

The Commonwealth of Kentucky



CABINET FOR HEALTH
AND FAMILY SERVICES

KYID User Guide

Create Account

Last Updated: 5.14.2026

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Create Account

The Create Account User Guide provides clear step-by-step instructions to help you create your KYID account. This guide walks you through each stage of the registration process, from accessing the portal and entering your personal details to verifying your identity and setting up your login credentials. By following the instructions in the sections of this user guide, you will be able to successfully create your account on the KYID portal and access all the features and services available on the portal. Throughout the document, there are **mandatory** fields marked with an **asterisk (*)** which must be completed to proceed further with the account creation process.

Additionally, if you already have a Kentucky Online Gateway (KOG) account, it has now been converted into a KYID account. Please log in to review and update your information as needed. Apart from self-registration, there are two other ways to start the Create Account process:

1. An invitation link via email
2. Clicking Sign In on an application page, such as kynect

The create account steps are the same for each of these scenarios.

Special Considerations for Users:

- **State User Accounts:** If you are a state user, your account is typically created during the onboarding process. Ensure you have submitted all necessary forms and documents to facilitate this process.
- **Training and Agreements:** Certain users may need to complete trainings or sign agreements as part of the account creation prerequisites. Ensure these requirements are met to avoid delays in account activation.

Additional Information:

- **Role Assignment:** After account creation, roles may be assigned through a request application or backend processes. Supervisors can facilitate this by selecting the user and assigning the necessary roles.
- **Support:** For assistance during the account creation process, you may contact your organization's support team or the KYID Help Desk at KYIDHelpDesk@ky.gov. Users can also contact our KYID Help Desk Team immediately at 502-564-0104 and choose option 2.

1. Create Account via Self-Registration

Please note: In case you have a KYID account or a previous Kentucky Online Gateway (KOG) account, enter your registered email address in the **Email*** field, select the **I consent to System Notice** checkbox, and click **Next** to login.

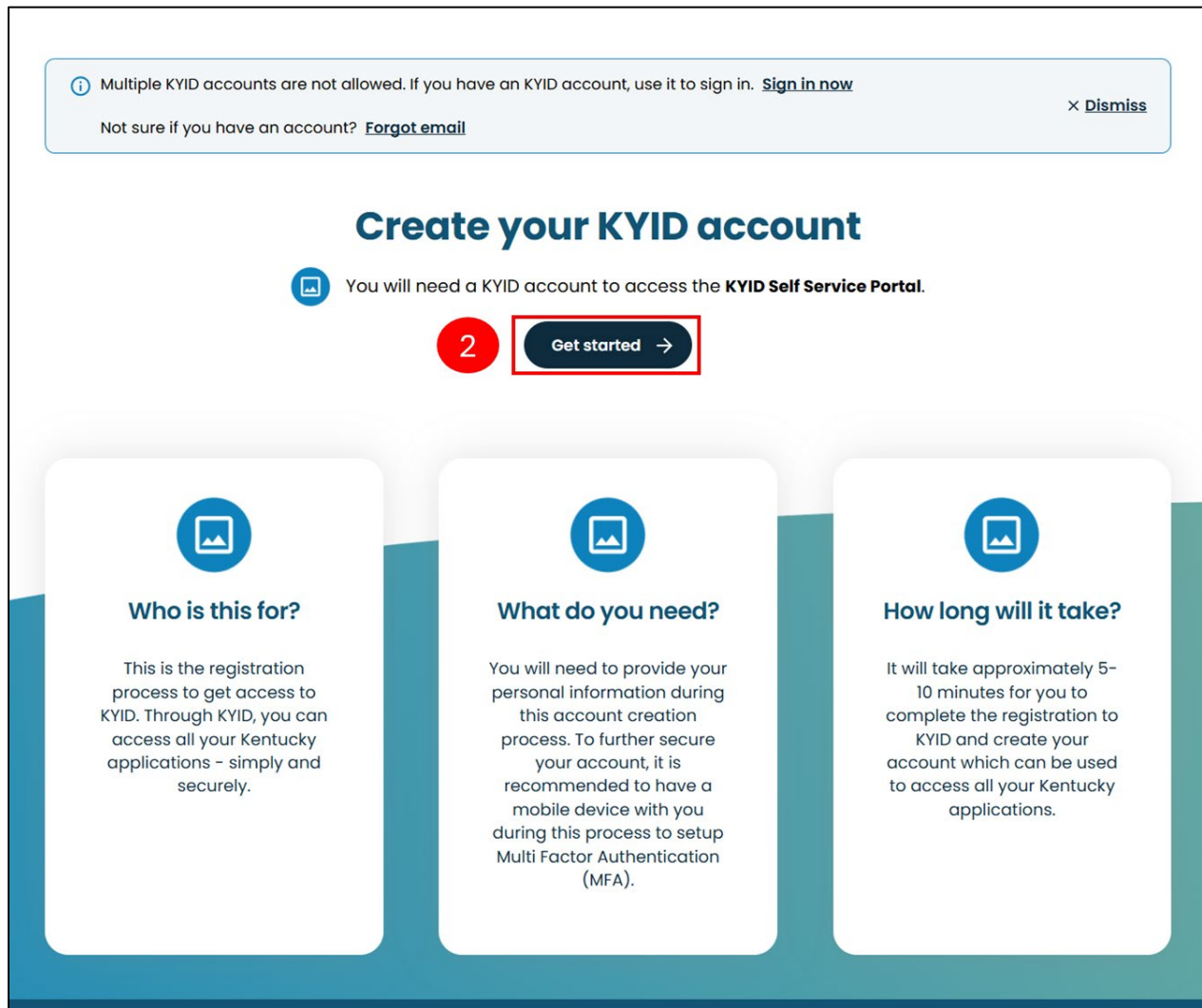
Accessing the KYID portal directly through your browser allows you to complete self-registration with ease. Once you've created your account via self-registration, you'll be taken straight to the KYID portal dashboard, ready to explore its features and tools.

Perform the following steps to create your KYID account via the Self-Registration process.

1. Click **Create Account** on the KYID homepage to start creating your account.

The screenshot shows the KYID homepage. At the top left is the TEAM KENTUCKY logo. At the top right are links for 'Help Center', 'English (English)', and 'Sign in'. The main heading reads 'All your applications, one secure place.' Below this is a sub-heading: 'Through KYID, you can access all your Kentucky applications—simply and securely.' A red circle with the number '1' highlights a 'Create Account' button. To the right is a 'Sign In' form with an 'Email*' field containing 'sample@email.com', a checkbox for 'I consent to the System Notice', a 'Next' button, and a 'Forgot email' link.

2. Click **Get Started** on the KYID homepage.



Please note: The **Create your KYID Account** screen displays when you initiate the account creation process from the KYID home page.

You may click the **Sign in now** link if you already have an account on the KYID portal. Click the **Forgot email** link in case you are not sure whether you already have an existing KYID account.

3. The **Enter your account email** is the first step of the account creation process. Enter your preferred email address in the **Primary email*** field.
4. Enter the same email id in the **Confirm primary email*** field.
5. Click **Next** to proceed.

The screenshot shows a web form titled "Enter your account email" under the heading "Create an Account Step 1 of 5". The form includes a close link "Exit create an account" at the top left. The main instruction reads: "Your email will serve as your username for your KYID account." Below this is a note: "* Indicates a required field." The form contains two input fields: "Primary email*" and "Confirm primary email*", both containing the text "jordan.smith@mailinator.com". A red circle with the number "3" is next to the first field, and a red circle with the number "4" is next to the second field. At the bottom, there is a "< Back" link and a "Next" button, with a red circle containing the number "5" next to the "Next" button.

