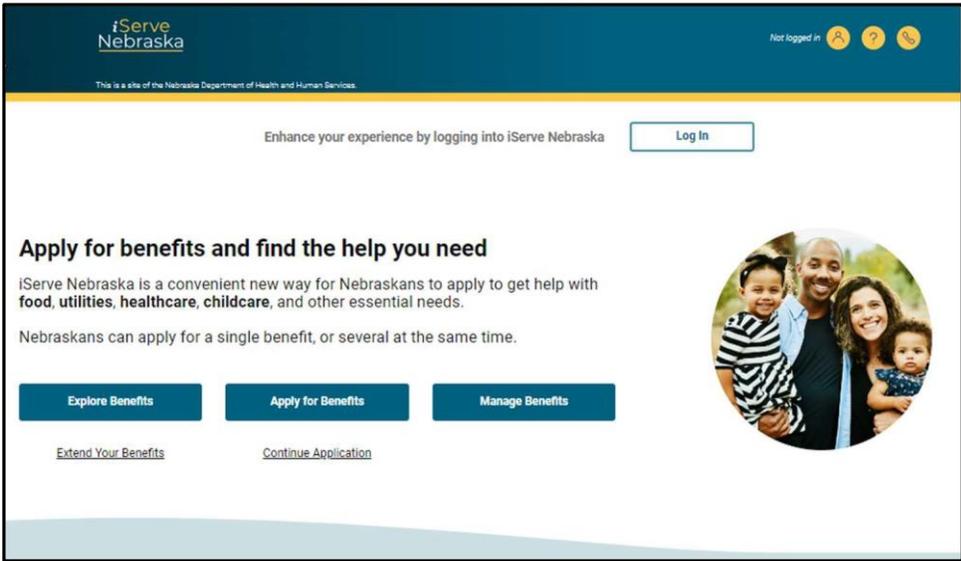
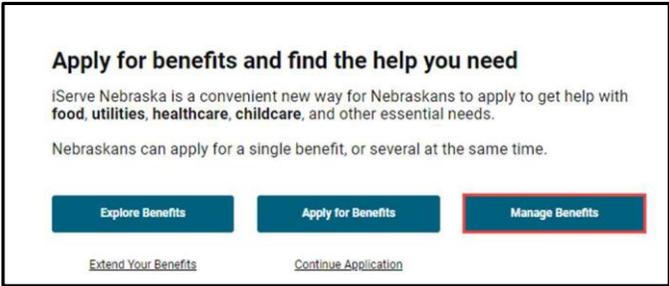


HOW TO NAVIGATE THE “MY BENEFITS DASHBOARD”

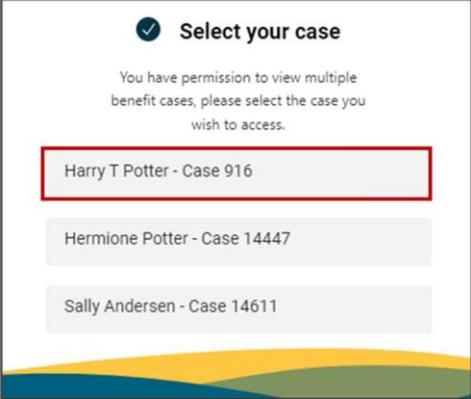
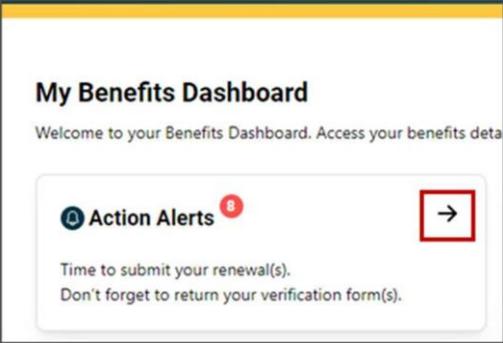
Description:

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.

