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

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.
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.

Enter the verification code into the prompt and select next.
b. If you prefer to answer your security questions instead of using a verification code, you may opt to do so at this time.

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

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