Please note: You may click the **Back** link if you want to go to the previous screen. In case you want to exit this screen, click the **Exit create an account** link at the top left of the screen.

The **Verify your email** popup displays. As the next step in the account creation process, you must verify your email. A six-digit verification code is sent to your registered email address.

6. Enter the six-digit code in the **Enter verification code*** field. Note that the code expires after 10 minutes.
7. After entering the code, click **Verify** to proceed. Upon successful verification, a success message is displayed.
 - a. Click the **Resend verification code** link to receive a new code in case the code expires after 10 minutes, or you have not received it.
 - b. Click the **Use a different email** link in case you wish to use a different email address to create your KYID account.

Verify your email

Six-digit verification code was sent to jordan.smith@mailinator.com. Enter the verification code provided to verify your email.

* Indicates a required field.

Enter verification code*

5 8 5 9 5 9

Code expires in 08:49 minutes

Verify

[Resend verification code](#) | [Use a different email](#)

jordan.smith@mailinator.com

Providing your mobile number is the third step of the account creation process. The mobile number or alternative email will be used for Multifactor Authentication (MFA) and/or for account recovery.

8. Click the **Country code** drop-down arrow and select the applicable country code from the menu.
9. Enter your mobile number in the **Mobile number** field.
10. Re-enter the same mobile number in the **Confirm mobile number** field.
11. To verify your mobile number, select one of the following options to receive the verification code on your selected mobile number:
 - **Text message:** Receive a code via SMS.
 - **Voice call:** Receive a code through a phone call.
12. Click **Next** to proceed.

Create an Account
Step 2 of 5

Provide your mobile number

Jordan.smith@mailinator.com

Providing your mobile number adds an extra layer of security to your account. It allows us to help you to regain access if you lose access to your email or password.

Country code

8 (+) United States

Mobile number

9 (xxx) xxx-xxxx

Confirm mobile number

10 (xxx) xxx-xxxx

How would you like to receive the verification code? *

11

Text Message
You will receive a passcode via text message to your phone

Voice call
You will receive a passcode via voice call to your phone

Skip this step

12

< Back Next

Please note: You may select the **Skip this step** link on this screen; however, if you skip this step, you must provide an alternate email as a mandatory step on the next screen. The alternate email address will be used to help you recover your account credentials.

The **Verify your mobile number** popup displays. As the next step in the account creation process, you must verify your mobile number. A six-digit verification code is sent to the mobile number you provided.

13. Enter the six-digit code in the **Enter verification code*** field.
14. After entering the code, click **Verify** to proceed. Upon successful verification, a success message appears.

If you need a new code sent to your mobile device:

- a. Select the **text message** link to receive a new code via text message in case the code expires, or you have not received it.
- b. Select the **voice call** link in case you prefer to receive the code via a voice call.

The screenshot shows a mobile application screen titled "Verify your mobile number". The screen contains the following elements: a title, a subtitle "Six-digit verification code was sent to [redacted]. Enter the verification code provided to verify your mobile number.", a note "* Indicates a required field.", a text input field labeled "Enter verification code*" with six empty boxes for digits, a "Verify" button, and two links: "text message" and "voice call". A "Back" button is also visible. Red circles with numbers 13, 14, a, and b are overlaid on the screen to indicate the steps described in the text. A red box highlights the input field and the "Verify" button.

Please note: The code expires in five (5) minutes. The retry limit is **three (3)**, for resending verification code through text message or voice call; that includes one primary and two retries. If you provide an incorrect verification code for the third time, an error message will be displayed.

You may click the **Back** link to go back to the previous screen.

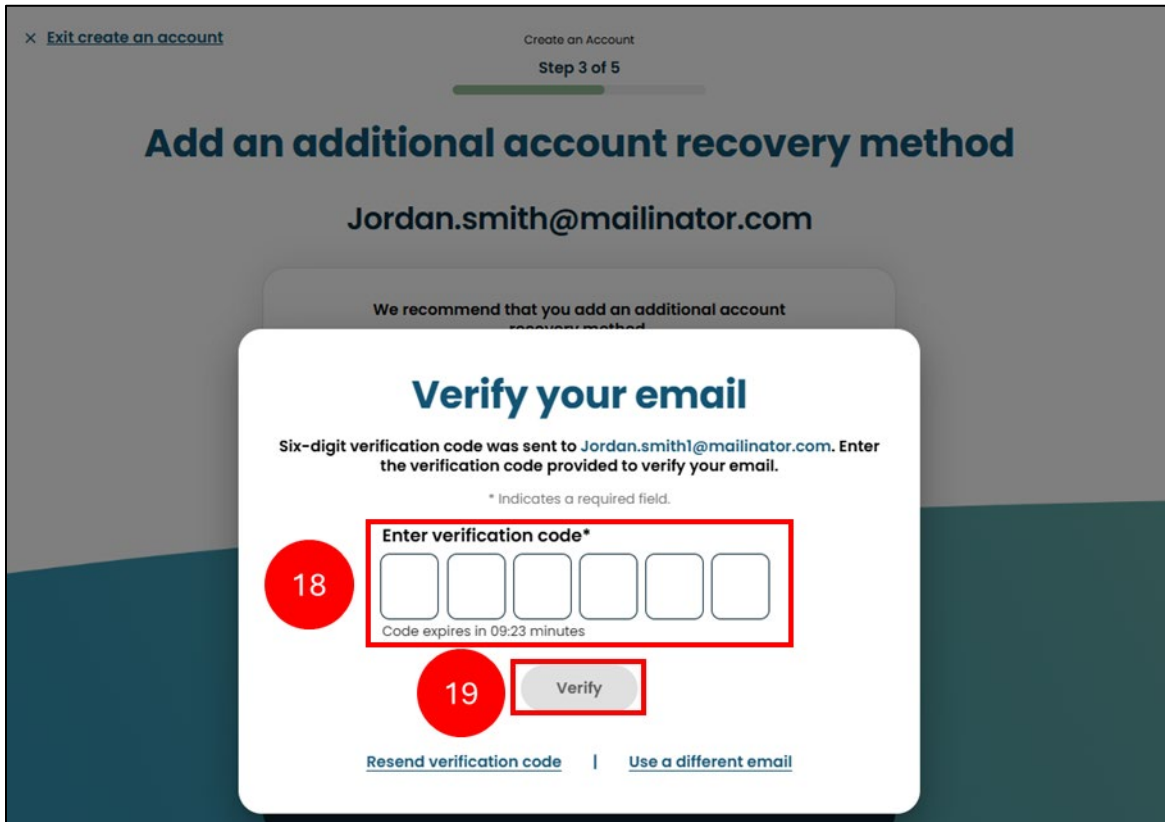
Adding an additional account recovery method is the fourth step in the account creation process. This step is optional if you have already provided your phone number. However, if you skipped the step to enter your phone number earlier, this step becomes mandatory. Confirm that your **Primary email** is displayed correctly on this screen.

15. Enter your alternate email address in the **Alternate email*** field. **The alternate email cannot be the same email as the primary email address.**
16. Re-enter the alternate email address in the **Confirm Alternate email*** field and confirm it matches the one entered above.
17. Click **Next** to proceed.

The screenshot shows a mobile application interface for creating an account. At the top, it says 'Create an Account Step 3 of 5'. The main heading is 'Add an additional account recovery method'. Below this, the primary email 'Jordan.smith@mailinator.com' is displayed. A message states: 'We recommend that you add an additional account recovery method.' The primary email is listed as 'Jordan.smith@mailinator.com'. There are two input fields: 'Alternate email*' and 'Confirm alternate email*', both containing 'Jordan.smith@mailinator.com'. A 'Next' button is at the bottom right, and a 'Back' link is at the bottom left. Red circles with numbers 15, 16, and 17 highlight the alternate email fields and the Next button respectively.