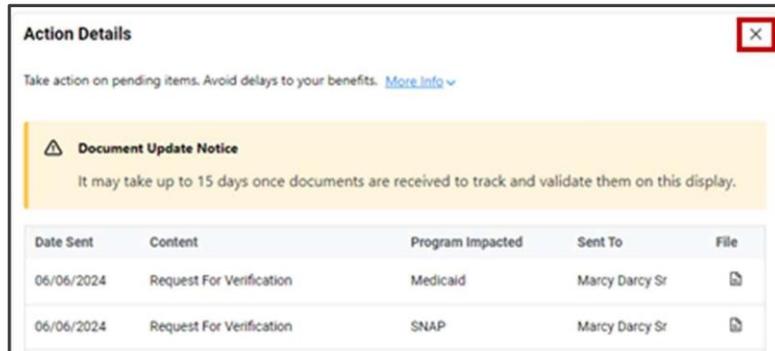
This guide provides step-by-step instructions on how to navigate the “My Benefits Dashboard” on the iServe Nebraska portal to view and take action on your benefits account.

Step #	Procedure
1.	<p>Access the iServe Nebraska Portal directly at http://www.iserve.nebraska.gov</p> 
2.	<p>Click the Manage Benefits button.</p> 

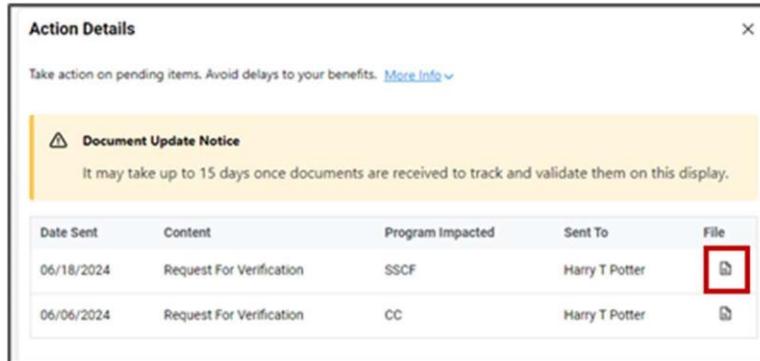
Step #	Procedure
3.	<p>You will be routed to the Sign in to your benefits account page to log in.</p> <p>Note: If you do not have an iServe Nebraska account yet, click on the Create Your Account link to create an account.</p> <div data-bbox="664 438 1096 1249" style="border: 1px solid black; padding: 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, visit the Frequently Asked Questions page.</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, visite la página de Preguntas Frecuentes.</p> <p>Username / Nombre de usuario</p> <input style="width: 100%; border: 1px solid red;" type="text"/> Password / Contraseña <input style="width: 100%; border: 1px solid red;" type="password"/> Show password <input type="button" value="Login"/> Forgot password? Don't have an account? Create your account </div>

Step #	Procedure
<p>Note:</p>	<p>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.</p> 
<p>5.</p>	<p>A tour of the My Benefits Dashboard is available at the top of the page. Click the Click Here link to view the tour.</p> 
<p>6.</p>	<p>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.</p> 

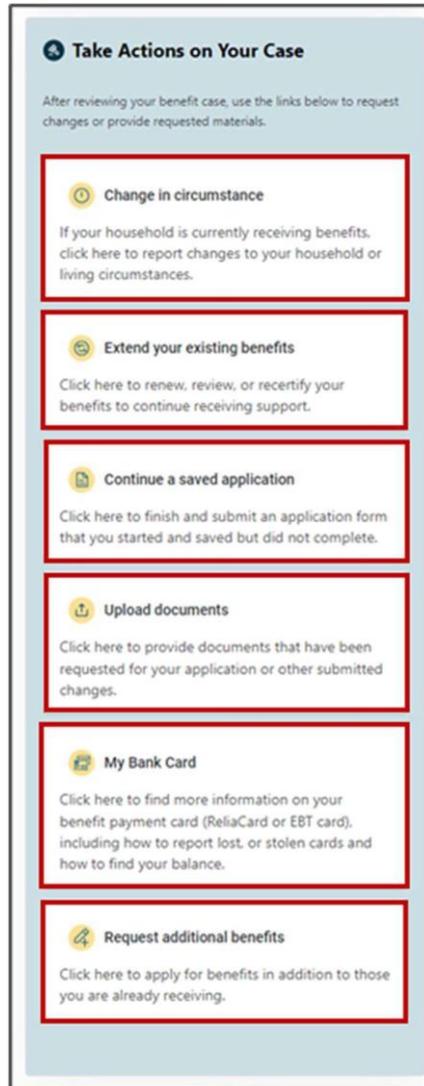
7. When finished, click on the X icon in the corner of the Action Details box to return to your default view.



