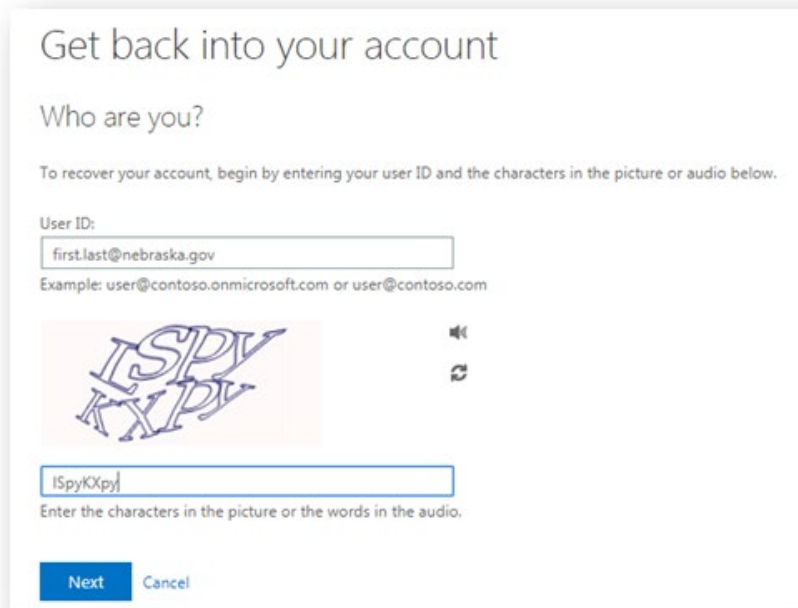


1. Type your first.last@nebraska.gov email address into the User ID prompt and complete the captcha. (Captcha is not case sensitive.)




Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com

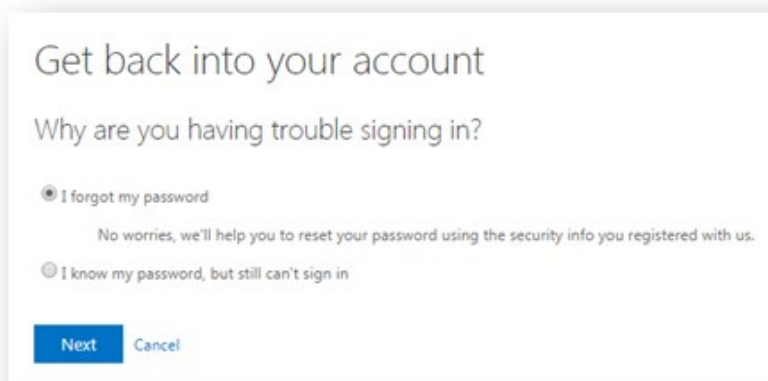


Enter the characters in the picture or the words in the audio.

Select "Next".

2. Tell the automated system why you are having trouble signing in by selecting, "I forgot my password" or "I know my password, but still can't sign in". I forgot my password is the same as resetting the password. I know my password but still can't sign in is the same as unlock account without changing the password.

Select Next.



Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

1. **Verification step 1.** Use the radial buttons to select a contact method, or answer your security questions. Follow the wizard to complete the steps for your account.
 - a. Via the contact method of your choosing, you will receive a verification code to access your account.

Get back into your account

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Call my office phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****25) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Enter the verification code into the prompt and select next.

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Call my office phone
- Answer my security questions

We've sent you a text message containing a verification code to your phone.

168311

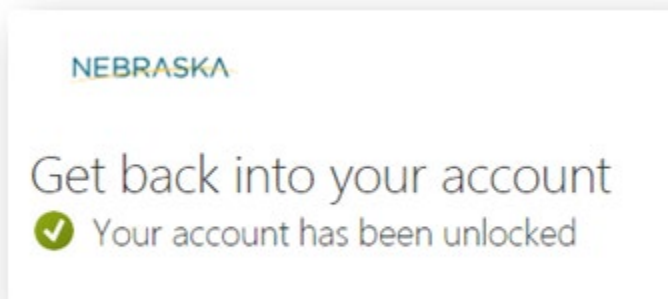
Next

Cancel

- b. If you prefer to answer your security questions instead of using a verification code, you may opt to do so at this time.

The screenshot shows a web form titled "verification step 1 > unlock your account". Below the title is the instruction "Please choose the contact method we should use for verification:". On the left side, there are five radio button options: "Email my alternate email", "Text my mobile phone", "Call my mobile phone", "Call my office phone", and "Answer my security questions". The "Answer my security questions" option is selected and highlighted with a grey background. To the right of these options, there are three text input fields with the following prompts: "What is the name of a college you applied to but didn't attend?", "In what city was your mother born?", and "What is your mother's middle name?". A "Next" button is located at the bottom right of the form.

2. You will see this screen when your account is unlocked:



Or, here is the screenshot if you need to reset your password.

NEBRASKA

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

3. Once you have changed your password you will need to keep it for 24 hours. State of Nebraska security policies allow you to change your password only once per day.