Please note: Other mandatory MFA options may be prompted based on your user role. Please refer to the **Manage MFA User Guide** for detailed instructions on setting up the available MFA options.

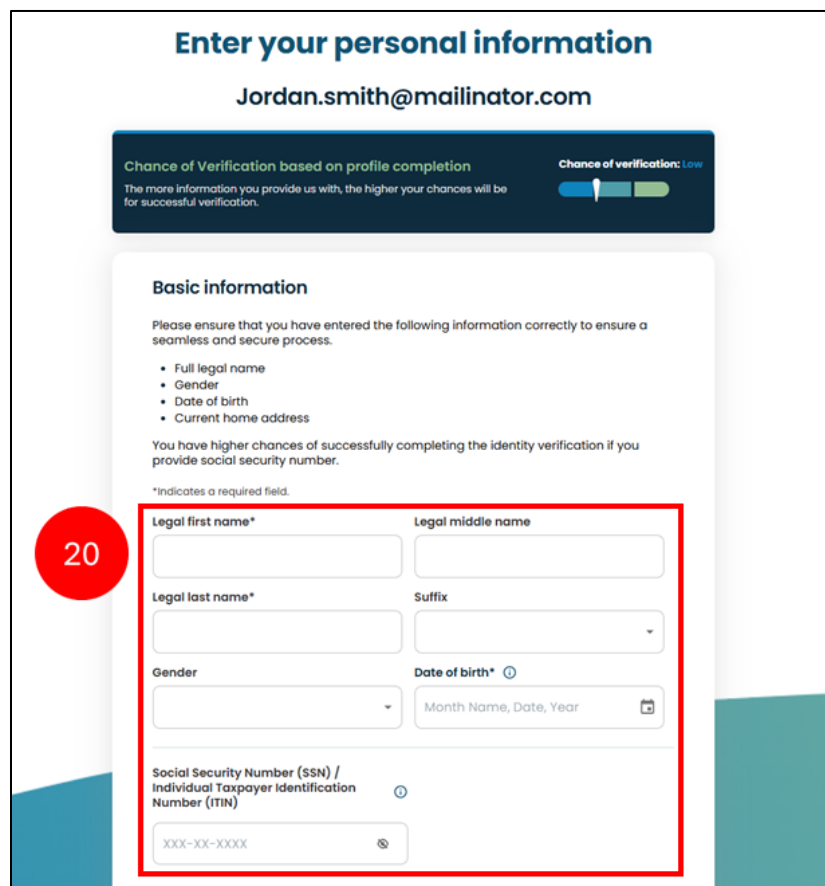
18. The **Verify your email** popup displays. Enter the code sent to the alternate email, in the **Enter verification code*** field.
19. Click **Verify**.



Entering your personal information is the second step of the account creation process. This step enables you to add or update your personal information details like basic information, home details, and contact information.

20. Under the **Basic information** section, enter relevant data in the following fields.

- **Legal first name***
- **Legal middle name**
- **Legal last name***
- **Suffix**
- **Gender**
- **Date of birth***
- **Social security number / Individual Taxpayer Identification Number**



Enter your personal information

Jordan.smith@mailinator.com

Chance of Verification based on profile completion Chance of verification: Low

The more information you provide us with, the higher your chances will be for successful verification.

Basic information

Please ensure that you have entered the following information correctly to ensure a seamless and secure process.


- Full legal name
- Gender
- Date of birth
- Current home address


You have higher chances of successfully completing the identity verification if you provide social security number.


*Indicates a required field.


Legal first name* Legal middle name

Legal last name* Suffix

Gender Date of birth* 

Month Name, Date, Year 

Social Security Number (SSN) / Individual Taxpayer Identification Number (ITIN) 

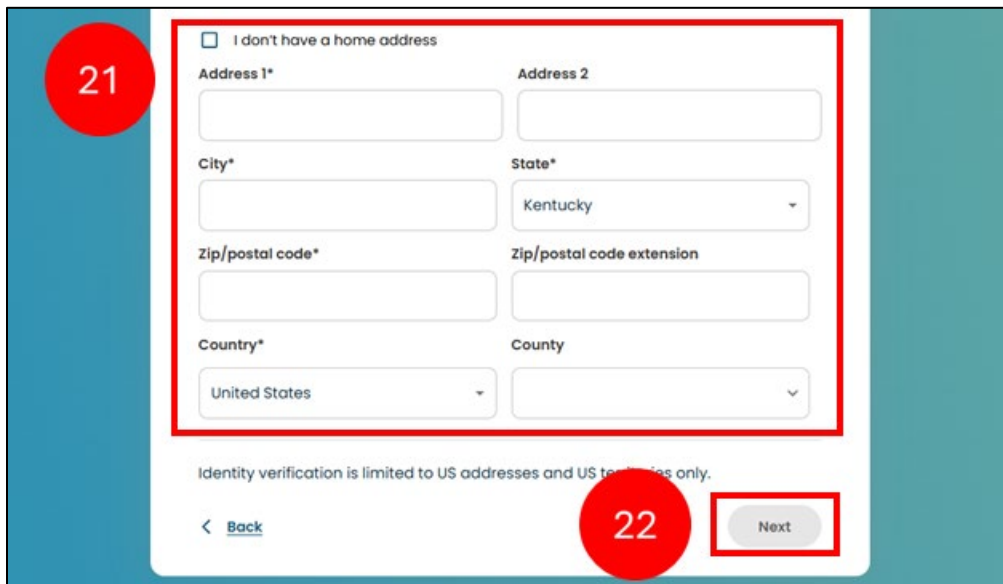
XXX-XX-XXXX 

21. Enter relevant data in the following fields related to your home address:

- **Address 1***
- **Address 2**
- **City***
- **State***
- **Zip code***
- **Zip extension**
- **County**

Please note: If you do not have a home address, you may select the **I don't have a home address** checkbox. If you select this checkbox, only the **City*** and **State*** fields will be mandatory.

22. Click **Next** to proceed.



The screenshot shows a form for address verification. A red circle with the number 21 is positioned over the top-left corner of the form. A red rectangle highlights the entire form area. A red circle with the number 22 is positioned over the 'Next' button at the bottom right of the form. The form includes a checkbox for 'I don't have a home address', and fields for 'Address 1*', 'Address 2', 'City*', 'State*' (with 'Kentucky' selected), 'Zip/postal code*', 'Zip/postal code extension', 'Country*' (with 'United States' selected), and 'County'. A 'Back' button is on the left and a 'Next' button is on the right. A note at the bottom states: 'Identity verification is limited to US addresses and US territories only.'

Please note: The information you provide on this screen will be used for remote identity verification in the following steps. Please confirm all information is accurate before continuing.

Please note: While your social security number (SSN) is optional, it is encouraged to enter it for verification purposes. Your SSN will not be disclosed without your consent or unless required by law.

If you do not provide your SSN, you will be shown a pop-up, encouraging you to provide it. You may click **No, continue** to continue to the next screen.

Creating a password is the final step of the account creation process. Review the password requirements which meet the specified policy rules, which are indicated at the top of the form.

23. Enter your desired password in the **Password*** field ensuring it meets the strength requirements.
24. Re-enter the password in the **Confirm password*** field. If the passwords do not match, then the **Create Account** button will remain disabled.
25. Click **Create account** to finalize the account setup.

Create a password

Jordan.smith@mailinator.com

Passwords must meet the following:

- Have at least 8 characters
- Should not contain the first name or last name
- Have at least one lowercase letter
- Have at least one uppercase letter
- Have at least one numeric digit
- Must have at least one of the following special characters: #@-!_!-*

* Indicates a required field.