8. 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.



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.

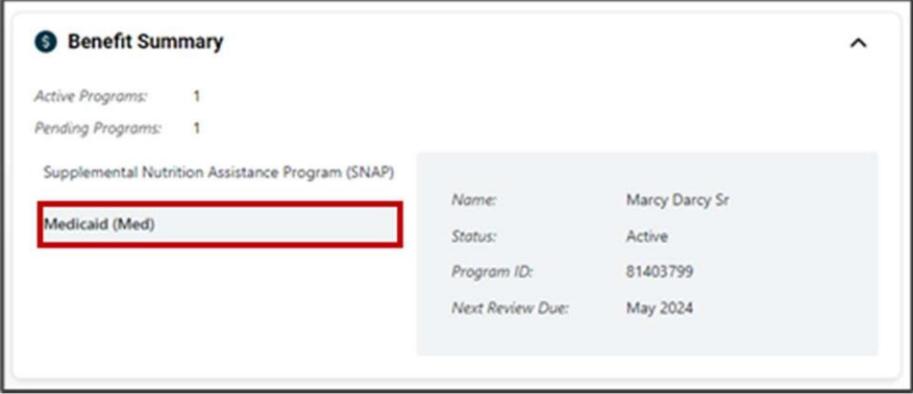


10. Next is the **Benefits Summary** section at the top of the **My Benefits Dashboard**. Your **Benefit Summary** shows your program information, including **Status**, **Program ID**, **Next Payment Month**, and your next **Review Due** date.



The screenshot shows a 'Benefit Summary' card with a blue header and an upward arrow. It lists 'Active Programs: 1' and 'Pending Programs: 1'. Below this, there are two program entries: 'Supplemental Nutrition Assistance Program (SNAP)' and 'Medicaid (Med)'. To the right of these entries is a light blue box containing details for the selected program: 'Name: Marcy Darcy Sr', 'Status: Pending', and 'Program ID: 16057660'.

11. Click on the program name to show the details for that benefit.



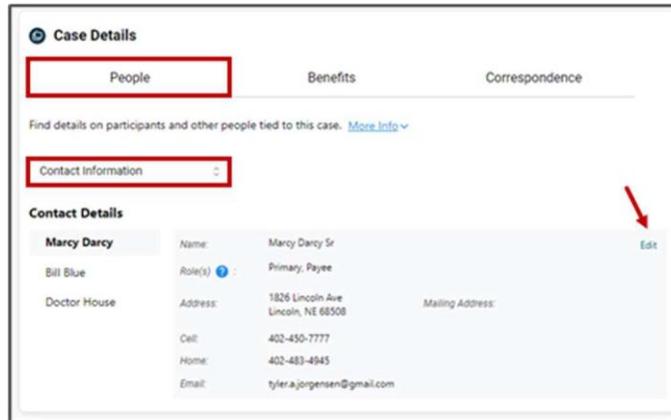
The screenshot is identical to the previous one, but the 'Medicaid (Med)' program name is highlighted with a red rectangular box. The details box on the right now shows 'Status: Active' and 'Next Review Due: May 2024'.

12. Your **Case Details** section is next on the **My Benefits Dashboard**.

13.

