

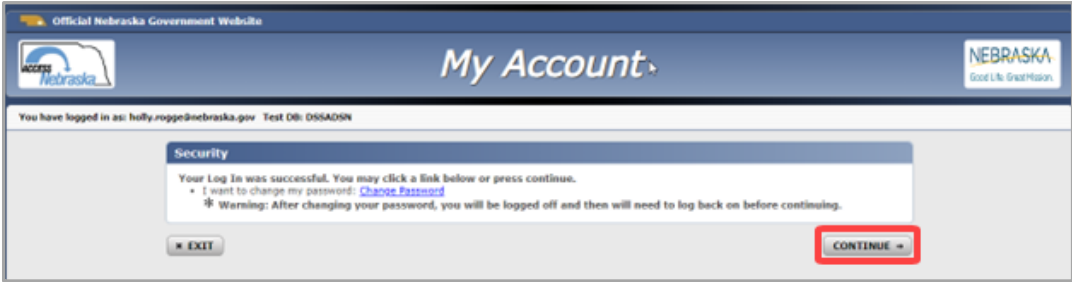
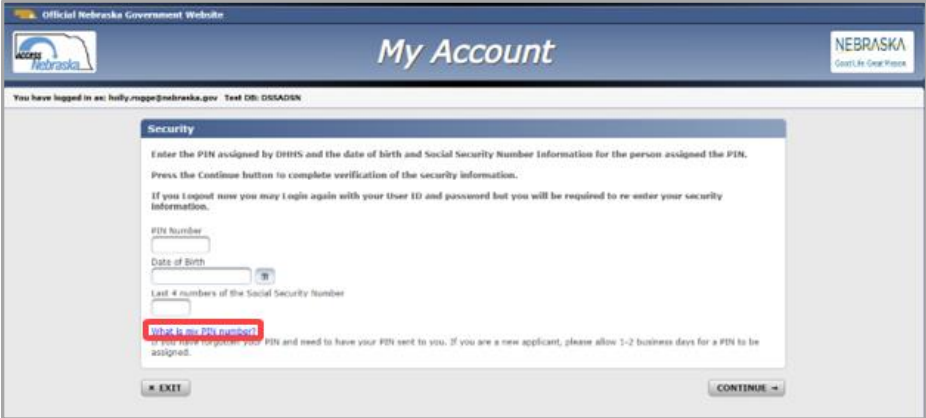
How To Recover Your PIN

This Quick Reference Guide (QRG) provides step-by-step guidance on how to recover your PIN when renewing or managing your benefits.

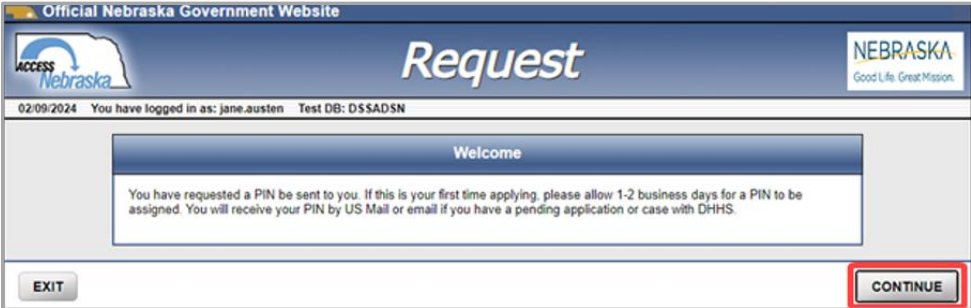
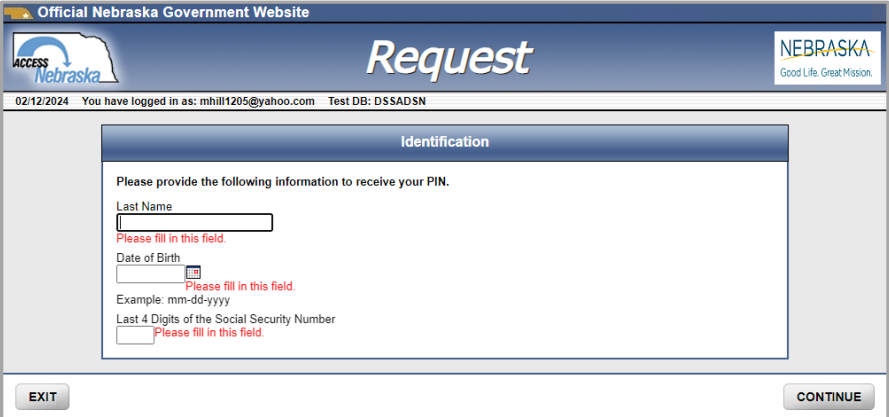
Recovering Your PIN

Step #	Procedure
1.	PIN recovery must be done on ACCESSNebraska. On the ACCESSNebraska landing page, https://dhhs-access-neb-menu.ne.gov/start/, select the “My Account” box to get started. 
2.	Read the overview of the upcoming steps and the applications you can access once the process has been completed, then click Continue to proceed. 