Primary email
Jordan.smith@mailinator.com

23 Password*

24 Confirm password*

25 < Back Create account ->

Please note: The new password:

- must have at least 8 characters,
- should not contain the first name or last name,
- must have at least one lowercase letter,
- must have at least one uppercase letter,
- must have at least one numeric digit, and
- must have at least one of the following special characters: #@-!\$|~*?

If all the above criteria for a strong password are met, then the **Create Account** button will be enabled.

A confirmation message is displayed stating that your KYID account has been created. To complete your registration, sign-in to the KYID portal with the new credentials. The email ID is auto populated in the **Email*** field. Depending on your application's configurations, you may see an application logo at the top of the sign-in page.

26. Click the **System Notice** link to review the system notice at the bottom of the webpage and select **I consent to the System Notice** checkbox.

27. Click **Next** to proceed.

Your KYID account has been created!
Sign in to complete your access enrollment for KYID Self Service Portal

Sign in
KYID Self Service Portal
* Indicates a required field.

Email*
Jordan.smith@mailinator.com

I consent to the [System Notice](#)

Next

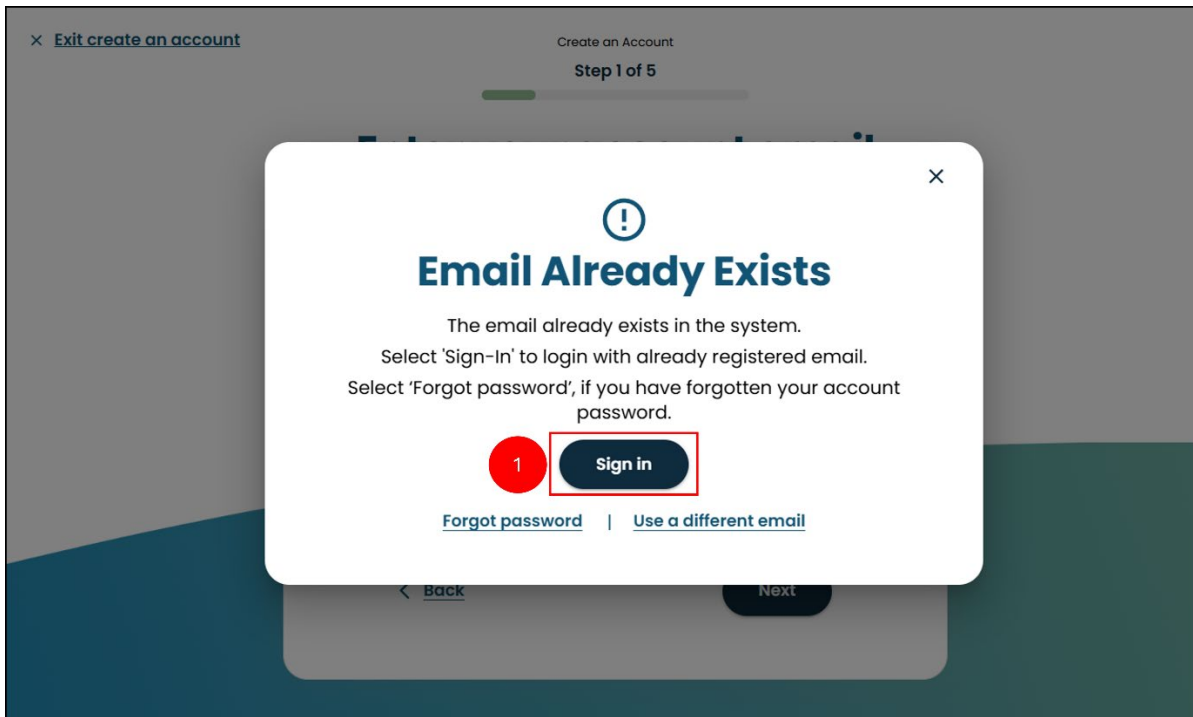
[Forgot email](#)

Once your account is successfully created on the KYID platform and you can sign in with your credentials, you may be prompted to perform a multifactor authentication process to verify and secure your identity on the system. To know more about Multifactor Authentication Process please refer to the **MFA Management QRG**.

2. Email Already Exists

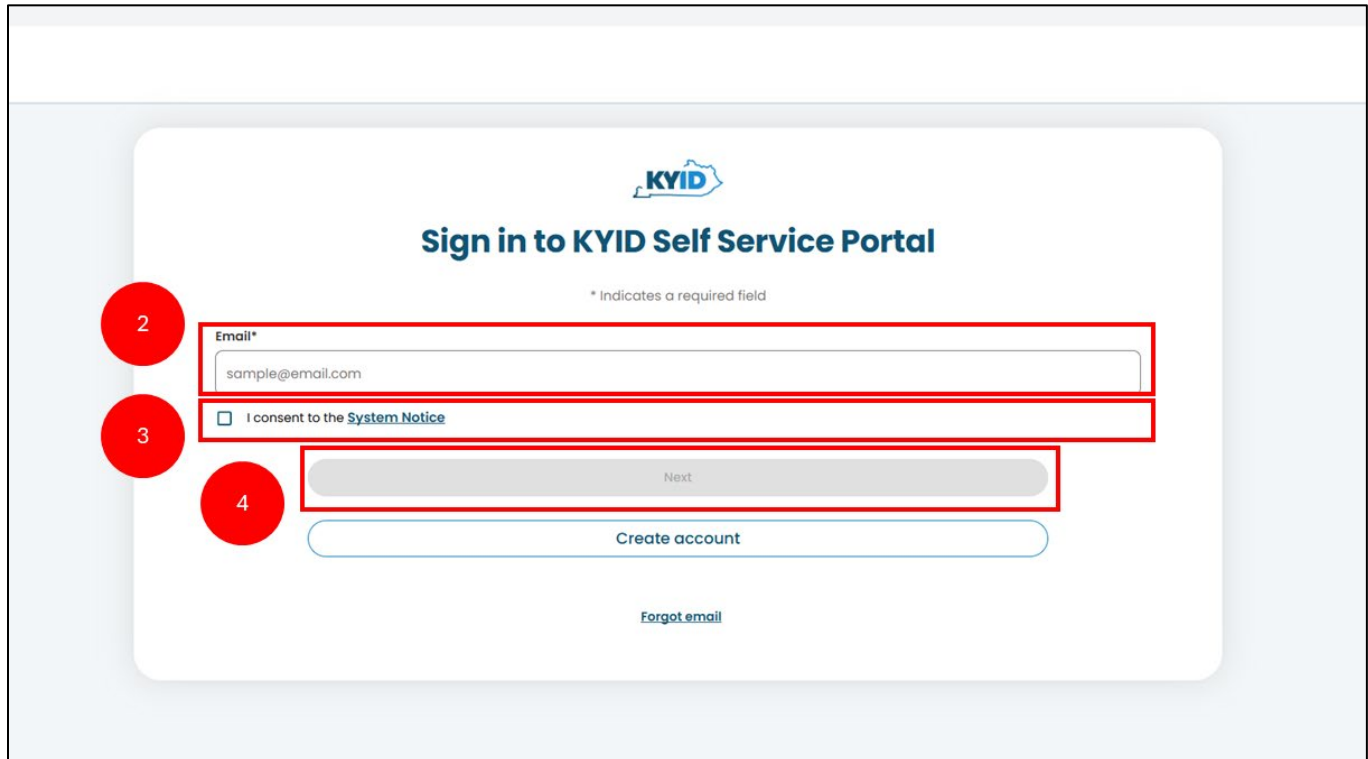
While creating your KYID account, if the email provided as the primary email address is already registered on the KYID portal, then the **Email Already Exists** popup displays.

