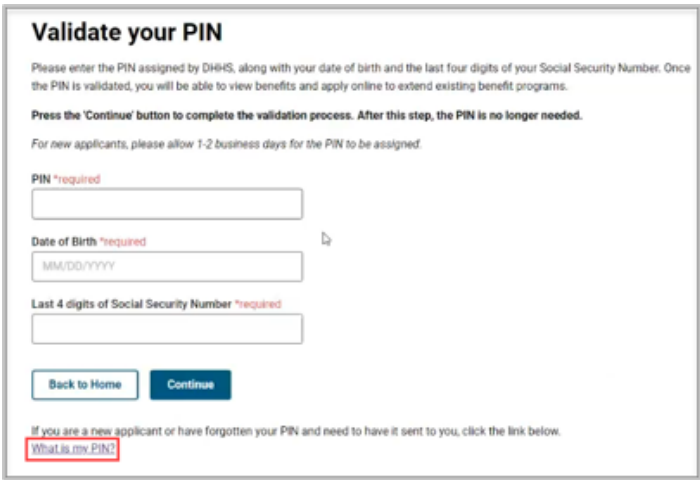


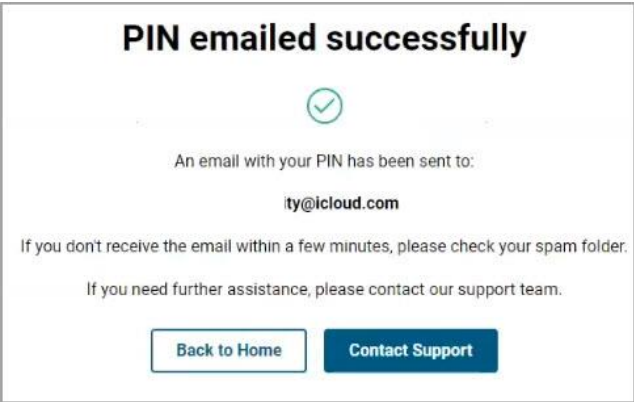
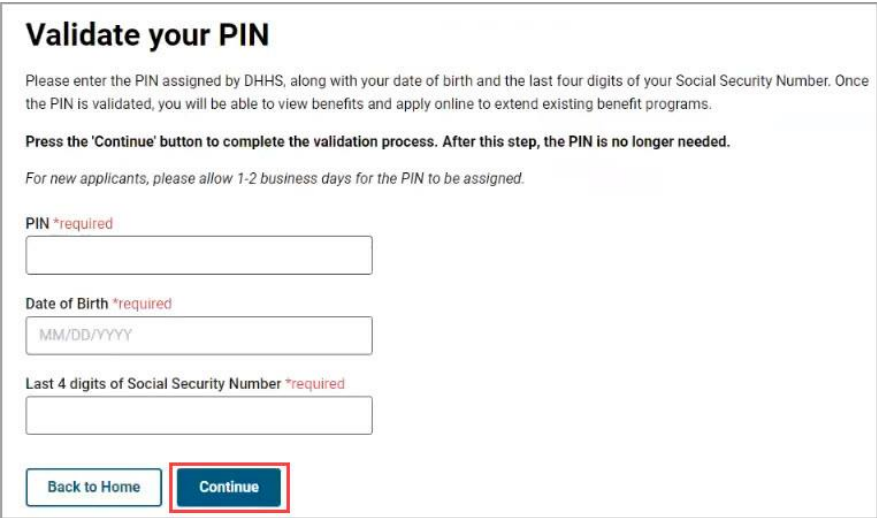
HOW TO VALIDATE OR RECOVER YOUR PIN

Description:

PIN validation is a security feature that displays when you attempt to complete certain actions on the Portal such as renewals, recertifications, updating correspondence preferences, etc. If you need a new PIN, or in the instance of a lost or forgotten PIN, the iServe Nebraska Portal now has a new self-service account feature to help you quickly recover your PIN.

Step #	Procedure
1.	If you attempt to complete a task on the iServe Nebraska Portal that requires a validated PIN, you will be prompted with the PIN validation screen. To retrieve a lost or forgotten PIN, click the What is my PIN? link to start the process of recovering your PIN. 
2.	The Recover your PIN screen will display. Complete the required fields to verify your identity, then click Continue. 

Step #	Procedure
3.	Upon successful verification of your information, the Select PIN delivery method prompt will display. Choose your preferred delivery method for how you would like to receive your PIN, then click Continue. Select PIN delivery method Your information has been successfully validated. Please choose how you'd like to receive your PIN. ☐ Send PIN by Email ☐ Mail PIN to my Address Continue
4.	If you choose to receive your PIN by mail, a message displays indicating you will receive your PIN within 3-5 business days at the address on your account. PIN Mail request submitted  A PIN will be sent to your registered address via US Mail. Please allow 3-5 business days for it to deliver. If you need further assistance, please contact our support team. Back to Home Contact Support
5.	If you choose to receive your PIN by email, you will be asked to confirm your email address. Confirm your email address by entering it twice, then click Continue. Your PIN will be delivered to your email inbox. Confirm your email address Please confirm the email address associated with your case by typing it below J*****Y@ICLOUD.COM Type Email <i>*required</i> Re-type Email <i>*required</i> Continue

6.	A new screen will display confirming that your PIN has been emailed to you successfully. 
7.	Check your inbox for an email that contains your PIN. 
8.	After you have retrieved your PIN, when you log back into the Portal you will be prompted again with the PIN validation screen. Complete the required fields, then click Continue. 
Note	You will be routed to the iServe NE page you intend to visit. After the account verification process has been completed once, the PIN remains part of your iServe Nebraska account. You will not need to re-enter the PIN for any other tasks on the iServe NE Portal.