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3.	You will be asked to sign in to your benefits account. Enter your credentials and then click Login. 
4.	Upon logging in successfully, you will see the following message. Click Continue. 
5.	Select “What is my PIN number?” to proceed to the next page. 

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Step #	Procedure
6.	Read the Welcome information, then click Continue. 
7.	Enter your last name, date of birth, and the last 4 digits of your social security number. Then, click Continue. 
8.	If any information is missing from a required field, a message will appear informing you of which field needs to be addressed. 

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Step #	Procedure
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- If the information entered is unable to be verified, a message will appear asking you to review it and make any changes.

- If your information is submitted incorrectly three times, the following message will appear.

- After you have successfully verified your identity, you will be able to choose how you would like your PIN delivered to you. If you want your pin to be sent to an **email**, select “Yes” when asked, “Do you want your PIN sent by email?” Then enter the email address DHHS has on file for you.

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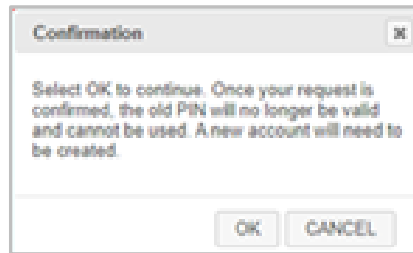
Step #	Procedure
12.	When the email address on file is confirmed, a message will appear stating that your PIN will be emailed to you.

The screenshot shows the 'Request' page on the Official Nebraska Government Website. The header includes the 'ACCESS Nebraska' logo and the 'NEBRASKA Good Life. Great Mission.' logo. The user is logged in as 'george.jefferson' on '02/06/2024'. A red box highlights a 'Confirmation' message that reads: 'Your request for PIN has been submitted. A PIN will be emailed to [redacted]@NEBRASKA.GOV'. Below the message is an 'EXIT' button. At the bottom, a footer provides contact information for the DHS ACCESSNebraska Customer Service Center.

13. If you enter an incorrect email, you will receive the following message.

The screenshot shows the 'Request' page on the Official Nebraska Government Website. The user is logged in as 'jane.austen' on '02/09/2024'. A red box highlights a 'PIN Request' message that reads: 'We were unable to validate your information. Please review the information entered.' Below the message, there is a question 'Do you want your PIN sent by email?' with 'Yes' selected. The 'Email Address' field contains 'JANE@HOTMAIL.COM' and the 'Re-Type Email' field also contains 'JANE@HOTMAIL.COM'. At the bottom, there are 'EXIT' and 'CONTINUE' buttons.

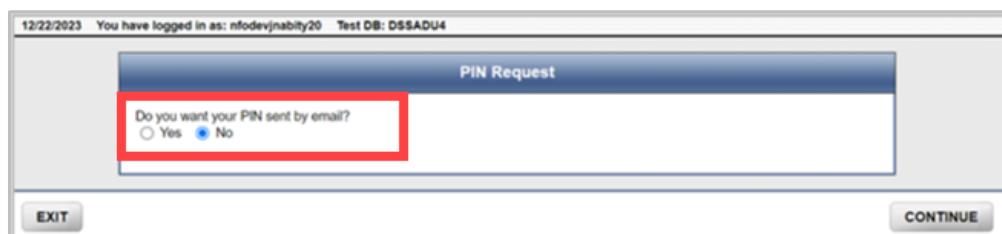
- 14.** If you continue to enter an incorrect email, a pop-up will appear on the screen. Click **Cancel** to close the message and edit your email information. Click **OK** if you feel the information entered is correct.



- 15.** If the email entered is still incorrect according to our records, and cannot be confirmed, a confirmation page displays indicating your PIN will be sent to the address on file by US mail.



- 16.** If you prefer to have your PIN sent via mail, select **No** when asked if you would like to receive your PIN by email.



- 17.** A confirmation page displays stating that your PIN will be sent via mail.