1. Click **Sign in** to log in with your already registered email.



Please note: You may click the **Forgot password** link to initiate the password recovery process, in case you have forgotten the password, or you may click the **Use a different email** link in case you prefer to use a different email address to sign in.

2. After selecting the **Sign in** button, you will be prompted to the **Sign in to the KYID Portal** popup window. Enter your registered email address in the **Email*** field.
3. Select the **I consent to the System Notice** checkbox.
4. Click **Next** to proceed.



Sign in to KYID Self Service Portal

* Indicates a required field

2

3 I consent to the [System Notice](#)

4

[Forgot email](#)

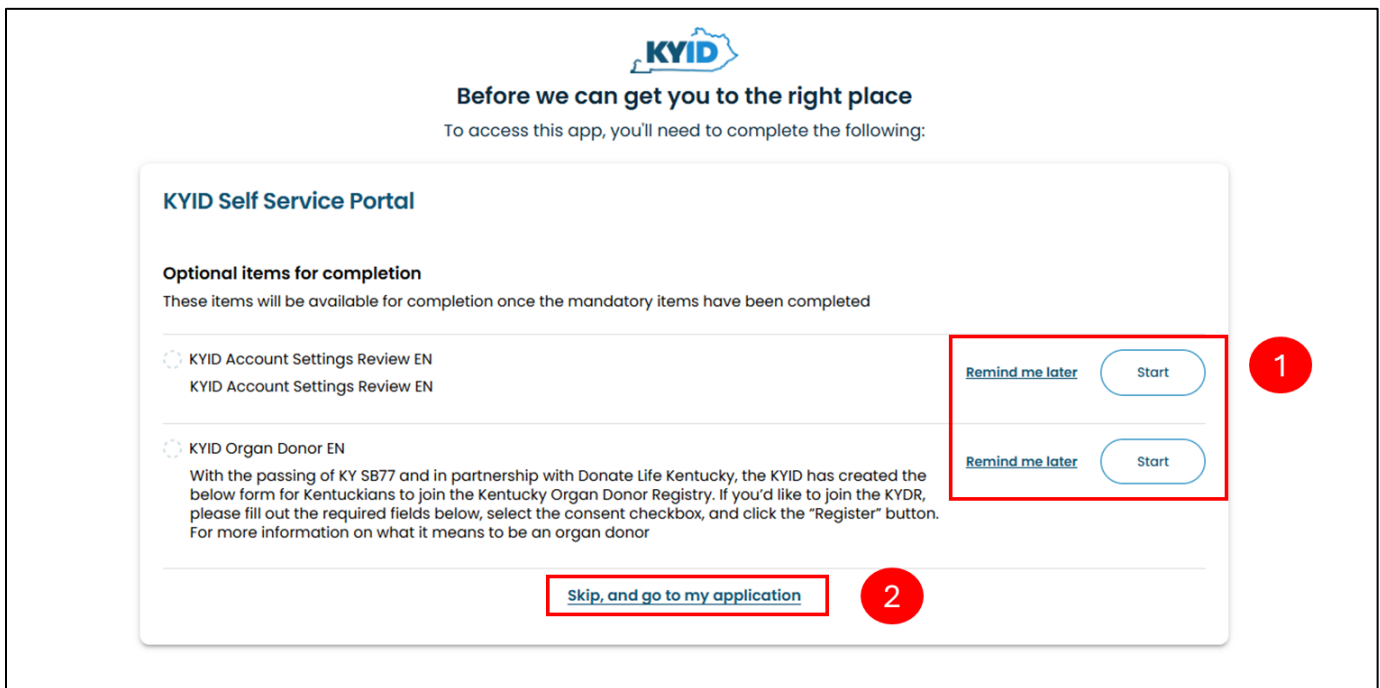
Please note: Once you have entered the email address and have selected the consent notice checkbox, then the **Next** button will be enabled.

You may select **Create account** button to create a new account, or you may select the **Forgot email** link to recover your account.

3. Prerequisites

After signing in to KYID, you may see the pre-requisite screen. This screen populates any optional and/or mandatory prerequisites that require action(s) (e.g., Organ Donor Registration, application specific training, recertifications, etc.) on your part to access your application. **Prerequisites are application and role specific.** Please escalate questions regarding required training through your standard channels.

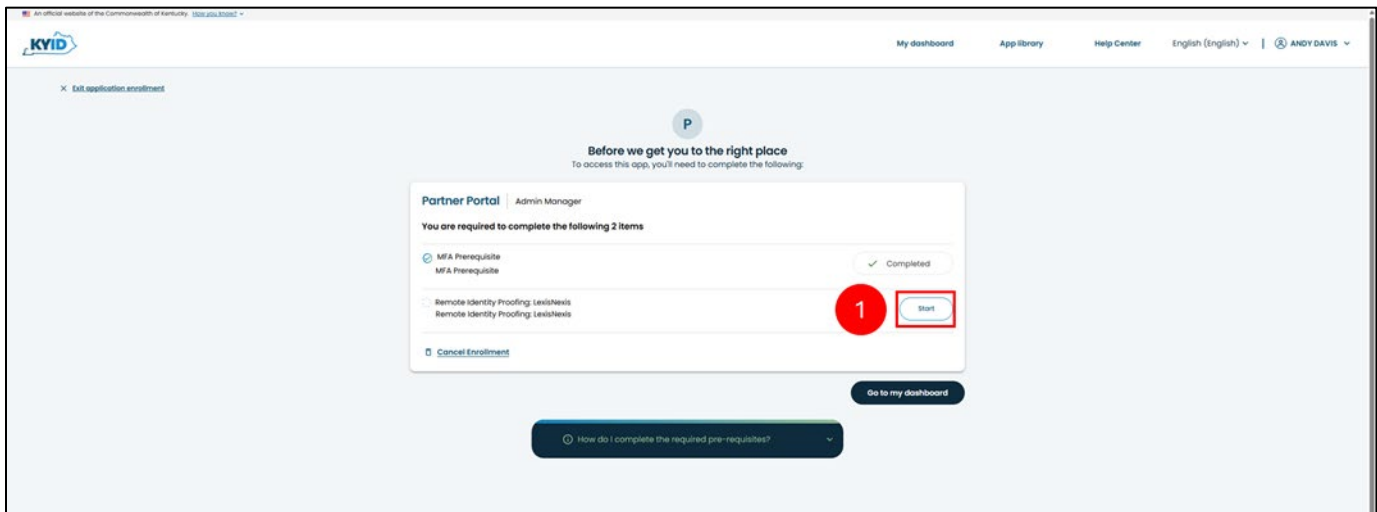
1. Click **Start** on the prerequisite and complete the necessary steps and/or training(s) for your application(s). Clicking start may take you out of KYID to complete necessary training(s). Additionally, you may click **Remind me later** to complete the prerequisite later.
2. If needed, you may select the **Skip, and go to my application link**. All prerequisites that you do not complete will be displayed on your Dashboard To-do list for you to complete later.



4. Remote Identity Proofing

Applications may require you to complete Remote Identity Proofing (RIDP). This process verifies your personal information through a secure, third-party source, either LexisNexis or Experian. This process has you verify and update your personal information, then answer several questions based on your personal and financial history. Do not use work or business information.

1. Click **Start**.



- Review and update your Basic Information and Home Address. Once completed, check the **I have read, understand, and agree to the above terms and conditions** checkbox.
- Click **Next**.

Step 1 of 2

[Exit to application enrollment](#)

Personal information

Chance of Verification based on profile completion

The more information you provide us with, the higher your chances will be for successful verification.