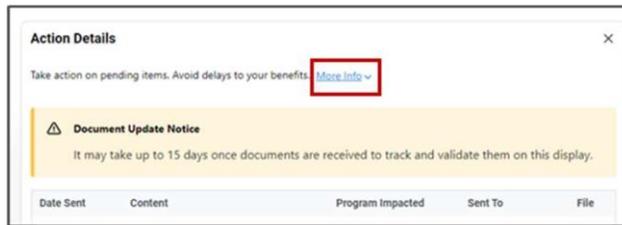
Click the **People** tab to find details on participants and other people tied to your case. Click the drop-down menu to sort your view by **Contact Information, Details by Person, Other Roles by Program, or Participants by Program**.

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.



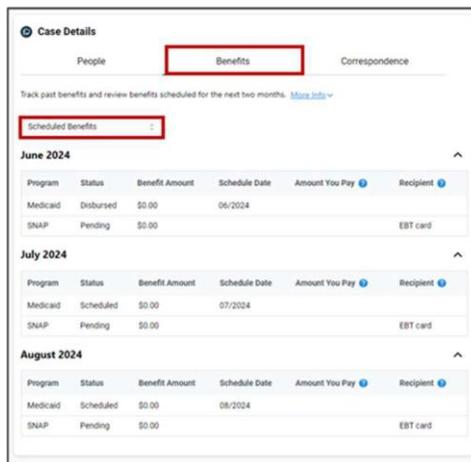
Note:

Click the **More Info** link in each section to view additional information.

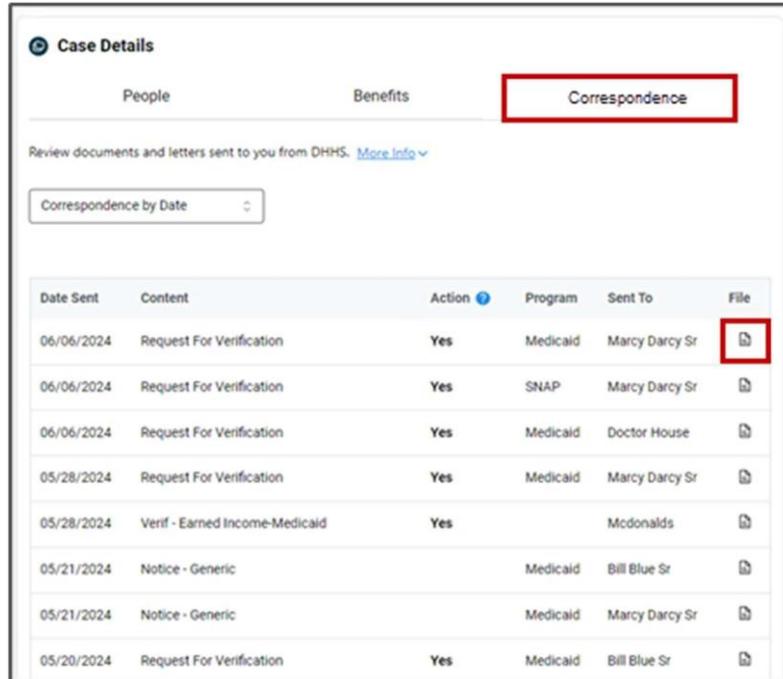


14.

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.



The screenshot shows the 'Case Details' page with the 'Correspondence' tab selected. Below the tabs, there is a heading 'Review documents and letters sent to you from DHHS. [More info](#)' and a dropdown menu set to 'Correspondence by Date'. A table lists correspondence items with columns for Date Sent, Content, Action, Program, Sent To, and File. The 'File' icon for the first row is highlighted with a red box.

Date Sent	Content	Action	Program	Sent To	File
06/06/2024	Request For Verification	Yes	Medicaid	Marcy Darcy Sr	
06/06/2024	Request For Verification	Yes	SNAP	Marcy Darcy Sr	
06/06/2024	Request For Verification	Yes	Medicaid	Doctor House	
05/28/2024	Request For Verification	Yes	Medicaid	Marcy Darcy Sr	
05/28/2024	Verif - Earned Income-Medicaid	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	