Profile progress:

Chance of verification: Medium

Basic information

*Indicates a required field.

The following information reflects your personal profile as maintained in our system. Any changes made below will be reflected in your personal profile once verification is successful.

Legal first name*	Legal middle name
<input type="text" value="ANDY"/>	<input type="text"/>
Legal last name*	Suffix
<input type="text" value="DAVIS"/>	<input type="text"/>
Gender*	Date of birth*
<input type="text" value="Male"/>	<input type="text" value="April, 04, 2002"/>
Social Security Number (SSN) / Individual Taxpayer Identification Number (ITIN)	
<input type="text" value="XXX-XX-XXXX"/>	

Home address

I don't have a home address

Address 1*	Address 2
<input type="text" value="521 RASPBERRY ST"/>	<input type="text"/>
City*	State*
<input type="text" value="ERIE"/>	<input type="text" value="Pennsylvania"/>
Zip/postal code*	Zip/postal code extension
<input type="text" value="16507"/>	<input type="text"/>
Country*	County
<input type="text" value="United States"/>	<input type="text"/>

Contact

Primary email*	Mobile Number
<input type="text" value="rdp-test-02@yopmail.com"/>	<input type="text" value="XXX-XXX-XXXX"/>

By checking this box, I certify that I understand that, in requesting these services, my identity may be verified through other sources. Any information collected by the Cabinet for Health and Family Services (CHFS) may be used to verify my identity in accordance with 15 U.S.C. § 1681b(a)(3)(D). I understand that my information will be used solely to verify my identity and to prevent fraudulent transactions in connection with my request to create an account to access public services or benefits.

To prevent fraud and verify my identity or my wireless device, I authorize my wireless carrier to use or disclose information about my account and wireless device, if available, to CHFS or its service provider for the duration of my business relationship. See the CHFS Privacy Policy for details on how your data is treated.

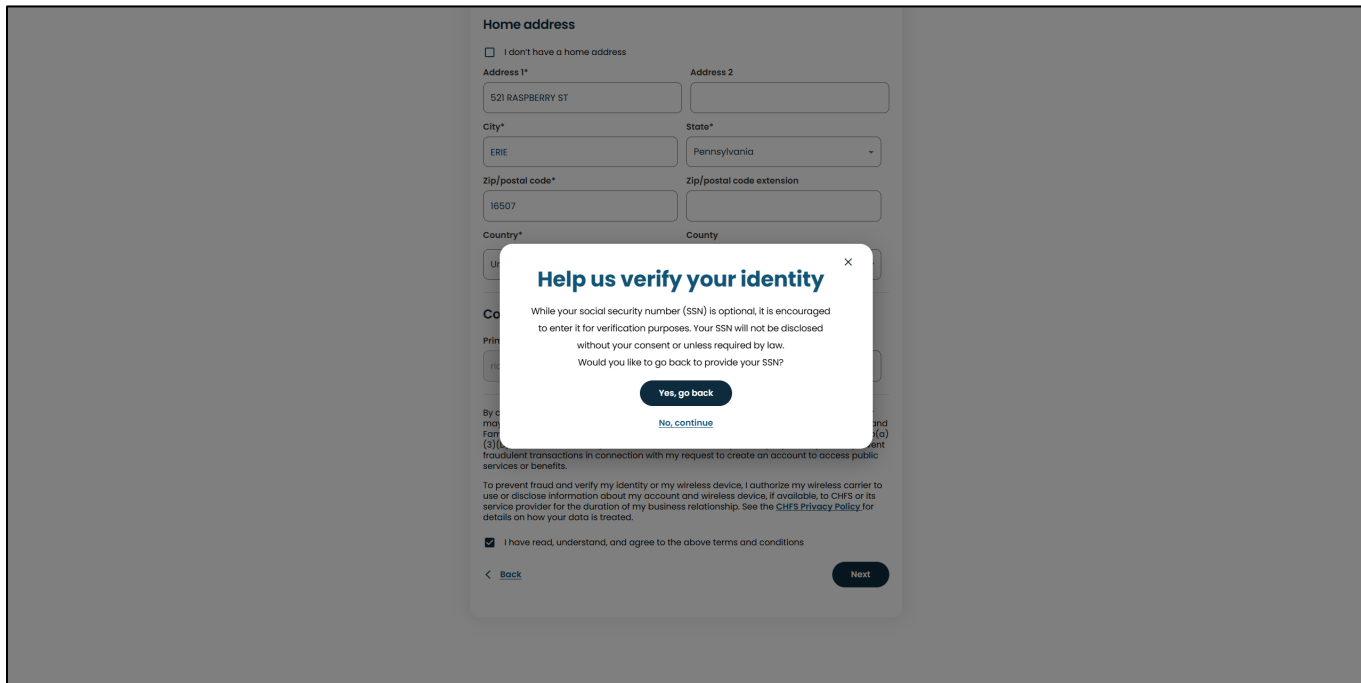
2

I have read, understand, and agree to the above terms and conditions

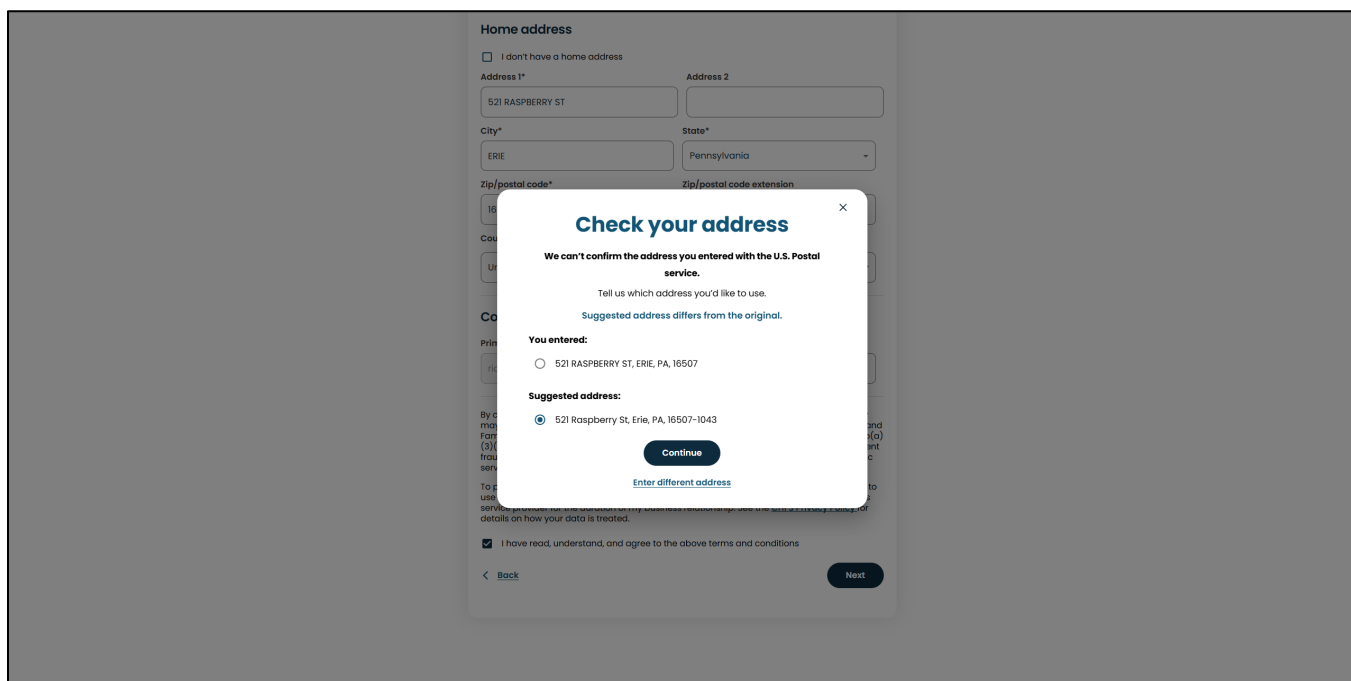
3

< Back
Next

If you did not provide a social security number, you will be encouraged to enter it for identity verification purposes. You may either go back and provide it or continue without providing your social security number.



KYID will also ask you to confirm your home address. You may continue with the home address you provided or select the suggested address.



After you have verified your basic information and home address, you will be asked a series of personal and financial questions. These questions are from third-party sources, Experian or LexisNexis. KYID does not store the answers to the questions.

4. Answer the questions based on your information.
5. Click **Next**.

An official website of the Commonwealth of Kentucky: www.ky.gov

My dashboard App library Help Center English (English) ANDY DAVIS

Exit to application enrollment Step 2 of 2

Answer a few questions

Your information will be used for verification purposes only.

4

Which of the following boats or watercrafts have you owned?

- 10 ft. Chaparral Boats Inc 250 Suncoast
- 10 ft. Lifetime Products Tamarack An
- 10 ft. Pelican International Inc Explorer
- 10 ft. Phoenix Boss Boats 920 Elite II
- None of the above

From whom did you purchase the property at 5051 San Antonio Center?

- American Home Finance
- Commonwealth Mortgage
- Nuhomes
- Prudential Residential Svcs Ltd Partnership
- I have never been associated with this property

What color is your 2004 Acura TL?

- Black
- Blue
- Brown
- Gold
- I have never been associated with this vehicle

Which of the following professional licenses have you ever held?

- Chiropractor
- Independent Clinical Social Worker
- Nutrition
- Pharmacology
- None of the above

5

Back Next

Once your identity has been verified, you are able to access your application.

You have three attempts to verify your identity through RIDP. If KYID is unable to verify your identity based on the information you provided, please contact the appropriate Help Desk.

An official website of the Commonwealth of Kentucky. [How you know?](#)

My dashboard App library Help Center English (English) | ANDY DAVIS

We are unable to verify your identity based on the submitted information.

Your reference number for further assistance

bloPXwcv

Submitted information

First Name ANDY	Last Name DAVIS	Gender Male
Date of birth 2002-04-04	Email ridp-test-02@yopmail.com	Address 1 521 RASPBERRY ST
City ERIE	State Pennsylvania	Zip/postal code 16507
Country United States		

Please go through the below option for further assistance.

Step 1:

Please reach out Help desk by calling on the below contact information

Contact Help Desk
chfskyidsupport@ky.gov
502-564-0104

Step 2:

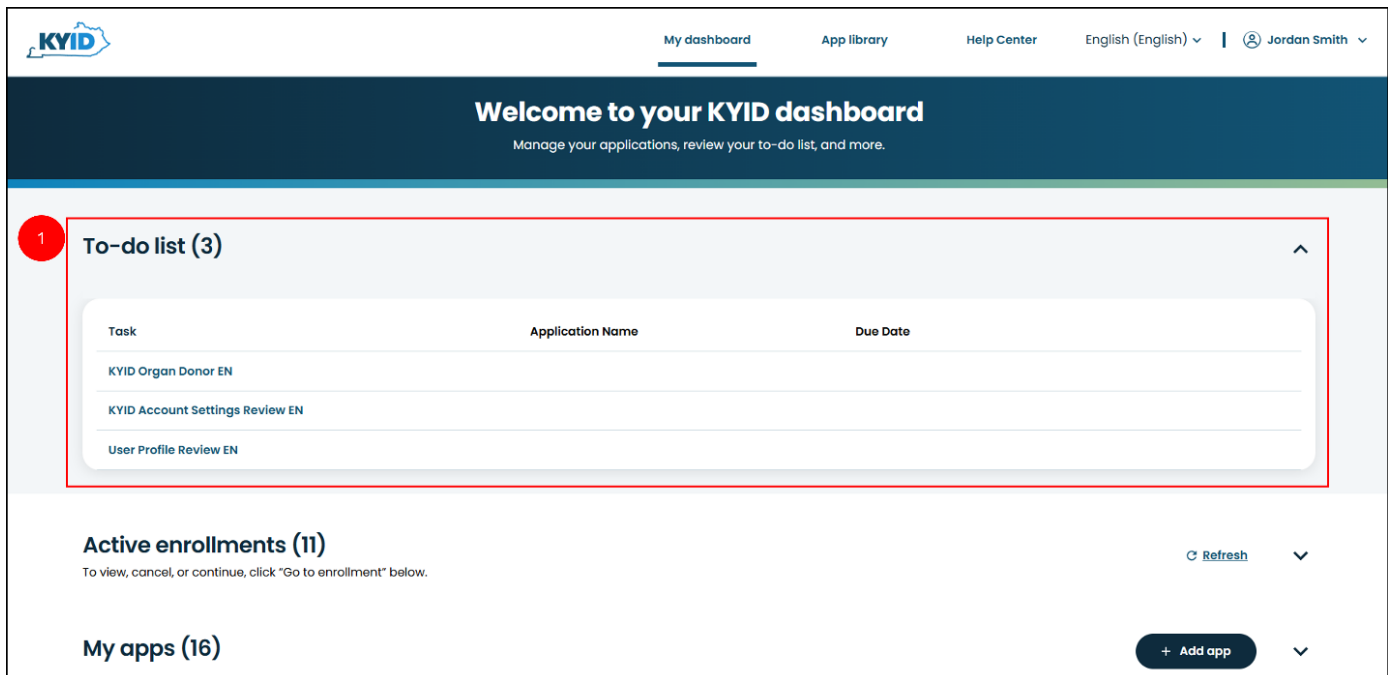
Please provide the reference numbering: **bloPXwcv**. Once you have verified your identity with **KYID Helpdesk**, please click on the "Continue" button below.

[Continue](#)

5. Dashboard and App library

After signing in to the KYID platform, you will be automatically directed to the **My Dashboard** screen. The dashboard offers an overview of your account through sections such as **To-Do List, Active Enrollments, Active Invitations,** and **My Apps**:

1. **To-Do List:** The To-Do List section displays any tasks that you have not completed or have chosen to postpone. For each item, you will see both the application name and the due date for completion. For example, if you skip the Organ Donor Registration when prompted, you can later access this task from the To-Do List and complete the registration at your convenience. Additionally, some applications in KYID may require prerequisite assessments or mandatory training before they can be accessed. These required tasks will also appear in the To-Do List, ensuring you can complete them before their respective deadlines.



The screenshot shows the KYID dashboard interface. At the top, there is a navigation bar with the KYID logo, "My dashboard" (underlined), "App library", "Help Center", "English (English)", and a user profile for "Jordan Smith". Below the navigation bar is a dark blue header with the text "Welcome to your KYID dashboard" and "Manage your applications, review your to-do list, and more." The main content area features three sections: "To-do list (3)", "Active enrollments (11)", and "My apps (16)". The "To-do list (3)" section is highlighted with a red box and a red circle containing the number "1". It contains a table with three columns: "Task", "Application Name", and "Due Date". The table lists three items: "KYID Organ Donor EN", "KYID Account Settings Review EN", and "User Profile Review EN". The "Active enrollments (11)" section includes a "Refresh" button. The "My apps (16)" section includes an "Add app" button.

Please note: All the prerequisites that are left incomplete will be listed as a part of the To-do list. You may visit the prerequisites at your convenience later, however, some of them may have a due date to complete. The due dates are set by your application. If you have questions over your applications prerequisites, please escalate through your normal channels.

2. **Active Enrollments:** The Active Enrollments section provides a summary of all ongoing enrollments linked to your account. Within this section, you can view detailed information about each active enrollment or continue with your current enrollment processes. This section helps you easily manage your ongoing activities and ensures you have full control over your account participation.

Active enrollments (11) Refresh

To view, cancel, or continue, click "Go to enrollment" below.

Application name	Role	Action
K KPC (Test)	KPC Health Kentucky Worker	Go to enrollment →
H HBE2	Agent	Go to enrollment →
A APSCPS_Active_Report_Worker_Search	I-Twist - CIT Active Report Worker Search	Go to enrollment →

[View all \(11\) ↓](#)

3. **My Apps:** The My Apps section displays a comprehensive list of all applications you have self-enrolled in. This area provides quick access to each application, allowing you to easily launch the apps associated with your account. Click the **Heart** icon to favorite apps you use the most.

My apps (16) + Add app

Search my apps

Sort by [Date added: Newest](#) | Showing [All](#)

3 Refresh

A
 Account Management
[Launch →](#)

K
 Kentucky Physicians Care
[Launch →](#)

R
 Request
[Launch →](#)

K
 KHBE Self Service Portal DEV2
[Launch →](#)

K
 KHBE Worker Portal DEV2
[Launch →](#)

K
 KHBE Self Service Portal DEV5
[Launch →](#)

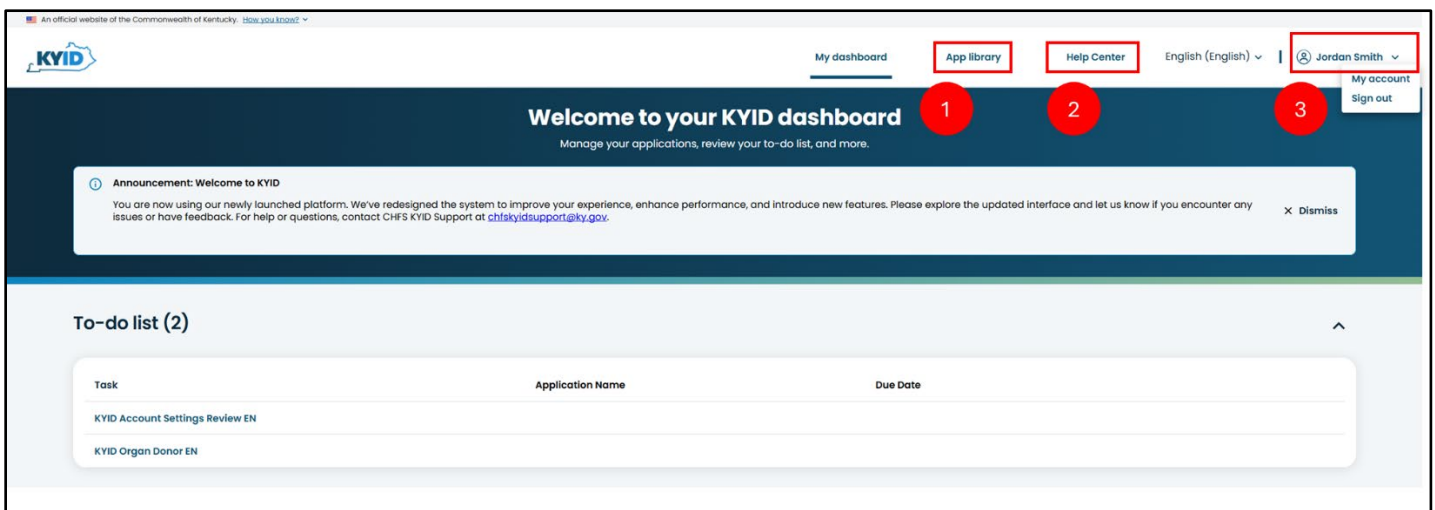
A
 Abortion Prescription Portal
[Launch →](#)

A
 ABC_External
[Launch →](#)

[View all \(16\) ↓](#)

From the dashboard, you can also access the **App Library**, **Help Center**, and your **Profile** for additional resources and account management.

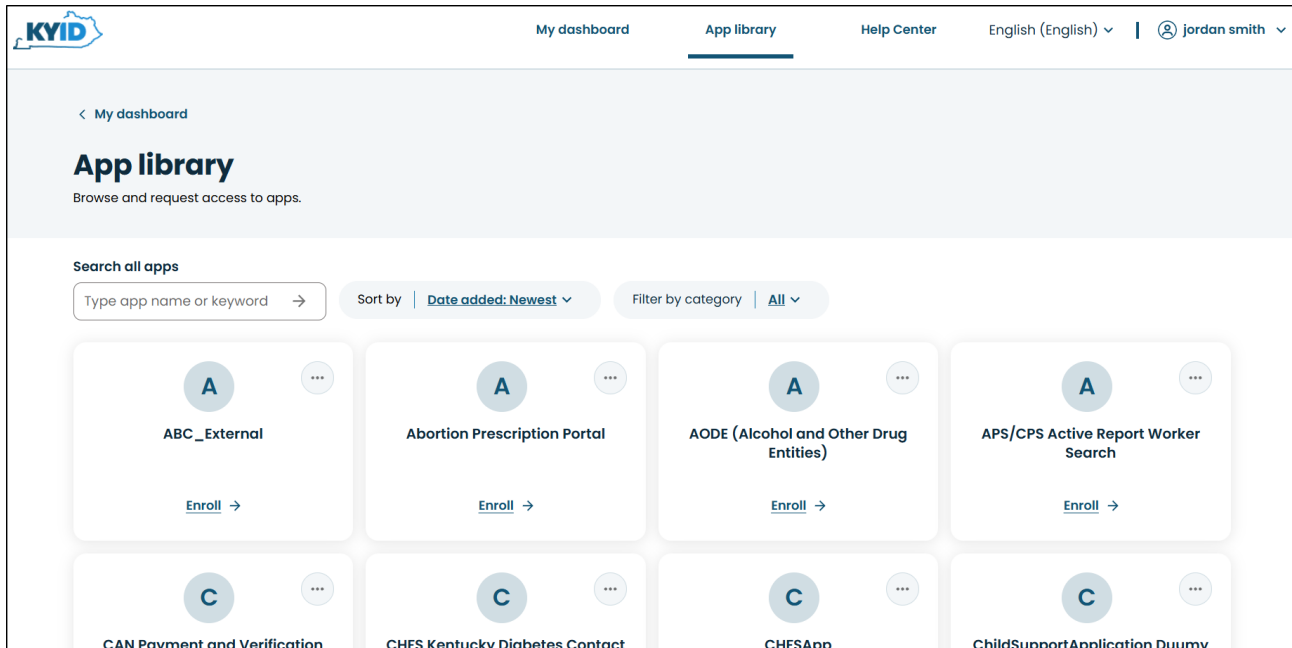
1. Click **App library** tab to access all the apps that are available on the KYID platform.
Alternatively, to access the app library you may click on the **+ Add app** option displayed on the screen.
2. Click the **Help Center** tab to access the KYID Help page in case you require any support related to sign-in, MFA, account management, KYID apps, or search for a keyword.
3. Click **Your Name** displayed on the top right corner to access your account information or to sign out of the account.



Please note: When you click the profile icon for the first time during your login session, you will be asked to complete multi-factor authentication to verify your identity.

App library view:

On the **App library** page, you can search all apps using the search box or sort the apps by your preference or filter the apps by category.



Help Center view:

In the **Help Center** page, you can select the displayed topic tiles on the screen to learn more about those topics, or you can search by keywords in the **Search** box.

